

## Family Care Network Urgent Care FAQ

1. When should I choose urgent care vs. emergency care?

- Urgent care is for non-life-threatening medical issues that need immediate attention, such as cold and flu symptoms, sprains, strains and possible fractures, ear or sinus pain, headaches and urinary discomfort or symptoms.

Life-threatening emergencies, such as difficulty breathing, heart attack/stroke, extremely high fever or severe trauma should be seen at the hospital or dial 911.

2. How long does it take to see a doctor?

- Urgent Care wait times vary but are generally much shorter than waiting to see a doctor for a minor illness or injury at the emergency room. You can expect an average wait time at Urgent Care between 15 and 45 minutes.

3. Will I save money by going to Urgent Care?

- Urgent Care is an affordable alternative to the emergency room for minor illness or injury. Depending on your insurance, a trip to Urgent Care typically has a lower co-pay and/or cost sharing component than going to the ER.

4. Can I get a COVID-19 test at Urgent Care?

- FCN and non-FCN patients can see a provider at Urgent Care or through On-Demand Telemedicine about COVID-19 testing. A visit is required for an FCN provider to place an order for COVID-19 testing, and you can usually get your test done at an FCN location. Patients with an order can also schedule a COVID-19 test at [Northwest Laboratory](#) in Bellingham.

5. Can I get a COVID-19 vaccine at Urgent Care?

- Family Care Network does not offer COVID-19 vaccine. Use the state Department of Health [Vaccine Locator](#) to find an alternate location.

6. Can I visit Urgent Care for a broken bone?

- Most FCN Urgent Care locations have lab and x-ray on site — making it a convenient option for detecting bone fractures and breaks. Severe trauma or open

fracture (broken bone breaking through skin) should be seen at the hospital or dial 911.

7. Which insurance plans does Urgent Care accept?

- FCN is contracted with many different commercial insurance plans and Medicare options. We also accept private pay. For non-contracted plans, we provide patients a coded bill to submit to insurance; it is the patient's responsibility to follow up with their insurance company to arrange payment. To find out if your insurance plan is accepted, please call ahead to Urgent Care or contact our Patient Accounts Department at (360) 318-8800 or (866) 494-4414.

8. How late is Urgent Care open?

- FCN Urgent Care in Bellingham, Lynden and Mount Vernon is open 7 days a week Monday-Friday, 1pm-9pm and Saturday-Sunday, 9am-5pm. Urgent Care is also open most holidays, 9am-5pm. Patients can be seen by an experienced provider in clinic or through [On-Demand Telemedicine](#).

*Life-threatening emergencies should be seen at the hospital or dial 911. This includes difficulty breathing, heart attack/stroke, extremely high fever, severe trauma, or open fracture (broken bone protruding through the skin), uncontrolled bleeding, poisoning, major burns, and other serious medical issues.*