

# 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:** Examples of emergency care conditions<sup>1</sup>:

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

Other languages and formats: You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 888-788-9821 (TTY/TDD users, please call 711). We accept relay calls.

We follow state and federal civil 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 1-877-605-3229 (TTY: 711). 注意：如果您說中文，可得到免費語言幫服務。請致電 1-877-605-3229 (聾啞人專用: 711).

## 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@eooco.com](mailto:EOCCOmedical@eooco.com).

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

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

### Primary care and public health:

#### Family Health Associates of Hermiston

- 600 NW 11th Street, Suite E15, Hermiston, OR 97838
- 541-567-6434
- <https://fhahermiston.com/>
- Hours: Monday through Thursday, 7:45 a.m. to 5 p.m.; Friday, 7:45 a.m. to 1 p.m. (After hours, established patients may visit clinic for urgent care until 6 p.m., Monday through Thursday)

#### Good Shepherd Pediatric Rural Health Center

- 600 NW 11th Street, Hermiston, OR 97838
- 541-667-3740
- [www.gshealth.org/good-shepherd-medical-group/pediatrics](http://www.gshealth.org/good-shepherd-medical-group/pediatrics)
- Hours: Monday through Friday, 8 a.m. to 5 p.m. (After hours, call main phone line)
- Walk-in and same-day visits may be available on request

#### Good Shepherd Primary Care Clinic

- 620 NW 11th Street, Suite 103, Hermiston, OR 97838
- 541-667-3830
- [www.gshealth.org/good-shepherd-medical-group/primary-care-clinic](http://www.gshealth.org/good-shepherd-medical-group/primary-care-clinic)
- Hours: Monday through Friday, 8 a.m. to 5 p.m. (After hours, call main phone line)
- Walk-in and same-day visits may be available on request

#### Kadlec Clinic - Kennewick Primary Care

- 3900 South Zintel Way, Kennewick, WA 99337
- 509-942-3125
- [www.kadlec.org/location-directory/k/kennewick-primary-care](http://www.kadlec.org/location-directory/k/kennewick-primary-care)
- Hours: Monday through Friday, 7 a.m. to 5 p.m.

#### Umatilla County Public Health Hermiston

- 435 E Newport Street, Hermiston, OR 97838
- 541-567-3113
- <http://ucohealth.net/>
- Hours: Thursday and Friday, 9 a.m. to 4 p.m.

#### Yakima Valley Farm Workers Clinic – Mirasol Family Health Center

- 589 NW 11th Street, Hermiston, OR 97838
- 541-567-1717
- [www.yvfwc.com/locations/mirasol-family-health-center](http://www.yvfwc.com/locations/mirasol-family-health-center)
- Hours: Monday through Friday, 7:30 a.m. to 7 p.m.
- Walk-in and same-day visits may be available on request

### Behavioral health care:

#### Community Counseling Solutions Hermiston

- 595 NW 11th Street, Hermiston, OR 97838
- 541-567-2536
- <https://communitycounselingsolutions.org>
- Hours: Monday through Friday, 8 a.m. to 5 p.m.
- After hours, please call the Oregon Warmline at 800-698-2392, every day, 9 a.m. to 11 p.m.

### Urgent care:

#### Good Shepherd Urgent Care

- 1050 W Elm Avenue, Hermiston, OR 97838
- 541-567-2995
- [www.gshealth.org/good-shepherd-medical-group/good-shepherd-urgent-care](http://www.gshealth.org/good-shepherd-medical-group/good-shepherd-urgent-care)
- Hours: Monday through Friday, 8 a.m. to 6 p.m.; Saturday, 8 a.m. to 2 p.m.; Sunday 8 a.m. to 12 p.m. (After hours, call main phone line)
- Walk-in and same-day visits available

#### Hermiston Family Medicine and Urgent Care

- 236 E Newport Avenue, Hermiston, OR 97838
- 541-567-1137
- Hours: Monday through Thursday, 8 a.m. to 5 p.m.; Friday 8 a.m. to 3 p.m.
- Walk-in and same-day visits available
- Primary care services may also be available

### Dental care:

Check your EOCCO ID card to see which Dental Care Organization (DCO) covers you. Give them a call 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.

#### ODS Community Dental

- 800-342-0526
- <https://www.odscommunitydental.com/>
- Hours: Monday through Friday, 7:30 a.m. to 5:30 p.m.

### Emergency care:

#### Good Shepherd Emergency Services

- 610 NW 11th Street, Hermiston, OR 97838
- 541-667-3400
- [www.gshealth.org/emergency-services](http://www.gshealth.org/emergency-services)

#### Kadlec Emergency Room Kennewick

- 3290 W 19th Avenue, Kennewick, WA, 99337
- 509-946-4611
- [www.kadlec.org/location-directory/e/emergency-room-kennewick](http://www.kadlec.org/location-directory/e/emergency-room-kennewick)

#### Kadlec Regional Medical Center

- 888 Swift Boulevard, Richland, WA, 99352
- 509-946-4611
- [www.kadlec.org/location-directory/k/kadlec-regional-medical-center](http://www.kadlec.org/location-directory/k/kadlec-regional-medical-center)

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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.