PIH Health Urgent Care Center
Same-Day Reservations
Frequently Asked Questions

PIHHealth.org

- **Am I making an appointment or a reservation for urgent care?**
  - PIH Health urgent care centers offer same-day reservations, not appointments, at select locations. A reservation allows us to hold your spot in line at a specific time, along with walk-in patients. Those with reservations will be seen around their scheduled time, but any patient who needs immediate attention will take priority.

- **Why can't I book a "reason" for my visit?**
  - Some situations may require emergency care rather than urgent care. If you are selecting a 'visit type' that does not allow you to proceed, you may need to call 911 or go to the nearest emergency department. Please assess the situation or select a different visit type from the drop down menu. Visit **PIHHealth.org/UCC** to view a list of emergent vs urgent situations.

- **Should I go to the emergency room or urgent care?**
  - Urgent care centers provide medical care for conditions that aren't an immediate, serious threat to life or health. Urgent care centers are not intended to provide emergency care. If you have an emergency, call 911 or visit the nearest emergency room. Learn about urgent vs emergent care at **PIHHealth.org/UCC**.

- **I made my reservation for 11 am. Will I be seen on time?**
  - The urgent care centers see walk-in patients in the order of arrival. Your reservation holds your spot in line, much like a restaurant does when you go out to dinner. After you check in, you will be taken to an exam room when one is available. If patient volume is higher than expected, the wait time for your reservation may be longer. Please complete your pre-visit check-in before arriving to speed up the process and reduce your wait time. Arrive at your reserved time to hold your place in line. The goal of allowing for a reservation is to be seen much sooner than a general walk in individual.

URGENT CARE LOCATIONS

Urgent Care Center Downey
12214 Lakewood Blvd.
Downey, CA 90242

Urgent Care Center Hacienda Heights
1850 S. Azusa Ave., Suite 88
Hacienda Heights, CA 91745

Urgent Care Center La Habra
1400 S. Harbor Blvd.
La Habra, CA 90631

Urgent Care Center Montebello
2205 W. Beverly Blvd.
Montebello, CA 90640

Urgent Care Center Santa Fe Springs
12400 Bloomfield Ave.
Santa Fe Springs, CA 90670

Urgent Care Center Westlake
2200 West 3rd St., Suite 120
Los Angeles, CA 90057

Urgent Care Center Whittier
15733 Whittier Blvd.
Whittier, CA 90603

Frequently Asked Questions

- **Can I arrive early for my reservation?**
  - Please arrive no more than five minutes before your reservation. Note that reservations will not be held for patients who arrive late after more than 10 minutes. If you arrive after the 10 minute grace period, you will be considered a walk-in.

- **I made a reservation at one PIH Health urgent care location. Can I go to another urgent care location with my reservation?**
  - Your urgent care reservation is only valid at the location where it was reserved. Please make only one reservation at a single urgent care location. Multiple reservations can prevent other patients being seen. If you arrive at a different location, you will be considered a walk-in patient.

- **I didn't receive a confirmation email or text. Do I still have a reservation?**
  - No, your reservation is not complete until you submit the verification code sent to your email or mobile phone. For returning patients, the verification code will be sent to the number we have on record. For new patients, the code will be sent to the mobile number or email you registered with. If you do not receive a verification code, it could be due to discrepancies between the information you entered and what we have on file, or you may have previously opted out of communications.

- **I received a text message for my insurance information. Can I send photos?**
  - Images are not accepted via text at this time. Please reply with the requested information. You will receive a check-in link via text or email, where you can upload your photo ID and insurance card to keep on file in our secure database.

- **Does PIH Health urgent care centers accept Medi-Cal?**
  - The Downey, Montebello, and Westlake locations accept Medi-Cal. Please visit **PIHHealth.org/Wait** to view current wait times, make a reservation (where available), or walk-in as needed.

To check current wait times,
book your reservation,
or for more information,
visit PIHHealth.org/UCC.