

# Your Guide to Choosing the Right Care for Your Health

## Wondering where to go based on your health condition?

This quick guide will help you determine how to get the care you need, when you need it.

## Where should I seek care?



### Primary Care (In-person)



Primary Care for non-urgent health issues, such as:

- Colds, flu and mild fevers.
- Minor cuts and bruises.
- Chronic condition management.
- Vaccinations and routine check-ups.



### Telehealth



Primary Care via phone or video for non-urgent health issues, such as:

- Regular checkups.
- Treatment for common illnesses.
- Assessment of symptoms and conditions.
- Answers to queries regarding laboratory test results.
- Prescription refills for existing and non-controlled medications (unless the patient has not had a primary care visit in the past six months, an in-person appointment is required per standard practice).
- Requesting lab tests or diagnostics as indicated.
- Some concerns will need an in-person clinic visit, such as referrals to other specialty services or starting new medications for newly diagnosed chronic conditions.



### Urgent Care Unit



For non-life-threatening but urgent conditions, such as:

- Moderate pain.
- Cuts.
- Minor fractures, sprains or infections.
- Upper Respiratory infections.
- Skin Infections.
- Ear infections.
- Foreign body in the eyes or ears.
- Allergies.
- Conjunctivitis.
- Urinary Tract Infections.
- Gastrointestinal issues.



### Emergency Department



For serious or life-threatening conditions, such as:

- Severe chest pain or heart attack.
- Fast or difficult breathing.
- Abnormal sounds when breathing.
- Coughing with blood in the sputum.
- Major injuries or trauma.
- Uncontrollable bleeding.
- Drug Overdose.
- Severe Abdominal pain.
- Severe Headache.
- Speech or Vision Disturbances.
- Fever in infants under 2 months old.

## Why choose?

### Working Hours in Ramadan

- Sunday to Thursday  
7 a.m. – 4 p.m. | 7 p.m. – 1 a.m.
- Saturday  
10 a.m. – 4 p.m. | 7 p.m. – 1 a.m.
- Not open on Fridays.
- Preferred doctor access via booking.
- May need to wait if no appointment booked ahead of time.

- 24/7 access.
- Convenient virtual consultations via phone or video from the comfort of your home.
- Skip the hassle of travel, traffic, parking and long wait times.
- Quick access to simple medical advice.
- Preferred doctor access via booking.

### Working Hours in Ramadan

- 11 a.m. – 3 a.m.
- 7 days a week.
- Receive prompt, expert care for urgent needs that require an in-person evaluation.

- 24/7 access.
- Receive care for severe conditions.

## MyChart



Appointment required via MyChart or call 800-305-4444.



Appointment or Call the Direct Call service\* at 800-305-4444.  
\*See timings on page 2.



No appointment required.



No appointment required.

## How to book an appointment?



Primary Care (In-person)



Telehealth



### You will need to be registered in MyChart.



Once registered, you can book an appointment through MyChart or by calling 800-305-444.

**BOOK**



#### 1. Book a Telehealth Appointment 24/7

Once registered, you can book a telephone or video appointment through MyChart or by calling 800-305-4444. Appointments are available 24/7 with a primary care physician for adults or a pediatric primary care expert for children.

For pediatric visits, JHAH policy requires a parent or guardian to be present during a telephone visit for all patients under 18 years of age.



#### 2. Direct Calls

Registered patients can connect directly with a primary care expert – no appointment needed – by calling 800-305-4444.

##### Adults

To better serve our patients and offer greater flexibility, we've expanded our Direct Call Service for Adults:

**Sunday – Thursday: 12 p.m. to 7 a.m. the following day.**

**Weekends & Holidays: 7 p.m. to 7 a.m. the following day.**

##### Pediatrics

Available seven days a week, from 7 p.m. to 7 a.m. the following day.

This service provides additional support for patients who may have difficulty securing appointments during regular clinic hours. It also ensures immediate assistance for children, helping to reduce unnecessary worry and avoid late-night trips to Urgent Care Unit or the Emergency Department.