

Right CARE TIME PLACE

IHG's guide to helping you connect with the right care, at the right time, at the right place.

When in doubt, call your care team at Inspired Health Group. If you believe you are experiencing a medical emergency, please call 911 or seek immediate care from the nearest hospital emergency room.



ENHANCED URGENT CARE WITH WESTERN NEW YORK IMMEDIATE CARE (WNYIC)

Through our collaboration, IHG has direct access to WNYIC's office staff, nurses, doctors, and providers and the WNYIC care team has direct access of IHG's care team as well. Should you need urgent care, your IHG care team will know what is happening with your care and can communicate quickly with WNYIC, and WNYIC with IHG as well, to provide you effective and comprehensive care.



WNYIC LOCATIONS

WNYIC is a multi-location Urgent Care Center with facilities in Amherst, Buffalo, Depew, and Orchard Park. Find locations, directions and hours at www.wnyimmediatecare.com/location



LEGACY RELATIONSHIP WITH MERCY AMBULATORY CARE CENTER (MACC)/ER

If you find emergency room care necessary, our strong relationship with MACC has earned IHG unprecedented access to their ER doctors, nurses, providers, and administrative staff. This has led to better care for our patients. Our office even shares a building with MACC.

 3671 Southwestern Blvd, Suites 101, 209 & 213,
Orchard Park, NY 14127  716-662-7008



MERCY AMBULATORY CARE CENTER (MACC)/ER:

Although IHG has a legacy relationship with MAAC Center, head to your nearest ER or dial 911 if you need emergency care.



chsbuffalo.org/locations/mercy-ambulatory-care-center

FIND A WNY IMMEDIATE CARE LOCATION

IHG collaborates with WNY Immediate Care. See if they have a location near you.



wnyimmediatecare.com/location

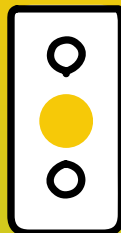
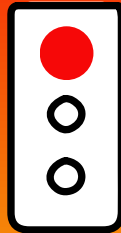
CONNECT WITH YOUR IHG CARE TEAM

📞 716-662-7008

Get support after-hours. Call our office and leave a message with our answering service. Our on-call provider will call back and discuss your urgent medical issue.

📱 Patient Portal

- non-urgent questions
- medication refills
- viewing test results
- appointment requests
- and more!



WHEN SHOULD I GO TO THE EMERGENCY ROOM OR DIAL 911?

Health symptoms and conditions that may warrant an ER visit include:

- Chest pain
- Seizure
- Severe burns
- Vomiting blood
- Deep open wounds
- Severe & sudden pain
- Sudden shortness of breath
- Weakness/numbness on one side
- Slurred speech
- Fainting/change in mental state
- Head or eye injury
- Vaginal bleeding with pregnancy

This list is not exclusive, but rather a general list of common symptoms that warrant an emergency room visit.

WHEN SHOULD I GO TO URGENT CARE?

Urgent Care Centers can be a good option when there is not access to your primary care office. Urgent care is not emergency care. Urgent care centers are same-day clinics that can handle a variety of medical problems that need to be treated right away, but are not considered true emergencies. Examples of conditions that may warrant urgent care treatment:

- Nausea and vomiting
- Possible broken bones
- Dehydration
- Fever not affected by antipyretics i.e., Tylenol, Advil, Acetaminophen
- Resistant migraine headaches

This list is not exclusive, but rather a general list of common symptoms that warrant an urgent care visit.

WHEN SHOULD I CONTACT IHG?

Examples of conditions that may warrant contacting Inspired Health Group include:

- General medical office visits
- Medication refill
- Preventative care visits
- Immunizations and vaccines
- Follow-up visits for chronic care conditions such as diabetes, hypertension, lung problems, bowel or bladder Issues,
- Acute care visits for new short-term health issues

This list is not exclusive, but rather a general list of common symptoms that warrant contacting or visiting our office.

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