

# Where to go when you need care.

This guide will help you quickly determine **what to do** and **where to go** when you need care. Remember, your **primary care doctor** is the best place to start, unless you are experiencing life-threatening symptoms.

What to do  
and where to  
go when you  
need care.

## 1 Always start with your Primary Care Doctor when you have non-emergency conditions such as:

- Flu, fever or sore throat
- Minor lower back pain
- Minor rash
- Nausea or vomiting
- Seasonal allergies
- Urination or constipation concerns

## 2 Schedule an Urgent Care appointment if you are experiencing any of the following mild to moderate symptoms, and your primary care doctor is not available:

- Strains, sprains, and sports injuries
- Cuts and abrasions
- Insect and/or animal bites
- Acute allergies or rashes

## 3 Call 9-1-1 or immediately go to the nearest Emergency Room if you are experiencing life-threatening symptoms such as:

- Heart attack or chest pain
- Stroke or sudden numbness on one side
- Sudden dizziness, numbness or paralysis
- Slurred speech
- Loss of consciousness or seizure
- Severe abdominal pain
- Difficulty breathing
- Severe burns
- Serious trauma or head injury

## Urgent Care Centers

If you have urgent medical needs and your primary care doctor is not available, we have conveniently located Urgent Care Centers that you can use. You can schedule a same-day or next-day appointment online at [johnmuirhealth.com](http://johnmuirhealth.com). Alternatively, you can call us prior to your visit, and our staff will provide you with a same-day or next-day appointment.

## MyJohnMuirHealth

You can now enjoy the advantages of securely managing your health online—anytime and anywhere you have access to the Internet. Our MyJohnMuirHealth patient portal is easy, confidential and free. It keeps you connected to your care team, whenever it's most convenient for you, allowing you to schedule an appointment online, view your lab results, send a message to your doctor, or even get diagnosed and treated online through an eVisit.

## Urgent Care Center Locations

### Berkeley

3100 San Pablo Avenue, Suite 300, Berkeley, CA 94702  
(510) 985-5000

### Brentwood

2400 Balfour Rd., Suite 120, Brentwood, CA 94513  
(925) 308-8111

### Concord

2700 Grant St., Suite 110, Concord, CA 94520  
(925) 674-2500

### Orinda

140 Brookwood Rd., Suite 200, Orinda, CA 94563  
(925) 254-9800

### Pleasanton

5860 Owens Dr., Suite 110, Pleasanton, CA 94588  
(925) 224-0700

### San Ramon

2305 Camino Ramon, Suite 130 at Bishop Ranch 11,  
San Ramon, CA 94583  
(925) 543-0290

### Walnut Creek

1450 Treat Blvd., Suite 160, Walnut Creek, CA 94597  
(925) 296-9000

## Easy Online Scheduling!

Book your appointment online to be seen at any of our Urgent Care Centers.

Schedule now at [johnmuirhealth.com](http://johnmuirhealth.com)