

What to Expect in Urgent Care



Share your mobile number at the check-in desk to get updates about your visit and wait time.

Urgent Care

The Urgent Care team is available to serve you. They pride themselves on delivering excellent care.

The Urgent Care health care team sees patients on a first-come, first-serve basis. There are times they need to see the sickest patients first.

If your health changes, tell a member of the team right away. They appreciate your patience.

Lab Tests

You may need blood tests, urine tests or other lab tests. Because you may be asked to give a urine sample, tell your nurse before you use the bathroom.

Most tests take about 1 hour to finish. Check with your nurse if you wait more than 90 minutes for test result(s).

X-rays and Images

You may need X-rays or other images like scans or ultrasounds to look for injuries or illnesses. These can take longer if the demand in Urgent Care is high.

Image results can take up to 1 hour to get, so plan to stay in Urgent Care for a longer period of time.



Food and Water

Please do not eat or drink anything before checking with your doctor or nurse. Eating and drinking can delay or interfere with tests.

Note for Work or School

If you need a note from the health care provider for work or school, ask a member of your health care team before your visit ends.

Questions or Concerns

Tell a member of your health care team if you have any new symptoms or concerns. Ask any questions you have before you leave the clinic.

(over)

Your Comfort is Important

Pain medicine is not commonly used in Urgent Care. Members of your health care team will work with you to decide if medicines are needed for your type of pain. Please try any of the following to help you feel better.



Scan the code for [breathing and relaxation exercises](#).

Try Relaxation Therapies

Ask a member of your health care team to try any of these:

- aromatherapy
- breathing exercises
- relaxation exercises

- listening to music or the relaxation channel.

Consider doing any religious or spiritual practices that are meaningful to you, such as prayer, meditation, reflection or positive thoughts.



Try Comfort Actions

Ask a member of your health care team for help with any of these:

- change positions
- stand and do gentle stretches or exercises (as you are able)

- talk or visit with caregivers
- limit visitors so you can rest
- dim the lighting in your room



Try Comfort Items

Ask a member of your health care team for any of these:

- extra pillows
- warm blanket

- warm or cool washcloth
- ice pack
- water.

Virtual Urgent Care and Everyday Online are also available

You have 2 options for virtual visits. Go to allinahealth.org to access them.

[Virtual Urgent Care](#):

- Monday-Friday 8 a.m. to 7 p.m. and Saturday-Sunday 9 a.m. to 4 p.m.
- Cost is \$124 or less.



Scan to learn more.

Everyday Online:

- 24 hours a day, 7 days a week
- Cost is \$49 or your insurance copay.