

# Get care when you need it, where you need it



When you're sick or hurt, you want to get the right care at the right time. **You should always call 911 or go to your nearest emergency room if you have a life-threatening emergency.** But you can save time and stress by knowing what kind of care you should get and where.

**Primary care:** Unless your life is in danger, call your primary care provider (PCP) first. They know your health history and what treatments will work best for you. You can visit your PCP for anything from a sore throat to cancer screenings. If your PCP can't provide the care you need, they will help you find someone who can.

**Behavioral health care:** Behavioral health care includes services for mental health care and drug and alcohol use disorders. Your primary care doctor can help you find a behavioral health provider if you don't have one.

**Urgent care:** Go to urgent care if you have a non-life-threatening condition, your PCP is not available or you cannot wait for an appointment. Consider going to urgent care if you have<sup>1</sup>:

- Mild asthma symptoms
- Mild abdominal pain
- Sprains or strains
- Fever

**Dental care:** Dentists are prepared to help you with your dental needs. Unless you have a life-threatening emergency, call your dentist for any issues related to oral health.

**Emergency care:** Save the emergency room for emergencies. Emergency rooms are meant for life-threatening conditions, such as<sup>1</sup>:

- Chest pain
- Difficulty breathing
- Head injuries
- Bleeding that won't stop

## Questions?

We're here to help. Please call our customer service team at 888-788-9821 (TTY users, please dial 711) or email us at [EOCCOmedical@eoocco.com](mailto:EOCCOmedical@eoocco.com).

<sup>1</sup>These are examples of conditions and not an all-inclusive list.

## Where to find care near **Harney County, Oregon**<sup>1</sup>:

### Primary care and Public Health:

#### Harney County Health Department

- 420 N Fairview Avenue, Burns, OR 97220
- 541-573-2271
- <https://www.co.harney.or.us/index.php/health-public-safety/health-department>
- Hours: Monday through Thursday, 8:30 a.m. to 5 p.m.; Friday, 8 a.m. to 2:30 p.m.  
(After hours, please call 541-589-2423)
- Walk-in and same-day visits may be available on request

#### Harney District Hospital Family Care

- 559 W Washington Street, Burns, OR 97220
- 541-573-2074
- <https://www.harneydh.com/services/family-care/>
- Hours: Monday through Tuesday, 8 a.m. to 5 p.m.; Wednesday through Friday, 7 a.m. to 5 p.m.; Saturday, 8 a.m. to 1 p.m.  
(After hours, please call 541-573-8345)

#### High Country Health and Wellness

- 420 N Fairview Avenue, Burns, OR 97220
- 541-573-2271
- <https://www.co.harney.or.us/index.php/health-public-safety/health-department>
- Hours: Monday through Thursday, 8 a.m. to 12 p.m. to 5 p.m.  
(After hours, please call 541-589-2423)
- Walk-in and same-day visits may be available on request

#### Thrivewell Clinic

- 77 W Washington Street, Burns, OR 97220
- 541-573-3000
- <https://thrivewellclinic.com/>
- Open by appointment

### Behavioral health care:

#### Symmetry Care

- 348 W. Adams, Burns, OR 97220
- 541-573-8376
- <https://www.symmetrycareinc.com/>
- Hours: Monday through Friday, 8:30 a.m. to 5 p.m.  
(After hours, please call 800-273-8255)

### Dental care:

Call your Dental Care Organization (DCO) to find a dentist close to you.

#### Advantage Dental

- 866-268-9631
- [www.advantagedental.com](http://www.advantagedental.com)
- Hours: Monday through Thursday, 8 a.m. to 6 p.m.; Friday, 8 a.m. to 5 p.m.

### Emergency care:

#### Harney District Hospital

- 557 W Washington Street, Burns, OR 97220
- 541-573-7281
- <https://www.harneydh.com/>

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<sup>1</sup> This information may change. EOCCO recommends visiting our website (<https://www.eocco.com/eocco-provider-search/>) or calling Customer Service (888-788-9821) for the most up to date list of clinics in your area.

You can get this document in another language, large print, or another way that is best for you. You can also have a language interpreter. Call 888-788-9821 (TTY/TDD 711).

Eastern Oregon Coordinated Care Organization must follow state and federal rights laws. We cannot treat people unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation. ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 888-788-9821 (TTY: 711). 注意: 如果您說中文, 可得到免費語言幫助服務。請致電 888-788-9821 (聾啞人專用: 711)。