

Emergency and Urgent Care

How to know where you should go

Knowing where to go when you are sick or hurt can save time, money, and lives. Some things can be treated in a doctor's office, while others may require a hospital. Depending on the situation, you may need to go to a health care provider, an urgent care center, or an emergency room.

Health care providers are doctors, nurses, and specialists. Your doctor's office is the best place to go for most medical concerns. If you have cold or fever symptoms, or other health issues that are not urgent or fatal, you should make an appointment with your primary care provider.

Urgent care centers are walk-in facilities that can treat specific health issues. They can treat illnesses and injuries that are not serious enough for an emergency room visit. Urgent care centers are good options when you can't see your provider but don't need emergency care.

Emergency rooms are departments that treat trauma, usually found in hospitals. They handle serious and sudden health issues, like car accidents and heart attacks. Emergency rooms should not be used for colds and minor injuries, unless you think your condition is life-threatening.

If you have questions about your health or need help, call your provider or AmeriHealth Caritas Louisiana at **1-888-632-0009**. If you are having a medical emergency, call **911**.



How and where to get care.

Is it an emergency?

Emergency care is medical care you need right away to treat a serious, sudden injury or illness.

Yes

Call 911 for problems like:

- Chest pain.
- Choking.
- Poisoning.
- Severe wound/heavy bleeding.
- Not able to breathe right.
- Severe spasms/convulsions.
- Loss of speech.
- Broken bones.
- Severe burns.
- Drug overdose.
- Sudden loss of feeling or not being able to move.
- Severe dizzy spells, fainting or blackouts.
- Strong feelings of wanting to hurt yourself or someone else or suicidal thoughts.

I don't know

Before going to the emergency room:

Please call your doctor or the 24/7 Nurse Call Line at 1-888-632-0009 or the Mental Health and Substance Use Crisis Line at 1-844-211-0971.



Get care now



Call first



Get care soon

No

Call your doctor or our 24/7 Nurse Call Line at **1-888-632-0009** or the Mental Health and Substance Use Crisis Line at **1-844-211-0971** for problems like:

- Sprains.
- Fever.
- Sore throat.
- Coughing.
- Ear ache.
- Stomach ache.
- Vomiting.
- Diarrhea.
- Skin rashes.
- Depression or anxiety. If these feelings make you want to hurt yourself or someone else, call 911.

Urgent Care Centers

Urgent care is for conditions that are serious, but not emergencies. The condition may require attention from a doctor, but not in the emergency room (ER).

If you need urgent care, but you are not sure if it is an emergency, call your doctor first. If you cannot reach your doctor, call the Nurse Call Line at **1-888-632-0009**. Your doctor or the nurse will help you decide if you need to go to the ER, the doctor's office or an urgent care center near you.

If you are advised to visit an urgent care center, please see the list of centers accepting AmeriHealth Caritas Louisiana members below. You must present your AmeriHealth Caritas Louisiana member ID card upon sign-in.

Group Name	Address	City	Phone
Acadia			
Acadiana After Hours	155 Oddfellows Road	Crowley	1-337-514-5200
Xpressmed Urgent Care of Crowley LLC	753 Odd Fellows Road, Suite F	Crowley	1-337-514-5233
Ascension			
Lake Urgent Care Ascension	14350 Highway 73	Prairieville	1-225-313-3930
Lake Urgent Care Ascension	40546 Highway 42	Prairieville	1-225-744-4988
Lake Urgent Care Ascension	10714 Highway 431	St Amant	1-225-644-0005
Lake Urgent Care Ascension	1702 N Burnside Ave	Gonzales	1-225-647-4988
Minuteclinic Diagnostic of Louisiana LLC	17122 Airline Highway	Prairieville	1-866-389-2727
Beauregard			
Beauregard Urgent Care Center LLC	501 S Pine Street	Deridder	1-337-463-9890

Urgent Care Centers

Group Name	Address	City	Phone
Bossier			
First Care Bossier	5390 Barksdale Boulevard, Suite 200	Bossier City	1-318-747-8105
First Care Bossier	2539 Viking Drive, Suite 100	Bossier City	1-318-747-8105
Caddo			
Wk Urgent Care Center South	2520 Bert Kouns Industrial Loop, Suite 105	Shreveport	1-318-212-5520
Calcasieu			
Imperial Health Urgent Care Center Moss Bluff	277 N Highway 171, Suite 8	Lake Charles	1-337-217-7762
Imperial Health Urgent Care Center Moss Bluff	277 N Highway 171, Suite 10	Lake Charles	1-337-217-7762
East Baton Rouge			
Lake After Hour Central	8751 Sullivan Road	Baton Rouge	1-225-262-8377
Lake After Hours	18989 Old Scenic Highway	Zachary	1-225-654-8850
Lake After Hours	12525 Perkins Road, Suite B	Baton Rouge	1-225-819-8857
Lake After Hours Coursey	13702 Coursey Boulevard, Building 10, Suite A	Baton Rouge	1-225-246-8000
Lake After Hours Drusilla	3333 Drusilla Lane, Suite B	Baton Rouge	1-225-924-3906
Lake After Hours Highland Lee	123 Lee Drive	Baton Rouge	1-225-302-5757
Lake After Hours Oneal	2380 Oneal Lane, Suite A	Baton Rouge	1-225-756-0780
Lake After Hours Perkins Kids	12525 Perkins Road	Baton Rouge	1-225-765-5437
Lake After Hours Total Occupational Med	3333 Drusilla Lane, Suite B	Baton Rouge	1-225-924-4460
Lane Regional Medical Center Fastlane Urgent Care	19900 Old Scenic Highway, Suite H	Zachary	1-225-570-2618
LSU Health Baton Rouge Mid City Clinic	1401 N Foster Drive	Baton Rouge	1-225-987-9095
LSU Health Baton Rouge N Urgent Cc	5439 Airline Highway	Baton Rouge	1-225-358-4853
LSU Health Baton Rouge Urgent Care	5439 Airline Highway	Baton Rouge	1-225-358-4583

Urgent Care Centers

Group Name	Address	City	Phone
LSU Health Baton Rouge Urgent Care	1401 N Foster Drive	Baton Rouge	1-225-987-9084
LSU Health Baton Rouge Urgent Care	5439 Airline Highway	Baton Rouge	1-225-358-4583
Midcity Urgent Care Center	3844 Convention Street	Baton Rouge	1-225-289-6803
Minuteclinic Diagnostic of Louisiana LLC	7777 Bluebonnet Boulevard, Suite 100	Baton Rouge	1-225-766-9091
Minuteclinic Diagnostic of Louisiana LLC	5360 Highland Road	Baton Rouge	1-866-389-2727
Minuteclinic Diagnostic of Louisiana LLC	14360 Wax Road	Baton Rouge	1-866-389-2727
Point Of Care Health Group	7353 Jefferson Highway, Building 2	Baton Rouge	1-225-442-0500
Point Of Care Health Group	4460 Perkins Road	Baton Rouge	1-225-831-1241
Point Of Care Health Group	7373 Jefferson Highway Building 2	Baton Rouge	1-225-442-0500
Point Of Care Health Group	2840 Florida Boulevard	Baton Rouge	1-225-442-0500
Jefferson			
Childrens Hospital After Hours Clinic	3040 33rd Street	Metairie	1-504-837-7760
Kids Express LLC	3848 Veterans Memorial Boulevard S.	Metairie	1-504-988-5800
LCMC Urgent Care LLC	2600 Belle Chasse Highway, Suite B-2	Gretna	1-504-349-2273
Minuteclinic Diagnostic of Louisiana LLC	820 W Esplanade Avenue	Kenner	1-866-389-2727
Minuteclinic Diagnostic of Louisiana LLC	2105 Cleary Avenue	Metairie	1-504-883-8186
Ochsner Occupational Medicine	3530 Houma Boulevard, Suite 201	Metairie	1-504-779-2667
Ochsner Urgent Care Kenner	3417 Williams Boulevard	Kenner	1-504-461-9660
Ochsner Urgent Care Metairie	2215 Veterans Memorial Boulevard	Metairie	1-504-838-3524
Ochsner Urgent Care Westbank	1625 Baratavia Boulevard, Suite A	Marrero	1-504-309-5015
Urgent Care River Ridge	9605 Jefferson Highway	New Orleans	1-504-739-9494

Urgent Care Centers

Group Name	Address	City	Phone
Lafayette			
Lourdes After Hours LLC	3824 NE. Evangeline Thruway	Carencro	1-337-565-2675
Lourdes After Hours LLC	1700 Kaliste Saloom Road, Building 2, Suite 200	Lafayette	1-337-981-5085
Lafourche			
Minuteclinic Diagnostic of Louisiana LLC	201 N. Canal Boulevard	Thibodaux	1-985-446-5646
Ochsner Urgent Care Thibodaux	318 N. Canal Boulevard	Thibodaux	1-985-446-5210
Total Urgent Care and Occupational Medicine	314 Highway 3162	Cut Off	1-985-632-1820
Livingston			
Lake After Hours	8249 Vincent Road	Denham Springs	1-225-480-1210
Lake After Hours Denham Springs	31985 Louisiana Highway 16	Denham Springs	1-225-791-8800
Stewart Family Medicine and After Hours	29565 S Frost Road, Suite C	Livingston	1-225-686-1114
Stewart Family Medicine and After Hours	14292 Florida Boulevard	Livingston	1-225-686-1114
Stewart Family Medicine and After Hours	29565 Frost Road, Suite C	Livingston	1-225-686-1114
Stewart Family Medicine and After Hours	29565 Frost Road	Livingston	1-225-686-1114
Stewart Family Medicine and After Hours	29565 Frost Road, Suite C	Livingston	1-225-686-1114
Orleans			
LCMC Urgent Care LLC	826 Harrison Ave Suite A	New Orleans	1-504-309-7108
Minuteclinic Diagnostic of Louisiana LLC	4401 S Claiborne Avenue	New Orleans	1-504-891-7737
Ochsner Urgent Care French Quarter	201 Decatur Street	New Orleans	1-504-609-3833
Ochsner Urgent Care Lakeview	111C Robert E Lee Boulevard	New Orleans	1-504-286-2004
Ochsner Urgent Care Mid City	231 N Carrollton Avenue	New Orleans	1-504-218-4853
Ochsner Urgent Care Uptown	4605 Magazine Street	New Orleans	1-504-891-7676

Urgent Care Centers

Group Name	Address	City	Phone
Ochsner Urgent Care Warehouse	900 Magazine Street	New Orleans	1-504-522-2433
Urgent Care Eleven LLC	3218 St. Claude Avenue	New Orleans	1-504-324-7790
Ouachita			
St. Francis Urgent Care LLC	2020 Tower Drive, Suite 100	Monroe	1-318-998-0700
Plaquemines			
Plaquemines Medical Center	26851 Highway 23	Port Sulphur	1-504-564-3344
Plaquemines Medical Center	27136 Highway 23	Port Sulphur	1-504-564-3344
Rapides			
Rapides After Hours Clinic LLC	3800 Jackson Street	Alexandria	1-318-767-9015
Rapides After Hours Clinic LLC	2389 Louisiana Highway 28 E.	Pineville	1-318-487-1925
Sabine			
Sabine Urgent Care of Many	315 S Highland Drive, Suite B	Many	1-318-590-9390
St. Charles			
LCMC Urgent Care LLC	107 Maryland Drive	Luling	1-504-349-6411
Ochsner Urgent Care Luling	12895 Highway 90, Suite H	Luling	1-985-331-9400
St. Martin			
Lourdes After Hours LLC	1821 Rees Street	Breaux Bridge	1-337-442-6959
St. Tammany			
LCMC Urgent Care LLC	70340 Highway 21 Suite A	Covington	1-985-888-1117
Minuteclinic Diagnostic of Louisiana LLC	2915 Highway 190	Mandeville	1-985-626-8106
Minuteclinic Diagnostic of Louisiana LLC	2103 Gause Boulevard E.	Slidell	1-985-643-5743
Minuteclinic Diagnostic of Louisiana LLC	1850 N. Highway 190	Covington	1-866-389-2727
Ochsner Urgent Care Covington	1111 Greengate Drive	Covington	1-985-327-6095

Urgent Care Centers

Group Name	Address	City	Phone
Ochsner Urgent Care Mandeville	2735 Highway 190 Suite D	Mandeville	1-985-778-2510
Tangipahoa			
Lake After Hour Hammond	42205 Veterans Avenue	Hammond	1-985-375-9979
Mhm Urgent Care Hammond LLC	2741 W. Thomas Street Suite A	Hammond	1-985-340-3055
Terrebonne			
Ochsner Urgent Care Houma	5922 W. Main Street Suite A	Houma	1-985-262-8015
West Baton Rouge			
Lake After Hours Brusly	4463 Highway 1 South	Port Allen	1-225-771-8012
Louisiana Urgent Care LLC	4451 Highway 1 South	Port Allen	1-225-749-2273

Member Services: 1-888-756-0004

TTY: 1-866-428-7588

www.amerihealthcaritasla.com

This is to help you learn about your health condition. It is not to take the place of your doctor. If you have questions, talk with your doctor. If you think you need to see your doctor because of something you have read in this information, please contact your doctor. Never stop or wait to get medical attention because of something you have read in this material.

You can have this information in other languages and formats at no charge to you.
You can also have this interpreted over the phone in any language. Call Member Services 24 hours a day, 7 days a week at **1-888-756-0004**. For TTY, call **1-866-428-7588**.

ACLA-1760324

Quý vị có thể có thông tin này bằng các ngôn ngữ và định dạng khác miễn phí.
Quý vị cũng có thể có thông tin này thông dịch ra bất kỳ ngôn ngữ nào qua điện thoại.
Xin gọi Dịch vụ Thành viên phục vụ 24 giờ/ngày, 7 ngày/tuần theo số **1-888-756-0004**.
Đối với người sử dụng TTY, xin gọi số **1-866-428-7588**.

Usted puede tener esta información en otros idiomas y formatos sin costo alguno para usted. También puede tener esto interpretado por teléfono en cualquier idioma. Llame a Servicios al Miembro al **1-888-756-0004** las 24 horas del día, los 7 días de la semana. Para TTY, llame al **1-866-428-7588**.



Discrimination Is Against the Law

AmeriHealth Caritas Louisiana complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AmeriHealth Caritas Louisiana does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AmeriHealth Caritas Louisiana:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, contact AmeriHealth Caritas Louisiana at **1-888-756-0004** (TTY **1-866-428-7588**). We are available 24 hours a day, 7 days a week.

If you believe that AmeriHealth Caritas Louisiana has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- AmeriHealth Caritas Louisiana Grievance and Appeals
P.O. Box 7326
London, KY 40747
Phone: **1-888-756-0004** (TDD/TTY **1-866-428-7588**), Fax: **1-225-300-9209**
- You can file a grievance by mail, fax, or phone. If you need help filing a grievance, AmeriHealth Caritas Louisiana Member Services is available to help you.
- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **ocrportal.hhs.gov/ocr/portal/lobby.jsf**, or by mail or phone at:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019 or TDD: **1-800-537-7697**

Complaint forms are available at: **www.hhs.gov/ocr/office/file/index.html**.

Language Services



English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call **1-888-756-0004** (TTY: **1-866-428-7588**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-756-0004** (TTY: **1-866-428-7588**).

French: ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-756-0004** (TTY: **1-866-428-7588**).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-756-0004** (TTY: **1-866-428-7588**).

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: **1-888-756-0004** (TTY: **1-866-428-7588**)。

Chinese Cantonese: 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電 **1-888-756-0004** (TTY: **1-866-428-7588**)。

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-756-0004** (TTY: **1-866-428-7588**).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-756-0004** (TTY: **1-866-428-7588**).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-756-0004** (TTY: **1-866-428-7588**) 번으로 전화해 주십시오.

Portuguese: ATENÇÃO: Se fala português, encontra-se disponível serviço gratuito de intérprete pelo telefone **1-888-756-0004** (TTY: **1-866-428-7588**).

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ **1-888-756-0004** (TTY: **1-866-428-7588**).

Japanese: 注意事項: 日本語を話される場合、無料の通訳サービスをご利用いただけます。**1-888-756-0004** (TTY: **1-866-428-7588**) まで、お電話にてご連絡ください。

Urdu: توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔
- کال کریں **1-888-756-0004** (TTY: **1-866-428-7588**).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-756-0004** (TTY: **1-866-428-7588**).

Persian:

توجه: اگر فارسی صحبت می کنید، سرویس مجانی زبانی در خدمت شماست. با شماره تلفن **1-888-756-0004** (TTY: **1-866-428-7588**) تماس بگیرید.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-756-0004** (TTY: **1-866-428-7588**).

Thai: โปรดทราบ: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-888-756-0004** (TTY: **1-866-428-7588**).