



Finding Your Way through University of Iowa Health Care

Welcome to UI Health Care. This can help you find the right medical care at the right time. Some of UI Health Care will be like what you have seen other places. Some parts will be different. This is very true if you have lived in another country.

We hope this guide helps you feel confident. We hope it will help you get the care you need. We want to keep you and your family healthy, safe, strong, and thriving.

Here you will find resources, terms, and instructions. They will help you prepare for what to expect when you visit UI Health Care.

UI Health Care has interpreters and translation services for patients who do not speak English fluently. You can use these services for clinic visits or hospital stays. They can help you talk with staff. For more information, visit uihc.org/interpretation-and-translation-services or call **1-319-356-1967**.

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Find your medical home

At UI Health Care, our primary care services will be your medical home. Primary care includes family medicine, internal medicine, obstetrics and gynecology, and pediatrics. These medical providers will be your main contact. They will arrange your care with other services.

Providers in our primary care clinics will care for you. They will also care for your family members of all ages. These clinics are where you should go for routine checkups. Mostly when you are not ill or hurt.

Providers in these clinics are called primary care providers (PCPs). They will help you learn about your health. They will help you build habits that stop illness and injury in the future.

If you need a specialist, your PCP will send you to right specialists.

To learn more about these services go to uihc.org/primary-care.

How to schedule an appointment with your provider

To schedule a visit, call the clinic phone number. You can choose a time that works for you. You will have a set time for your visit. Please come at least 15 minutes early.

To make an appointment:

- Go to uihc.org/appointment
- Call **1-800-777-8442**

What to bring to your visit

Below is a list of items for you to bring to your visit.

- ID card
- Health care records (if available)
- Insurance card (if you have one)
- List of allergies
- List of medications
- List of questions for your provider

Who to bring to your visit

Bring a friend or family member with you to each visit. Especially if you are feeling ill or very weak. They can help with communication. They may help ask providers questions to make clear what is happening. They can also ask what they suggest for treatment.

Types of providers you might see

At UI Health Care, you may have many types of providers. Each of these providers have a different purpose.

- **Attending physicians**
Attending physicians are also known as the staff doctor. They lead your health care team and are responsible for your care
- **Fellow physicians**
Fellows are licensed doctors who have done a residency program. They are now doing extra advanced medical training.
- **Resident physicians**
Residents are licensed doctors who are doing extra specialty medical training. In their residency program, they give care under the supervision of the staff doctor.
- **Physician assistants (PA)**
PAs can practice medicine with doctor supervision. They make medical decisions. They also give diagnostic and therapeutic care.
- **Advanced registered nurse practitioners (ARNP)**
ARNPs are licensed independent practitioners. They work with doctors and nurses.
- **Nurses (RN)**
are professionals who have done nursing training. They have passed state licensing requirements.
- **Medical students**
Medical students have a college degree and are in medical school. They get experience by watching physicians. They learn from patient interactions.

What to do in a medical emergency or if a clinic is closed

Each clinic has routine hours it is open. Outside of these hours, call one of the phone numbers below for help. You may need to seek emergency care.

UI Urgent Care clinics are open outside of routine hours. They are open nights, weekends, and most holidays. The emergency department is always open and ready for emergency care.

Phone numbers:

- **Ambulance: 911**
- **Poison control: 1-800-222-1222**
- **Nursing: 1-319-384-7179**

Learn more about UI Urgent Care services at uihc.org/ui-urgent-care.

Where to go for help when sick or injured

Primary Care Provider (PCP)

Your PCP is often your first contact for nonemergency care. Your PCP knows your health past the best. They can care for most of your health issues. Your PCP will also help you find a specialist when you need one.

When to see your PCP:

- Yearly health exam
- Chronic conditions
- Pain that won't go away
- Physical or mental changes
- Injury that isn't healing
- Immunizations
- Sports physicals

If you have an illness or injury, make an appointment with your PCP. To make an appointment:

- **Visit uihc.org/appointment**
- **Call 1-800-777-8442**

Learn more about primary care services at uihc.org/primary-care.

UI QuickCare

When your PCP isn't available, UI QuickCare treats patients with minor illness and injury. You also can see a provider from the comfort of your own home. To do so, schedule a telehealth visit.

These walk-in clinics have many locations. No appointment is needed, so you may need to wait. UI QuickCare has limited services. They often do not treat children younger than 6 months.

When to go to UI QuickCare:

- Earaches
- Eye infections
- Bladder infections
- Diarrhea
- Nausea
- Vomiting
- Rash
- Insect bites
- Minor burns
- Seasonal allergies

Learn more about UI QuickCare services and locations at uihc.org/ui-quickcare.

UI Urgent Care

UI Urgent Care treats more conditions than UI QuickCare. This can be minor injuries that need X-rays, stitches, and IV fluids.

When to go to UI Urgent Care:

- Broken bones
- Strains and sprains
- Cuts and scrapes
- Dehydration

UI Urgent Care can treat any condition that could be seen at UI QuickCare. UI Urgent Care has extra hours. This is a way to get care on nights and weekends. UI Urgent Care is also open most holidays.

Learn more about UI Urgent Care services and locations at uihc.org/ui-urgent-care.

Emergency Room

UI Health Care has one emergency room. It is in the back of the main hospital. Go there for life-threatening emergencies or if you need urgent care.

The emergency room is open 24 hours each day. Medical care in the emergency room focuses on the main problem. **This is not the place to go for routine problems or check-ups.**

When to go to the emergency room:

- Head injury
- Stroke
- Severe bleeding
- Chest pain
- Abdominal pain
- Trouble breathing
- Severe pain
- Newborn fever
- Major trauma
- Suicidal thoughts

Learn more about emergency care at uihc.org/primary-and-specialty-care/emergency.

Call 911

If you are in an unsafe situation, call 911 on your phone. You need to tell them your name, address of your location, and problem.

The emergency team will send an ambulance. It will bring paramedic specialists who will assess your problem. They will take you to the emergency room if needed.

At the emergency room and walk-in clinics, expect to wait longer. You may be waiting longer than people who come after you. They may have a more severe illness or injury than you. You may be seen soon after you arrive if you have a very serious injury. Even before others who have been waiting.

What health care providers will expect you to do

In UI Health Care, our providers hope that you will tell the truth. This is so they are able to help you.

We respect your privacy. All of our providers follow the Health Insurance Portability and Accountability Act (HIPAA). This will protect your privacy and health information.

You may feel that some of the questions are embarrassing or do not respect your privacy. If so, please let us know. We do not want you to feel uncomfortable with our questions or your exam during the visit. Please tell us of any cultural concerns you may have. These can help us give you better care. We want all our patients to feel respected and well-understood.

Mental health resources

You or a family member can make an appointment to be seen. This can be with your PCP. You can also come to the emergency room if it is urgent.

Resources for urgent help:

- **Johnson County NAMI Crisis and Online Help:** namijc.org/crisis-info
- **National Suicide Prevention Hotline:** 1-800-273-8255
- **Crisis Center of Johnson County 24-Hour Crisis Line:** 1-319-351-0140
- Iowa Help Line 24/7: 1-855-800-1239

Educational resources to better understand health

- **MedLinePlus**
Visit MedLinePlus for information on health topics from the National Library of Medicine.
 - More information: medlineplus.gov
 - Search by language: medlineplus.gov/languages
 - Look by health topic: medlineplus.gov/all_healthtopics
- **Patient Libraries**
UI Health Care has two patient libraries. They offer many resources to learn about your health. You can use three patient education channels. They have online videos to watch in English and Spanish.
 - Patients' Library (Elevator F, Level 8)
 - Janice and Bruce Ellig Children's Library (UI Stead Family Children's Hospital, Level 1)

For more information, visit uihc.org/patients-library or call **1-319-356-2468**.

Resources

Care options

You can use this guide to:

- Find a new provider
- Get same-day care
- Learn more about all of our care choices

For more information, visit uihc.org/welcome-neighborhood.

Interpretation and Translation Services

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- **Spanish:** 1-844-703-6179
- **French:** 1-844-201-8938
- **Telecommunications device for the deaf (TTY):** 1-319-356-4999

Bill pay support

If you need help paying for your health care, call our customer service department. Call 1-319-356-2211. You may qualify for financial support. This can be due to your income and the medical services needed.

For more information, [visit uihc.org/financial-assistance](https://uihc.org/financial-assistance) or call patient financial services at **1-866-393-4605**.

Office of the Patient Experience











You may feel that people are not listening to you. You may feel they do not understand your needs. Please call the Office of the Patient Experience. Call **1-319-356-1802** or **1-800-777-8442**. You can also email patient-experience@uiowa.edu.

For more information, visit uihc.org/office-patient-experience.

WHEN SHOULD YOU GO TO UI QUICKCARE OR URGENT CARE?





If your primary care provider isn't available, UI QuickCare treats patients with minor illnesses and injuries.

Common UI QuickCare/ Urgent Care Problems:

-  Cough, Cold, Sore Throat
-  Fever/Flu
-  Earaches
-  Eye Infections
-  Bladder Infections
-  Diarrhea/Nausea/Vomiting
-  Rash
-  Insect Bites
-  Minor Burns
-  Seasonal Allergies

Urgent Care treats more conditions than UI QuickCare, including minor injuries requiring X-rays, and can place stitches and administer IV fluids.

In addition, Urgent Care can treat:

-  Broken Bones
-  Sprains/Strains
-  Cuts and Scrapes
-  Dehydration











Extended Hours

Urgent Care has extended hours, offering a convenient way to receive care during evenings and weekends. Urgent Care will also be open every holiday except Christmas and Thanksgiving, with reduced hours.

WHEN SHOULD YOU GO TO THE EMERGENCY ROOM?

Go to the emergency room if you have a serious or life-threatening condition.

Common Emergency Room Problems:

-  Head Injury
-  Difficulty Breathing
-  Stroke
-  Severe Pain
-  Severe Bleeding
-  Newborn Fever
-  Chest Pain
-  Major Trauma
-  Abdominal Pain
-  Suicidal Thoughts

Call 911

If a person could die or be permanently disabled, it is an emergency. Call 911 to have the emergency team come to you right away if you cannot wait.