Mizzou Pharmacy provides convenient, friendly and knowledgeable service to all patients. Services include easy online refills, 90 day prescriptions for University of Missouri health insurance plans, and select locations offer bedside medication delivery at discharge, worksite delivery, and free prescription mailing.
## How to Choose THE RIGHT LEVEL OF CARE

<table>
<thead>
<tr>
<th>MIZZOU QUICK CARE</th>
<th>MIZZOU URGENT CARE</th>
<th>EMERGENCY DEPARTMENT</th>
</tr>
</thead>
</table>
| Treats patients 24 months and older  
Staffed by nurse practitioners and physician assistants  
Located at all three Columbia Hy-Vee locations:  
25 Conley Road  
(573) 884-0169  
405 E. Nifong Blvd  
(573) 884-0146  
3100 W. Broadway  
(573) 884-0036  
Hours:  
Monday-Friday  
7 a.m.-7 p.m.  
Weekends and Holidays  
8 a.m.-4 p.m.  
*excluding Thanksgiving and Christmas | Provides treatment for all ages  
Staffed by physicians  
South Providence Medical Park  
551 E. Southampton Dr.  
(573) 882-1662  
8 a.m.-8 p.m.  
Seven days a week  
*excluding Thanksgiving and Christmas  
Pediatric Urgent Care*  
Women’s and Children’s Hospital  
404 Keene Street  
(573) 219-4200  
Monday-Friday  
5-9 p.m.  
Weekends  
Noon-6 p.m.  
*Treats patients from infancy to 18 years. | Provides treatment for all ages  
Staffed by physicians  
Emergency Department  
University Hospital  
1 Hospital Drive  
Pediatric ER*  
Women’s and Children’s Hospital  
404 Keene Street  
*Treats patients from infancy to 18 years.  
Open 24 hours a day,  
365 days a year |

IF YOU NEED HELP DETERMINING THE RIGHT LEVEL OF CARE, PLEASE CALL OUR 24-HOUR NURSE TRIAGE HOTLINE  
(573) 884-2401

ALWAYS CALL 911 IN CASE OF AN EMERGENCY.
# After Hours Care

## How to Choose

**THE RIGHT LEVEL OF CARE**

### MIZZOU QUICK CARE

- Use for simple, common health issues
  - Cold, cough
  - Congestion
  - Fever
  - Insect bites and head lice
  - Bladder and urinary tract infection (females only)
  - Eye irritation and pink eye
  - Ear pain
  - Sinus pain
  - Sore throat
  - Allergies
  - Simple rashes
  - Sports and camp physicals
  - Flu vaccination
  - Adult tetanus booster

* X-ray, lab, breathing treatments and procedures **NOT available.**

### MIZZOU URGENT CARE

- Use for immediate, not life-threatening, health care issues
  - Joint or muscle injuries
  - Cuts and burns
  - Minor head injuries
  - Rashes and skin infections
  - Animal bites
  - Diarrhea, nausea and vomiting
  - Asthma
  - Non-severe bleeding
  - Sexually transmitted infections
  - Work-related injuries
  - Fever
  - Flu and cough
  - Bronchitis and pneumonia
  - Sinus infections
  - Urinary tract infections
  - Eye concerns
  - Allergies

* X-ray, lab, and breathing treatments and services available.

### EMERGENCY DEPARTMENT

- Use for severe and life-threatening conditions like:
  - Chest pain or suspected heart attack
  - Potential stroke symptoms *(such as blurred vision or slurred speech)*
  - Complex or multiple medical complaints *(e.g. chest pain and shortness of breath)*
  - Diabetic emergencies
  - Serious broken bones *(such as leg or arm)*
  - Severe or worsening abdominal pain
  - Uncontrolled nausea or vomiting
  - Choking
  - Difficulty breathing
  - Uncontrolled bleeding
  - Loss of consciousness
  - Seizures
  - Drug overdose
  - Possible poisoning
  - Head injury or severe headaches

---

ALWAYS CALL 911 IN CASE OF AN EMERGENCY.

Take an active role in your health care with just a few clicks.

YOU CAN EASILY:

• Schedule appointments.
• Request medication refills.
• Message your doctor.
• View your doctor’s notes.
• Review your test results all from one convenient location.

Our patient portal is secure and in compliance with the HIPAA privacy law, so you can view, store and transmit your health information with ease.

Visit muhealth.org/muhealthe to get started!
Once registered, download our MU Health Care app.

Sign Up For Text Messages

Receive your next appointment reminder on your cell phone.

TEXT UPCLINIC TO 622622 TO SIGN-UP

• Patients who receive a text reminder will no longer receive the automated call reminder.
• Standard text messaging rates from your service carrier may apply.

Please note, texting your protected health information is not secure.
## Interpreter Services

You have the right to a medical interpreter at no cost to you. Please point to your language. A medical interpreter will be called. Please wait.

<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
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<tbody>
<tr>
<td>Albanian</td>
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<td>Armenian</td>
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<td>Bengali</td>
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<td>Brazilian Creole</td>
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<td>Vietnamese</td>
<td>Tiếng Việt</td>
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</tbody>
</table>

A global MU Health Care Language Services department is available 24/7 to ensure that non-English speaking or limited-English speaking patients, along with deaf or hard-of-hearing patients, receive free language assistance. This assistance includes provision of competent and qualified interpreter services and/or written translation of information/documents that are important to the well-being of the patient.

**PLEASE CALL (573) 884-8133 FOR ASSISTANCE.**
Welcome to MU Health Care

**WHAT IS PRIMARY CARE?**
Primary Care is the most important part of your lifelong health care experience. With your primary care team you will build a trusting relationship to allow for the best decisions for your health as you age. Primary care physicians and their health care staff are your first contact for any health problem and will directly address most of your health needs. Rather than limiting their expertise to a specific part of the body or type of health problem, primary care doctors are comprehensive and treat the whole person and focus on preventing illness. Patients with a primary care physicians have better management of chronic diseases, lower overall care costs and higher level of satisfaction with their care.

**WHAT IS A PATIENT-CENTERED MEDICAL HOME?**
A Primary Care Medical Home allows you and your health care team to develop a personal health plan through regular check-ups and routine health maintenance. A Medical Home is a place where primary care physicians meet most health care needs for you and your family, genuinely care about you as a person, and desire to provide you with the best patient care. The Home will help you understand and manage your illnesses and coordinate your care to meet your health goals including directing you to community resources. Our physicians will help guide you to specialists when needed and share an electronic health record with them to help communicate about you. Our goals in the Home are to be accessible to you when you need us, centered on you and your family, to provide compassionate care, and to value diversity. We will work to provide care that medical science has shown to be the most effective and high-quality. We use technology to be thorough and precise and are always learning as new scientific information comes along.

**WHAT IS YOUR ROLE AS A PATIENT IN THE MEDICAL HOME?**
The Home is where we want you to be engaged, participating in health care decisions, and asking questions. We want you to feel free to contact us first and at any time if you have a health concern, and understand there is no silly question.

**CONGRATULATIONS!**
This Primary Care Clinic is Recognized by NCQA
A private, non-profit organization dedicated to improving health care quality.
Tell Us How We Are Doing

We want to hear from you

Within the next few days, you will receive an invitation to participate in a patient satisfaction survey. We would appreciate a few minutes of your time to provide honest feedback.

As a valued patient of MU Health Care, your opinion matters to us!