

June 2024

# Urgent Care Center (UCC) Weekend Closure

## When to go to the UCC:

Urgent care is care you need for a non-emergency illness or injury. You need urgent care treatment within 24 hours, and you shouldn't have to travel more than 30 minutes for the care. You typically need urgent care to treat a condition that:

- Doesn't threaten life, limb or eyesight.
- Needs attention before it becomes a serious risk to health.

Examples may include things like a high fever or sprained ankle.

## Nurse Advice Line:

If it's after hours or you're not sure if you need to see a doctor, the 24/7 Military Health System Nurse Advice Line is available by phone, web chat and video chat. [MHSNurseAdviceLine.com](https://www.mhs NurseAdviceLine.com) or **1-800-TRICARE** (1-800-874-2273), option 1. Talk to a registered nurse who can:

- Answer your urgent care questions
- Give you health care advice
- Help you find a doctor
- Schedule next-day appointments at military hospitals and clinics

The Nurse Advice Line is available to all TRICARE beneficiaries in the U.S., except those enrolled in the U.S. Family Health Plan.



**Military Health System**  
Access to Clinical Advice 24/7



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## TRICARE Prime Plans:

TRICARE Prime plans include:

- TRICARE Prime
- TRICARE Prime Remote
- TRICARE Prime Overseas
- TRICARE Prime Remote Overseas
- TRICARE Prime Young Adult

If you are a(n)...	To get urgent care...
Active Duty Service Member living in a TRICARE Prime Service Area <sup>1</sup>	You should seek care at a military hospital or clinic when/where available, or contact the Nurse Advice Line for assistance
Retiree or retiree family member	You can get urgent care from any TRICARE-authorized urgent care center or network provider <sup>1</sup>
Active duty service member enrolled in TRICARE Prime Remote	
Active duty family member	You don't need a referral

<sup>1</sup> If you are a family member or retiree and seek urgent care from a non-network provider outside of a TRICARE authorized urgent care center, you will have to pay point-of-service option cost-shares.

## TRICARE Select and All Other TRICARE Plans:

If you are a(n)...	To get urgent care...
Active Duty Family Member	You don't need a referral
Retiree or retiree family member	You can get urgent care from any TRICARE-authorized urgent care center or network provider <sup>2</sup>

<sup>2</sup> You will pay network or non-network copayments or cost-share, depending on the type of provider you see.

### Disclaimer:

This list of covered services is not all inclusive. TRICARE covers services that are medically necessary and considered proven. There are special rules or limits on certain services, and some services are excluded. Visit [tricare.mil/CoveredServices/IsItCovered/Exclusions](https://tricare.mil/CoveredServices/IsItCovered/Exclusions) to learn more.

### Call Ahead for Urgent Care Walk-in Availability

If the Nurse Advice Line refers you to an urgent care clinic, check with the clinic ahead of time to ensure they have walk-ins available. For further information, please visit [tricare.mil/CoveredServices/IsItCovered/UrgentCare](https://tricare.mil/CoveredServices/IsItCovered/UrgentCare).



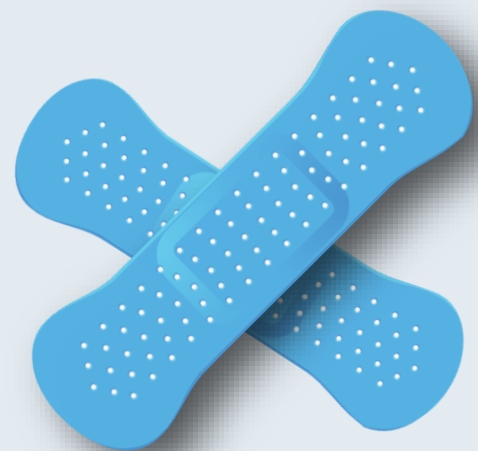
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## List of TRICARE-Authorized Urgent Care Centers Near Naval Hospital Pensacola

Miles from MTF	Provider Name	Address	City, State, Zip Code	County	Phone Number
5.9	ECC Urgent Walk-in Care	1400 N Palafox St	Pensacola, FL 32501	Escambia	850-444-9449
6.1	Quality Urgent Care & Wellness	5115 N Palafox St	Pensacola, FL 32505	Escambia	850-378-8773
6.8	Sacred heart Medical Group Urgent Care	6665 Pensacola Blvd	Pensacola, FL 32505	Escambia	850-416-2000
7.5	Pea Ridge Family Care Center	5500 N Davis Hwy, Suite 2	Pensacola, FL 32503	Escambia	850-475-0867
8	Baptist Medical Group	4457 Bayou Blvd	Pensacola, FL 32503	Escambia	850-737-8485
8.4	Perdido Urgent Care Inc.	12385 Sorrento Rd, Suite B3	Pensacola, FL 32507	Escambia	850-466-8668
8.8	Baptist Urgent Care Airport	5100 N 12th Ave, Suite 101	Pensacola, FL 32504	Escambia	850-208-6130
10.9	Baptist Urgent Care	9400 University Pkwy, Suite 101B	Pensacola, FL 32514	Escambia	850-208-6130
31.1	Baptist Hospital Emergency Dept. Navarre	8888 Navarre Pkwy, Suite 106	Navarre, FL 32566	Santa Rosa	850-908-8888



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## Urgent & Emergency Care FAQs

### What should I do if I have a non-life threatening health issue?

Call or visit your nearest urgent care facility if you have a non-life threatening health issue. If you have a life-threatening health issue, call 911 immediately.

### What should I do if I have a life threatening health issue?

Call 911 immediately to get emergency care if you have a life-threatening health issue.

### What should I do if I'm still unsure if I need urgent care?

You can speak directly to a health professional using the Military Health System Nurse Advice Line to assist you with your health concern by calling 1-800-TRICARE (874-2273), option 1.

### Does Naval Hospital Pensacola provide emergency care services?

No. Call 911 in case of an emergency.

### Does Naval Hospital Pensacola provide urgent care services?

Yes. Call 850-505-6731. Naval Hospital Pensacola's Urgent Care Center is open 7 am to 4 pm, Mon-Fri; closed weekends and federal holidays.

## Notes:

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