

Important Notice



Welcome to the NEW After-Hours Urgent Care

Beginning April 1, 2022, we offer after-hours urgent care services during the week from **5:15pm to 8:20am and all day on the weekends**, in addition to a 24-hour EMG physician on call.

You can now quickly receive the care you need overnight and on the weekends by using the virtual urgent care services provided by our hospital affiliate below:

**If the care you require is not urgent, please call our main office line 714-965-2500 to schedule an appointment during regular business hours: Monday – Friday, 8:30am-5:00pm (*holidays may differ).*

▶ **Symptom Checker:** The symptom checker will help guide you to the right level of care. Click on the chat bubble in the bottom right corner of their website to start your triage session. Compatible with any browser other than Internet Explorer. Memorialcare.org

▶ **Navigation Center:** Open 7 days a week, the patient navigators are here to help answer all your questions. Telephone Advice Nurse service is available 24/7. Call **657-241-4444, Option 2**.

▶ **24/7 Urgent Care On-Demand Video Visit:** You can see a provider face-to-face by scheduling an urgent care on-demand video visit. Use the QR code to schedule your virtual appointment through MemorialCare's myChart or visit mymemorialcare.memorialcare.org/mychart/anonymoustelehealth.



▶ **24/7 eVisits:** eVisits can diagnose and treat a variety of common conditions such as colds, sinus infections, flu and more. Complete an online health questionnaire. Once reviewed, a provider will respond with a treatment plan within one hour. To start, visit <https://memorialcare.zipnosis.com>.

▶ **Emergency Care:** If you think you are experiencing a medical or psychiatric emergency, such as a heart attack, stroke or serious injury that requires immediate attention, it is vitally important that you access emergency services by calling **9-1-1** or by going to the nearest **Emergency Department**. Please do not go to the ED if you just need a COVID Test.

For technical support, call MemorialCare's Tech Help line at 657-241-4444.

To learn more about MemorialCare's on-demand care, visit memorialcare.org/on-demand-care.

For information on COVID-19 testing sites or home testing, visit memorialcare.org/covid-testing.
(MemorialCare is only testing symptomatic patients.)

