

When to go to the emergency room

It's not always easy to know if you should go to the emergency room (ER). If you're not sure, call your doctor first.

A true emergency means a life is in danger. Serious or life-threatening problems are treated in the ER.

What to do if it's not an emergency

Step 1: Call the Nurse Advice Line

You can call the 24 hour nurse line and speak to a nurse at 1-800-306-8612 (Medicaid Tarrant) or 1-800-248-7767 (Medicaid Bexar) or 1-800-245-5380 (CHIP Tarrant) or 1-866-818-0959 (CHIP Bexar).

Step 2: Call your doctor

Call your doctor. The more your doctor gets to know your health care needs, the better care you can get. If you can't get in to see your doctor, go to the nearest urgent care center for non-emergency conditions.

Step 3: An urgent care center

Urgent care is often a good choice. In some cases your doctor may send you to urgent care. Urgent care and after-hours centers treat illness or injury that is non-life threatening or non-emergency. You can go to these centers when your doctor is not available. The good news is you don't need an appointment.

Your doctor is your health care partner

Always call your doctor if you are not sure about going to the ER. Your doctor's phone number is on the front of your Aetna Better Health member ID card.

Help your doctor help you: You should always follow up with your doctor after you go to the ER, urgent care or after-hour centers within 2 weeks of the visit.

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.



Examples of emergency conditions include:

- Sharp chest pains
- Danger of losing a limb
- Severe burns
- Broken bones
- Bleeding that will not stop
- Choking
- Passing out
- Seizures
- Poisoning



Examples of non-emergency conditions include:

- Colds
- Rashes
- Earaches
- Flu
- Back pain
- Sprains
- Headaches
- Fever
- Minor cuts

We are here to help you with questions about your health benefits.

Call Member Services toll-free at:

1-800-306-8612 (Medicaid Tarrant)

1-800-248-7767 (Medicaid Bexar)

1-800-245-5380 (CHIP Tarrant)

1-866-818-0959 (CHIP Bexar)

www.aetnabetterhealth.com/texas



Urgent care and after-hours facilities

URGENT CARE CLINICS	ADDRESS	CITY	STATE	ZIP	PHONE	HOURS
Boerne Acute Care Center	1421 S. Main St, #111	Boerne	TX	78006	830-249-9995	M-F 8a-8p, Sat 8a-6p, Sun 10a-6p
Primacare Medical Center	642 Uptown Blvd	Cedar Hill	TX	75104	972-637-5100	M-F 8a-8p, Sat-Sun 8a-5p
Primacare Medical Center	6000 Colleyville Blvd, #150	Colleyville	TX	76034	817-328-3320	M-F 8a-8p, Sat-Sun 8a-5p
Primacare Medical Center – Beltline	7910 Beltline Rd.	Dallas	TX	75254	972-980-6753	M-F 8a-8p, Sat-Sun 8a-5p
Primacare Medical Center – Marsh	11888 Marsh Ln	Dallas	TX	75234	972-488-9222	M-F 8a-8p, Sat-Sun 8a-5p
Primacare Medical Center – Mockingbird	6350 E Mockingbird Ln	Dallas	TX	75214	214-828-0448	M-F 8a-8p, Sat-Sun 8a-5p
Primacare Medical Center – Royal	9901 Royal Lane	Dallas	TX	75231	214-902-0000	M-F 8a-8p, Sat-Sun 8a-5p
Cook Children’s – Fort Worth Urgent Care	1401 W Pulaski St	Fort Worth	TX	76104	682-885-8012	Sun-Sat 7a-midnight
Primacare Medical Center	7227 Preston Rd	Frisco	TX	75034	972-377-7878	M-F 8a-9p, Sat-Sun 8a-5p
Cook Children’s – Northeast Hospital	6316 Precinct Line Rd	Hurst	TX	76054	817-605-2500	Sun-Sat 11a-10p
Urgent Care For Kids	940 Keller Pkwy, #250	Keller	TX	76248	682-593-0191	M-F 12p-9p, Sat-Sun 9a-9p
Primacare Medical Center	540 Surf St	Lewisville	TX	75067	972-420-9900	M-F 8a-8p, Sat-Sun 8a-5p
Cook Children’s – Mansfield Urgent Care and Pediatric Specialties	801 Matlock Rd	Mansfield	TX	76063	817-347-8400	Sun-Sat 11a-10p
Urgent Care for Kids	6171 Virginia Pkwy, #200	McKinney	TX	75071	214-592-0701	M-F 3p-9p, Sat-Sun 9a-9p
Primacare Medical Center – Mesquite	1280 N Town East Blvd	Mesquite	TX	75150	972-686-1880	M-F 8a-8p, Sat-Sun 8a-5p
Primacare Medical Center – El Dorado	1920 El Dorado Pkwy	McKinney	TX	75069	469-952-3737	M-F 8a-8p, Sat-Sun 8a-5p
Primacare Medical Center – Alma Drive	3304 Alma Dr	Plano	TX	75023	972-424-6581	M-F 8a-8p, Sat-Sun 8a-5p
Primacare Medical Center – Plano Pkwy	5076 W Plano Pkwy	Plano	TX	75093	972-733-0095	M-F 8a-8p, Sat-Sun 8a-5p
Quality Urgent Care of America	2106 W Oaklawn Rd	Pleasanton	TX	78064	830-569-1950	Sun-Sat 8a-8p
Primacare Medical Center	1810 N Plano Rd	Richardson	TX	75081	972-664-9888	M-F 8a-8p, Sat-Sun 8a-5p
Little Spurs Pediatric Urgent Care – Bandera	11398 Bandera Rd, #201	San Antonio	TX	78250	210-543-7334	M-F 9a-9p, Sat 9a-6p, Sun 10a-6p
Little Spurs Pediatric Urgent Care – Stone Ridge	20821 US Highway 281, #324	San Antonio	TX	78258	210-543-7334	M-F 9a-9p, Sat 9a-6p, Sun 10a-6p
Little Spurs Pediatric Urgent Care – SE Military Dr	3130 SE Military Dr, #101	San Antonio	TX	78223	210-543-7334	M-F 9a-9p, Sat 9a-6p, Sun 10a-6p
Little Spurs Pediatric Urgent Care – SW Military Dr	1714 SW Military Dr, #108	San Antonio	TX	78221	210-543-7334	M-F 9a-9p, Sat 9a-6p, Sun 10a-6p
Quality Urgent Care of America	19422 N US Hwy 281, #106	San Antonio	TX	78258	210-455-9000	Sun-Sat 8a-10p
Quality Urgent Care of America – West San Antonio	318 W Loop 1604 N	San Antonio	TX	78245	210-523-2273	Sun-Sat 8a-10p
Little Spurs Pediatric Urgent Care – Westover Hills	8403 State Hwy 151, #108	San Antonio	TX	78245	210-543-7334	M-F 9a-9p, Sat 9a-6p, Sun 10a-6p
Little Spurs Pediatric Urgent Care – Wonderland	4522 Fredericksburg Rd, #A11	San Antonio	TX	78201	210-543-7334	M-F 9a-9p, Sat 9a-6p, Sun 10a-6p
Little Spurs Pediatric Urgent Care	17323 IH 35 N, #113	Schertz	TX	78154	210-543-7334	M-F 9a-9p, Sat 9a-6p, Sun 10a-6p
Quality Urgent Care of America	6032 FM 3009, #120	Schertz	TX	78154	210-878-4033	Sun-Sat 8a-10p
Cook Children’s – Southlake Urgent Care Pediatric Specialties	2727 E Southlake Blvd	Southlake	TX	76092	682-885-6000	Sun-Sat 11a-10p

**WALGREENS
HEALTHCARE CLINICS***

	CITY	STATE	ZIP	PHONE	HOURS
4400 W Green Oaks Blvd	Arlington	TX	76016	817-563-0142	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
833 SW Wilshire Blvd	Burleson	TX	76028	817-447-4172	M-F 9:30a-5:30p, Sat-Sun closed
1804 E Hebron Pkwy	Carrollton	TX	75010	972-939-1977	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
16211 Spring Cypress Rd	Cypress	TX	77429	281-213-3675	M-F 9a-7pm, Sat 10a-5p, Sun 9:30a-4p
3300 Center St	Deer Park	TX	77536	281-479-3488	M-F 9a-7pm, Sat 10a-5p, Sun 9:30a-4p
12450 Timberland Blvd	Fort Worth	TX	76244	817-431-8330	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
4921 Bryant Irvin Road	Fort Worth	TX	76132	817-292-5806	M-F 9:30a-5:30p, Sat-Sun closed
3201 E FM 528 Road	Friendswood	TX	77546	281-316-9300	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
1215 W 43rd Street	Houston	TX	77018	713-956-1827	M-F 9a-7pm, Sat 10a-5p, Sun 9:30a-4p
16185 Space Center Blvd	Houston	TX	77062	281-486-1872	M-F 9a-7pm, Sat 10a-5p, Sun 9:30a-4p
1919 W Gray St	Houston	TX	77019	713-526-3621	M-F 9a-7pm, Sat 10a-5p, Sun 9:30a-4p
2605 West Holcombe Blvd	Houston	TX	77025	832-778-8106	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
2808 Gessner Drive	Houston	TX	77080	713-460-0535	M-F 10:30a-6:30p, Sat 10a-5p, Sun 9:30a-4p
5200 Westheimer Rd	Houston	TX	77056	713-623-0643	M-F 9a-7pm, Sat 10a-5:30p, Sun 9:30a-4p
6768 Highway 6 S	Houston	TX	77083	281-530-9768	M-F 10:30a-6:30p, Sat 10a-5p, Sun 9:30a-4p
9329 Katy Freeway	Houston	TX	77024	713-461-3607	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
7440 FM 1960 Rd E	Humble	TX	77346	281-852-8088	M-F 9a-7pm, Sat 9:30a-4:30p, Sun 9:30a-4p
780 W Bedford Euleess Rd	Hurst	TX	76053	817-282-0308	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
25620 Kingsland Blvd	Katy	TX	77494	281-371-2360	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
411 S Mason Rd	Katy	TX	77450	281-579-0910	M-F 9a-7pm, Sat 9:30a-3:30p, Sun 9:30a-4p
3001 W Eldorado Pkwy	McKinney	TX	75070	972-540-6667	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
4994 W. University	McKinney	TX	75071	972-439-9645	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
6120 Highway 6	Missouri City	TX	77459	281-208-5828	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
8430 Broadway St	Pearland	TX	77584	281-412-3305	M-F 9:30a-7pm, Sat 10a-5p, Sun 9:30a-4p
1600 Preston Rd	Plano	TX	75093	972-769-9171	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
24917 FM 1314 Rd	Porter	TX	77365	281-354-1792	M-F 9a-7pm, Sat 10a-5p, Sun 9:30a-4p
9810 S Mason Rd	Richmond	TX	77406	832-595-9533	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
2911 Ridge Rd	Rockwall	TX	75032	972-772-8418	M-F 9:30a-5:30p, Sat-Sun closed
3316 Avenue H	Rosenberg	TX	77471	281-342-5588	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
1701 W Southlake Blvd	Southlake	TX	76092	817-488-4978	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
19710 Holzwarth Rd	Spring	TX	77388	281-350-1500	M-F 9a-7pm, Sat 10a-5p, Sun 9:30a-4p
17330 W Grand Pkwy S	Sugarland	TX	77479	281-633-0124	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
11970 Spring Cypress Rd	Tomball	TX	77375	281-320-8654	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
26288 Kuykendahl Rd	Tomball	TX	77375	281-378-2995	M-F 8:30a-6:30p, Sat 9:30a-4:30p, Sun 9:30a-4p
8000 Research Forest Dr	The Woodlands	TX	77382	281-292-3861	M-F 9a-7pm, Sat 10a-5:30p, Sun 9:30a-4p

*Note: Walgreens Healthcare Clinics close daily for up to 1 hour, generally between 1 and 2pm. Times may vary based on patient volume. They may stop accepting new patients before closing due to high patient volume.

