

## **Coal Creek Family Medicine is proud to announce we now offer walk-in hours.**

We know that in the ever-changing healthcare landscape our patients need flexibility in scheduling when seeking care for acute and urgent problems. Our patients also need the high-quality care they have come to expect from Coal Creek Family Medicine. As urgent and acute problems are unpredictable and often can't wait, we have created a new system to care for these problems. Patients will be accepted into our walk-in clinic hours regardless of their ability to schedule ahead of time.

### **Here is how it works...**

- During the hours of 8:30AM to 4:30PM Monday through Friday we will see any patient that needs to be seen for acute and urgent concerns. Saturday is by appointment ONLY and Wednesday from 11:30am-1:30pm walk-in clinic will be closed.
- Patients who are seen through our walk-in care will be seen by any one of our healthcare providers.
- Patients who are seen in our walk-in clinic will be seen by the first available provider, not necessarily their PCP or a specific designated provider.
- We will not be able to offer availability with specific providers or specific times for the walk-in clinic, but we will be able to see you and offer you appropriate treatment in a timely manner.
- While we anticipate that there may be wait times for the walk-in provider(s) we will always work to see you as quickly as possible.
- You will not be required to call ahead to schedule for a walk-in appointment, but it is extremely helpful to our providers and staff if you do call ahead to let us know you plan to come and to ensure your problem is appropriate to be seen at our walk-in clinic.
- Walk in clinic hours will be reserved for acute and unanticipated medical problems and symptoms. It can't not be utilized for wellness / checkup exams, sports physicals, or routine medication management.
- Some acute problems like chest pain, shortness of breath or acute neurologic symptoms or any symptom you feel could endanger life or limb is better treated at an ER.
- In the event you need to be seen outside of the 8:30am-4:30pm timeframe we ask that you call ahead, and visits will be scheduled at the discretion of our staff and medical providers.
- Visits will be limited to a single problem to ensure that providers can have adequate time to see all our patients who may need to be seen on any given day.
- We will continue to have a provider available 24/7 and this provider can be reached after hours by calling 303 666 7119 and following the prompts.
- We also offer tele-health scheduling options for patients looking to maximize convenience or who may not be able to come visit us at our clinic. To learn more, visit the tele-health tab on the main page.



## Now Offering

### WALK IN CLINIC HOURS!

(Established Patients Only)

Monday – Friday 8:30a – 4:30p

Closed from 11:30am-1:30 on Wednesday

Saturday- By appointment only, NO WALK-INS

### Walk in or call ahead for any non-emergent concerns:

(Below are just a few examples)

- Cold/Flu
- Headache
- UTI
- Acute Injury
- Laceration
- Nausea/Vomiting/Diarrhea
- Abdominal Pain
- Abscess
- Rule Out Blood Clot



### PROCEED TO THE EMERGENCY ROOM FOR:

Chest Pain

Shortness of Breath

Life or Limb threatening Injury

Stroke-like symptoms, one sided weakness or slurred speech