

Connecticut Behavioral Health Homes

ENROLLEE HANDBOOK

November 2017



Innovative, Integrated Care

BHcare

Bridges

Capitol Region Mental Health Center

Community Health Resources

Community Mental Health Affiliates

CT Mental Health Center

Intercommunity

River Valley Services

Rushford

SE Mental Health Authority

Sound Community Services

SW CT Mental Health System

United Services

Western CT Mental Health Network

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WELCOME

We are so happy you or your family member have decided to participate in Connecticut's Behavioral Health Home (BHH) Initiative.



This handbook provides all the information about behavioral health homes you might need. The handbook is for both adults and children or their parents. Throughout the handbook the term “you” refers to any person participating in BHH services.

A behavioral health home is not a house or housing program, but is a place where you receive a collection of comprehensive services that will help you improve your physical health, in addition to your behavioral health. These services will be provided to you and/or your family by your current treatment and recovery team, with the help of others.

In addition to providing your mental health services, your team can now assist you with:

- Health information
- Health screenings
- Finding a Doctor or Dentist
- Attending doctor appointments (including helping you access transportation and support while you're there)
- Quitting or decreasing smoking (when you are ready)
- Educating you and important people in your life about medical conditions you may have, including diabetes, high blood pressure, and asthma
- Planning a return home from a hospital stay
- Stopping or reducing alcohol or drug use
- Referrals to other important community services

These services are available to you because of your enrollment in a Medicaid program.

Behavioral health home services are voluntary. You may end your participation in services at any time, but we believe you will find them extremely valuable and will want to continue participating!

We hope you find this handbook answers all of your questions. However, if you still have any unanswered questions you may speak to your current mental health provider or contact our statewide member services representative at 1-844-551-2736.

BEHAVIORAL HEALTH HOME (BHH) OVERVIEW



What is a Behavioral Health Home (BHH)?

A behavioral health home is not a house or a residence where you receive services. It is a healthcare service delivery model that is centered around both your behavioral and medical healthcare needs. Services are provided by the team of people who may have been helping you with your behavioral health needs. They will also assist you with making sure you are connected to any other physical health services you might need. If you are already connected to other physical health care providers, the BHH agency will simply be the home base for coordinating all of this care so you get the best outcomes possible that align with what you are looking for in healthcare and treatment.

BHH Benefits

The benefits of receiving enhanced, integrated behavioral and medical services from a behavioral health provider are numerous. The main benefit is that your services are focused on you as a whole person. Having services that address your physical, mental health, and other needs (housing, employment, etc.) should result in an improvement in your overall health so you can feel better.

In addition, the availability of staff who can help you access and understand all of your services should result in a better experience in care with all of your providers. Now everyone will be on the same page regarding your needs.

Lastly, having services that are provided in a “whole person” approach, should result in less hospitalizations and shorter inpatient stays.

BHH Goals

The overarching goals of the BHH initiative are to:

- Improve experience in care
- Improve health outcomes
- Reduce health care costs

These will be achieved through meeting the following Connecticut specific goals:

1. Improve Quality By Reducing Unnecessary Hospital Admissions And Readmissions
2. Reduce Substance and Tobacco Use
3. Improve Transitions of Care
4. Improve the Numbers of Individuals Who Receive Preventive Care
5. Improve Chronic Care Delivery
6. Increase Person-Centeredness and Satisfaction with Care Delivery
7. Increase Connection to Recovery Support Services

BEHAVIORAL HEALTH HOME (BHH) OVERVIEW

The BHH Team

If you are currently receiving services at a local mental health authority (LMHA), the people you currently work with may continue to be the same people who are on your BHH Team. However, in order to provide comprehensive, person-centered services to you, there may be some additional team members you will meet. Each BHH team is expected to have the following staff members available to work with you, to ensure you receive the care you need:

BHH Director – provides leadership to the health home team and oversees health home services. This person may develop relationships with other providers; oversee team members; monitor agency BHH performance; develop health promotion, wellness, and other BHH activities; and report on participants' health outcomes.

Physician Consultant – consults with the care team and psychiatrist, RN, APRN, and LPN regarding specific health issues. The Physician Consultant may also assist in developing care plans (CP) and linking you to other doctors and medical services.

Nurse Care Manager – helps enrollees develop goals that focus on their health care needs or interests. The Nurse Care Manager is responsible for working with BHH Specialists and Peer Recovery Specialists. This person may work with you and your other medical providers; develop training materials on health conditions, wellness and prevention activities; lead health education groups; perform required assessments and screenings; and monitor and report on participants' health outcomes and goals.

BHH Specialists - work under the direction of the Nurse Care Manager to coordinate care, provide referrals, link you to supports, provide family support, and provide health promotion/wellness services.

Peer Recovery Specialists – works under the direction of the Nurse Care Manager to assist you with defining personal goals, advocating for your rights, and participating in groups or services to help you meet needs and goals. Peers also provide information and support to assist you in developing community networks; and provide instruction and skill training in recovery management.

Administrative System Specialist – provides support to the Director and the care team. Helps with scheduling appointments; tracking referrals and admissions; training; communication with other service providers; and reminders to enrollees.

Care Transition Coordinator—works with hospitals and emergency departments (EDs) to help you and the BHH team prepare for going into or coming out of the hospital. This person may also help you with scheduling any follow-up care and supports needed after your hospital stay.

BHH SERVICES



Service Descriptions

There are six (6) core services available to you through your Behavioral Health Home (BHH) service provider. You may have already been receiving these or similar services, but now they will be more comprehensive to include working with you on your physical health needs to improve your overall health and well being. If you were already getting comprehensive, whole person services, it may not feel like anything is different for you.

Services provided through the BHH Initiative are:

Comprehensive Care Management - to get you headed in the right direction, your behavioral health team will ensure you have received a complete assessment of your service needs, including your medical needs. You will develop an individualized recovery plan (IRP), or revise your current plan to include any new needs, and your BHH team will be responsible for helping you achieve your goals.

Care Coordination - to help you achieve your goals, your BHH team will coordinate your referrals, and follow-up with you and your other providers to make sure you have access to the medical, behavioral, and recovery support services you need.

Health Promotion - your BHH team will provide you with health and wellness services specific to your health needs. This may include providing you with information on your condition(s), health screenings, and routine medical services available. They may also assist with education, materials, and/or activities to help you keep yourself well.

To access online resources for information related to your specific condition, or other health topics that may interest you, go to chnct.kramesonline.com.

Comprehensive Transitional Care - despite the efforts of you and your BHH team to keep you mentally and physically healthy, there may be times when you need inpatient or emergency care. If that happens, your BHH team will be there to help you plan for your admission and discharge. They will work with providers to make sure the transition care plan or discharge plan meets your needs and keeps you on your path to good health.

Patient and Family Support - Should you choose to have your loved ones informed of your care, your BHH team will provide support services to you and your identified loved ones. This may include reducing any barriers to receiving medical care, increasing your understanding about your chronic condition(s), and learning ways to help you reach your highest level of wellness and overall health.

Referral to Community Support Services - to make sure your needs are met, your behavioral health team may refer you to medical, housing, transportation, legal, employment, educational, and other wellness and health promotions services. They will also help you stay connected to medical coverage and other benefits.

BHH SERVICES

Enrollment Criteria

Individuals may be eligible for BHH services if they meet the following criteria:

- Diagnosis of a severe and persistent mental illness
 - Schizophrenia and Psychotic Disorders
 - Mood Disorders
 - Anxiety Disorders
 - Obsessive Compulsive Disorder
 - Post-Traumatic Stress Disorder
 - Borderline Personality Disorder
- Active Medicaid insurance, and
- Medicaid claims in excess of \$10,000 in a year.

Eligible individuals who meet the above criteria and are receiving behavioral health services from a local mental health authority (LMHA) are informed about their eligibility and decide if they want to enroll or not.

Informed Consent

Participation in the BHH Initiative is strictly voluntary. So, even though you are eligible for BHH services, you do not have to participate. Speak to your provider about your options.

We hope that you will decide to participate in BHH service for some time to try it out and improve your health. However, if you then decide it's not something you are interested in, you may withdraw at any time.

Since your mental health provider is also working with you on your physical health goals, you may be asked to sign releases of information (ROIs) for your doctors or other healthcare agencies, to communicate about your general health.

Disenrollment

You may be dis-enrolled from BHH services if you no longer have Medicaid (except in the case of a temporary spend-down or lapse), move out of Connecticut, or are incarcerated.

Re-enrollment

You are always welcome back! As long as you still qualify for Medicaid, you will continue to be eligible for BHH services. If you previously opted-out or withdrew from BHH services, and you want to start again, just speak with your provider. They will get you re-enrolled and back in services.

If you still have questions about your eligibility, or would like to find out if you qualify for BHH services, you may contact the BHH customer service staff at 1-844-551-2736.

BHH KEY CONTACTS

Enrollee Services

1-844-551-2736

Behavioral Health Homes Website

www.ctintegratedcare.com

Providers

BHcare Offices*

Ansonia-203-736-2601
Branford-203-483-2630
www.bhcare.org

Bridges Offices*

Milford-203-878-6365
www.bridgesct.org

Capitol Region Mental Health Center Offices

Hartford-860-297-0999
www.ct.gov/dmhas/cwp/view.asp?q=334706

Community Health Resources Offices*

Bloomfield, Danielson, Enfield, Hartford,
Manchester, Mansfield, Middletown,
Norwich, Putnam, Willimantic
1-877-884-3571
www.chrhealth.org

Community Mental Health Affiliates Offices

New Britain, Torrington, Waterbury
860-224-8192 ext. 1701
www.cmhacc.org

CT Mental Health Center Offices

New Haven
203-974-7300
www.ct.gov/dmhas/cwp/view.asp?q=334596

Intercommunity Offices*

East Hartford
860-569-5900
www.intercommunityct.org

River Valley Services Offices

Middletown-860-262-5200
www.ct.gov/dmhas/cwp/view.asp?a=2916&q=335358

Rushford Offices

Durham, Glastonbury, Meriden, Middletown,
Portland-1-877-577-3233
www.rushford.org

SE Mental Health Authority Offices

Norwich-860-859-4500
<http://www.ct.gov/dmhas/cwp/view.asp?q=335372>

Sound Community Services Offices

New London-860-439-6400
<http://www.soundcommunityservices.org>

SW CT Mental Health System Offices

Bridgeport-203-551-7428
Stamford-203-388-1600
<http://www.ct.gov/dmhas/cwp/view.asp?q=378936>

United Services Offices*

Dayville, Wauregan, Columbia, Willimantic
860-774-2020
www.unitedservicesct.org

Western CT Mental Health Network Offices

Danbury-203-448-3200
Torrington-860-496-3700
Waterbury-203-805-5300
www.ct.gov/dmhas/cwp/view.asp?q=335410

**See what other members are saying
about BHH!**



https://www.youtube.com/watch?v=z6Q340_dPmk&t=6s



* Providers serve children, young adults, and adults

BHH KEY CONTACTS

State Agency Partners

Department of Mental Health & Addiction Services

Alyse Chin

Alyse.Chin@ct.gov

Department of Social Services

Bill Halsey

William.Halsey@ct.gov

Department of Children and Families

Lois Berkowitz

Lois.Berkowitz@ct.gov

Administrative Service Organizations CT Partners for Integrated Care

Beacon Health Options
Rocky Hill
1-877-552-8247
www.ctbhp.com

Advanced Behavioral Health
Middletown
(Ph) 1-844-551-2736 (Fax) 860-856.5691
www.abhct.com

Medical Insurance & Transportation Questions

Insurance Eligibility and Enrollment Questions

ConneCT

1-877-284-8759

<https://connect.ct.gov/access/jsp/access/Home.jsp>

Access Health CT

1-855-805-HEAL (1-855-805-4325)

www.accesshealthct.com

Non-Emergency Medical Transportation

Veyo (medical appts on or after January 1, 2018)

1-855-478-7350

www.veyo.com

Logisticare (medical appts in December 2017)

1-888-248-9895

www.logisticare.com

Other Resources

211 Navigator

211

www.211navigator.org

CT Dental Health Partnership

1-855-CTDENTAL

www.ctdhp.com

Community Health Network of CT

203-949-4000

<http://www.chnct.org/>

CT Network of Care

www.ct.networkofcare.org

BHH Complaints/Grievances

for issues not resolved with your BHH provider

1-844-551-2736 Monday-Friday 8:30 am-5:00 pm

ENROLLEE SATISFACTION

Your satisfaction with your services, your provider, your behavioral health home team members, and the enrollee services is extremely important to us.



We hope that if you are not satisfied with any of these things you will contact your provider or the enrollee services representative to communicate your concerns. Contact numbers can be found on pages 8-9 of this handbook.

Every year during your participation in the BHH initiative, we will be asking about your experiences with receiving BHH services from your BHH team to ensure they are helpful to you. This information will help us improve BHH services.

COMPLAINTS AND GRIEVANCES



If you are unhappy with your BHH services or provider, there are processes in place to ensure your concerns are appropriately addressed.

STEP 1: If you have a complaint or concern with your BHH provider, you should start by following the agency's process for filing a complaint. This may involve speaking with the agency's Clients' Rights Officer.

STEP 2: If you are unsuccessful with their process, or you don't feel that it was resolved to your satisfaction, you may contact the CT Partners for Integrated Care Provider and Enrollee Services with complaints or grievances by phone, fax, or mail:

Customer Service toll-free number: 1-844-551-2736 Monday-Friday 8:30am-5:00pm.

Fax: 1-860-638-5302

Mail: CT Partners for Integrated Care
c/o ABH, Inc
Attn: BHH Provider Relations
213 Court Street
Middletown, CT 06457

STEP 3: The CT Partners for Integrated Care will respond to general questions within 1 business day. Complaints and grievances will be addressed within 30 calendar days from the filing date. All inquiries, complaints, grievances, compliments, and their outcomes, will be tracked and summaries submitted to the BHH state agency partners quarterly or as requested.

COMPLAINTS AND GRIEVANCES

Timelines:

If you have a complaint or grievance, the following steps and deadlines for responses are in place:

Action	Timeline
Complaint filed by participant	Anytime
Grievance filed by participant	Within 90 days of receiving the complaint resolution
Written letter sent to participant stating complaint or grievance was received	Within five (5) calendar days
Investigation of complaint and gathering additional information	Within thirty (30) days of receiving a complaint or grievance
Notification of final outcome sent to participant	Within thirty (30) days of receipt of complaint or grievance

ACCESSING BEHAVIORAL HEALTH AND MEDICAL CARE



Understanding the difference between routine, urgent, and emergency needs can help you feel in control of your situation and help you know where to turn for help. Be sure to speak with your BHH provider about developing a crisis and wellness plan to meet your behavioral and physical health needs. For more information on urgent care facilities in your area, check out pages 22-31 of this manual.

Emergent/Emergency Needs

Behavioral Health

Behavioral health emergencies include experiencing suicidal, homicidal, actively psychotic thoughts, hallucinations, or delusions where the safety of you or others is at risk. If you are having these thoughts, with or without the use of alcohol or substance abuse, you have an emergent need.

Medical conditions such as diabetes, traumatic brain injury, central nervous system infections, and reduced blood flow to the brain can cause the type of mental changes that result in an emergency.

Physical Health

Treatment of chronic conditions in an emergency department is not the most effective and appropriate care, unless of course, you are experiencing life threatening symptoms.

Physical health emergencies are events and illnesses that could cause the loss of life or limb. Medical traumas such as serious accidents, uncontrollable bleeding, head trauma, serious abdominal pain, unconsciousness, heart attack and/or chest pains require a trip to the emergency room.

Urgent Needs

Behavioral Health

Urgent behavioral health needs can result from feelings of hopelessness, helplessness, anger and/or rage which have the potential to turn into suicidal or homicidal feelings if you don't get help. Needs are urgent if you do not actively have a plan or means for suicide or homicide, and you are not at risk of harming yourself or others. However, due to your mental or substance abuse condition, you may deteriorate and need emergency care if you don't seek help from a mental health provider.

Urgent needs are not life threatening, but typically require immediate attention, when routine care may not be available. **Check with your BHH team about your plan for urgent care needs.**

Emergent needs can be life threatening so you should seek immediate help by **calling 911 or going to the nearest Emergency Department.**

ACCESSING BEHAVIORAL HEALTH AND MEDICAL CARE

Physical Health

Urgent physical needs may result when your primary, routine care doctor is not available, or if it's after hours or on weekends. Urgent care centers can treat conditions such as minor breaks or sprains; illnesses such as colds and flu; fevers, headaches, and chills; immunizations such as flu and pneumonia shots; and other illnesses that are not life threatening.

Routine Needs

Behavioral Health

Routine needs result from mental or substance abuse symptoms which cause a disruption to your daily life. If your symptoms are interfering with your ability to participate in important events, affect the quality of your life, or are bothering you, you may need ongoing routine care. Ongoing routine care is the most effective way to keep your behavioral health under control and prevent emergency situations.

Physical Health

Routine physical health needs result from mild or moderate illnesses, care for chronic conditions, preventive immunizations and other preventive care. Routine preventive care might include: tests, screenings, health counseling, vaccinations and shots, and medication monitoring.

Ongoing routine care is the most effective way to keep your chronic condition(s) under control and prevent emergency situations.

Routine needs do not require immediate attention and can be met by **calling your primary care physician, APRN, behavioral health home, and/or community health center for their next available appointment.**

OTHER IMPORTANT INFORMATION

Notice of Privacy Practices

Your behavioral health provider should provide you with their notice of privacy practices when you begin services with them. If you have not received the, you can request a copy.

Frequently Asked Questions:

Q: What is a Behavioral Health Home (BHH)?

A: A Behavioral Health Home is not a housing program or group home. It is a place where people who receive mental health services can also receive assistance with physical health care needs. Connecticut's Behavioral Health Home services are a new way for current care teams to help with medical, behavioral health and community service needs. The goal of Behavioral Health Homes is to help improve overall health.

Q: What services are available through BHHs?

A: There are six Behavioral Health Home Core Services:

- Comprehensive care management
- Care coordination
- Health promotion
- Patient and family support
- Comprehensive transitional care
- Referral to community support services

Q: Are there costs related to receiving BHH services?

A: BHH services are provided to those who are eligible for Medicaid; consequently there is no charge to the participant for these services.

Q: Where do I find more information about BHH services?

A: From your current Mental Health Provider, www.ctintegratedcare.com, or www.ct.gov/dmhas/BHH .

Q: How do I find out if I'm eligible for BHH services?

A: A member of your care team can tell you whether you have been identified as eligible to receive these services, or you can call our toll-free customer service line at 1-844-551-2736.

Q: Who do I speak to if I'm interested in receiving BHH services?

A: You may speak with a member of your care team and express your interest in BHH services. They can either tell you if you have been identified as eligible or recommend that you call the BHH toll-free customer service line at 1-844-551-2736. If you are eligible, a BHH team member will help get you enrolled you into the program.

OTHER IMPORTANT INFORMATION

Frequently Asked Questions (continued):

Q: How do BHH services differ from the services I'm already receiving from my provider?

A: In addition to behavioral health/mental health services, as a BHH participant you are also eligible for your care team to assist you with your physical health/medical health needs. To do this, BHH goals will be incorporated into existing Recovery Plans and your current staff will provide you the 6 core BHH services in your existing program.

The six Behavioral Health Home Core Services are:

- Comprehensive care management
- Care coordination
- Health promotion
- Comprehensive transitional care
- Patient and family support
- Referral to community support services

Q: What do I do if I only want to receive certain BHH services and not others?

A: The BHH team will work with you to develop a plan of care that makes sense for you and is based on your needs. You will only receive the services you need, or those that are appropriate for the level of care you are in.

Q: Since I'm eligible for BHH services through my Medicaid insurance, what happens to my services if I no longer have Medicaid coverage?

A: A temporary loss of your Medicaid coverage (due to spend down for instance) will not impact your BHH services. However because you must be on Medicaid to receive BHH services you must do what you can to respond to Medicaid rules and application requirements.

Q: Why does my behavioral health provider need to speak to my doctors about my medical issues?

A: The goal of BHH services is to improve how YOU manage your health care needs, though sometimes help is needed scheduling appointments or following through with doctor's instructions about your care. To do this, your behavioral health provider may need to speak with, or receive information (lab results, for example) from your Primary Care Provider. However, you can choose who your BHH provider is able to speak with and what information that are able to receive.

Q: What do I do if I'm no longer interested in receiving BHH services?

A: Though BHH services are enhanced services designed to benefit participants, participation in BHH services is voluntary. Speak with someone on the BHH team if you feel you are no longer interested in receiving services. They will review your options with you.

RESOURCES

Sample Forms

- Welcome Letter
- Child Welcome Letter

Community Resources

- Community Health Centers
- Urgent Care Locations

2017 Vaccine Schedules

- Recommended Immunizations for Children from Birth to Six Years Old
- Recommended Immunizations for Children from Seven to Eighteen Years Old
- Recommended Immunizations for Adults

SAMPLE FORMS

Welcome Letter

Welcome!

Beginning in 2015 you will be able to participate in Connecticut's new **Behavioral Health Home Initiative**.

A Behavioral Health Home is *not* a house, group home or housing program, it is a place where eligible people can receive a **collection of services that help you to improve your physical health. These services will be provided to you by your current treatment team with the help of others.**

In addition to providing you mental health services, your team can now assist you with:

- Health information
- Health screenings
- Getting a Doctor or Dentist
- Attending doctor appointments (for some people this may include transportation and support while you're there)
- Quitting smoking (if and when you are ready)
- Educating you and important people in your life about medical conditions you may have: diabetes, high blood pressure, asthma
- Planning to return home from a hospital stay
- Accessing alcohol or drug treatment (if applicable)
- Referrals to other important community services

These services are *voluntary*. Services are only available to people who want them. **You will not be charged for these services. They are available to you because you are eligible for Medicaid.**

A staff person from your Behavioral Health Home team will be talking to you about this soon. They will ask you whether you choose to:

- Accept Behavioral Health Home Services where you currently receive your mental health services;
- Choose to receive Behavioral Health Home Services from another Behavioral Health Home; or,
- Choose not to receive Behavioral Health Home Services and continue to receive services with no changes in your current care.

If you have any questions before that, you can speak to a BHH Customer Service Representative by calling our toll free # 1-844-551-2736 or email Behavioral.HH@ct.gov.

SAMPLE FORMS

CHILD/FAMILY LETTER

(Agency Letterhead)

Date

Dear Parent/Caregiver

There is a new HUSKY program being offered to people who use behavioral health services that is designed to help address both behavioral health and physical health care needs. The new program is called the Behavioral Health Home Initiative. This is not a house, group home or housing program. It is a program designed to help people receive a collection of services that will help improve their physical health. Your child has been identified as eligible for these services, which are offered through (insert Clinic Name)

In addition to providing your child with individualized mental health services, the professionals involved in the Health Home initiative at (Clinic Name) can assist you with obtaining these additional services for your child:

Health information

Health screenings

Locating a Pediatrician or Dentist

Assistance with finding **transportation to doctors' appointments**

Education about diabetes, high blood pressure, asthma (if necessary)

Drug/alcohol assessment

Referrals to other important community services

These services are voluntary and are only available to eligible youth whose caregivers want them. You will not be charged for these services, and you will not have to terminate current outpatient services your child is receiving in order to benefit from the behavioral health home services. **Behavioral Health Home staff will work collaboratively with your child's existing clinician to coordinate services.**

Please feel free to discuss this opportunity with your clinician so you can decide if these services will be of help to you and your child.

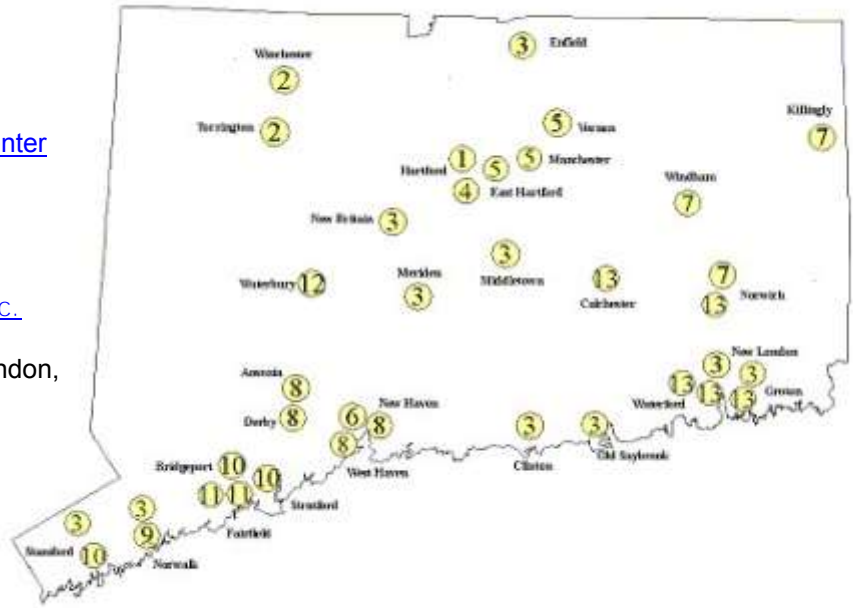
Sincerely,

Agency Representative

RESOURCES

Community Health Centers

1. [Charter Oak Health Center](#)
Hartford
(860) 550-7500
2. [Community Health & Wellness Center of Greater Torrington](#)
Torrington, Winsted
(860) 489-0931
3. [Community Health Center, Inc.](#)
Clinton, Enfield, Groton, Meriden, Middletown, New Britain, New London, Norwalk, Old Saybrook, Stamford
(860) 347-6971
4. [Community Health Services, Inc.](#) Hartford
(860) 249-9625
5. [East Hartford Community HealthCare, Inc.](#)
East Hartford, Manchester, Vernon (860) 528-1359
6. [Fair Haven Community Health Center](#)
New Haven (203) 777-7411
7. [Generations Family Health Center](#)
Killingly, Norwich, Willimantic (860) 450-7471
8. [Cornell Scott-Hill Health Center](#)
Ansonia, Derby, New Haven, West Haven (203) 503-3000
9. [Norwalk Community Health Center](#)
Norwalk (203) 899-1770
10. [Optimus Health Care](#): Formerly known as Bridgeport Community Health Center
Bridgeport, Stamford, Stratford (203) 696-3260
11. [Southwest Community Health Center](#)
Bridgeport (203) 330-6000
12. [StayWell Health Care, Inc.](#)
Waterbury (203) 756-8021
13. [United Community & Family Services](#)
Colchester, Griswold, Groton, New London, Noank, Norwich, Plainfield, Quaker Hill, Waterford
Main Administrative Office (860) 889-2375



RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 1 of 13)

ANSONIA

Cornell Scott Hill Health Center

121 Wakelee Avenue
203-503-3000
Monday, Wednesday:
8:30 AM - 7:00 PM
Tuesday, Thursday, Friday:
8:30 AM - 5:00 PM
Saturday & Sunday: Closed
Closed Holidays

CVS MinuteClinic

24 Pershing Drive
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Closed Holidays

AVON

CVS MinuteClinic

358 West Main Street
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

Hartford Healthcare—GoHealth urgent Care

335 West Main Street
860-777-1280
Monday - Friday:
8:00 AM - 8:00 PM
Saturday - Sunday
8:00 AM - 4:00 PM
Call for Holiday Hours

BETHEL

CVS MinuteClinic

7 Durant Avenue
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

Beyond Urgent Care

6 Stony Hill Road
203-554-2538
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

BLOOMFIELD

The Urgent Care Center of Connecticut

421 Cottage Grove Road, Suite A
860-242-0034
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Open all Holidays, Call for Hours
Open all Holidays, Call for Hours
8:00 AM - 5:00 PM
Call for Holiday Hours

BRANFORD

Stony Creek Urgent Care

6 Business Park drive, Suite 302
203-483-4580
Monday - Friday:
8:00 AM - 7:30 PM
Saturday & Sunday:
9:00 AM - 4:30 PM
Open all Holidays; Call for Hours

BRIDGEPORT

AFC Urgent Care

161 Boston Avenue
203-333-4400
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Holiday Hours:
8:00 AM - 5:00 PM

AFC Urgent Care

4200 Main Street
203-916-5151
Monday - Friday:
8:00 AM - 10:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

CliniSanitas Medical Center

4551 Main Street
844-307-4827
Monday - Friday:
9:00 AM - 6:00 PM
Saturday: 8:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

Hollow Community Health Center

Optimus Health Care
82-88 George Street
203-576-3881
Monday - Friday:
8:00 AM - 5:00 PM
Saturday & Sunday: Closed
Closed Holidays

JP Morgan Chase Wellness Center

Optimus Health Care
1071 East Main Street
203-330-2783
Monday-Friday:
8:00 AM - 5:00 PM
Saturday: Closed
Sunday: 11:00 AM - 3:00 PM
Closed Holidays

Main Street Pediatric

Optimus Health Care
3180 Main Street, Suite G1
203-371-7111
Monday - Thursday:
8:00 AM - 6:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

Optimus Community Health Center

Optimus Health Care
(Pediatric and OB/GYN only)
982 East Main Street
203-696-3260
Monday, Wednesday - Friday:
8:00 AM - 5:00 PM
Tuesday: 8:00 AM - 7:30 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 2 of 13)

Park City Primary Care Center Optimus Health Care

64 Black Rock Avenue
203-579-5000
Monday & Tuesday:
8:30 AM - 5:00 PM
Wednesday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Closed Holidays

Ralphola Taylor Community Health Center

Optimus Health Care
790 Central Avenue
203-332-4567
Monday, Wednesday - Friday:
8:30 AM - 5:00 PM
Tuesday: 8:30 AM - 7:30 PM
Saturday & Sunday: Closed
Closed Holidays

Southwest Community Health Center

46 Albion Street
203-330-6000
Monday, Wednesday, Friday:
8:30 AM - 4:30 PM
Tuesday, Thursday:
8:30 AM - 8:00 PM
Saturday: Call for location and hours
Sunday: Closed
Call for Holiday Hours

Southwest Community Health Center

968 Fairfield Avenue
203-330-6000
Monday, Wednesday:
8:30 AM - 8:00 PM
Tuesday, Thursday, Friday:
8:30 AM - 4:30 PM
Saturday: Call for location and hours
Sunday: Closed
Call for Holiday Hours

Southwest Community Health Center

(OB/GYN only)
510 Clinton Avenue
203-330-6000
Monday - Friday:
8:30 AM - 4:30 PM
Saturday & Sunday: Closed
Closed Holidays

Southwest Community Health Center

743 South Avenue
203-330-6010
Monday - Friday:
8:30 AM - 4:30 PM
Saturday & Sunday: Closed
Closed Holidays

St. Vincent's Primary Care Walk-In Center Barnum

St. Vincent's Medical Center
1640 Barnum Avenue
203-696-3544
Monday - Friday:
9:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

St. Vincent's Primary Care Walk-In Center Bridgeport

St. Vincent's Medical Center
2919 Main Street
203-371-4445
Monday - Friday:
9:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

BRISTOL

CHC of Bristol

395 North Main Street
860-585-5000
Monday & Tuesday:
8:00 AM - 7:00 PM
Wednesday & Thursday:
8:00 AM - 5:00 PM
Friday: 8:30 AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM
(Only the 3rd Saturday of the Month)
Sunday: Closed
Closed Holidays

CVS MinuteClinic

839 Farmington Avenue, Route 6
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

Med-Help Urgent Care Center

Bristol Hospital
539 Farmington Avenue, Route 6
860-314-6046
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 4:45 PM
Call for Holiday Hours

New England Urgent Care

576 Farmington Avenue
860-845-5763
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 6:00 PM
Open all Holidays, Call for Hours

ProHealth Express Care

(age 4 & up)
1001 Farmington Avenue
888-344-0007
Monday - Friday:
8:00 AM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Call for Holiday Hours

Urgent Care/Walk-in Center

Hartford HealthCare Medical Group
22 Pine Street
860-584-8291
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Closed Holidays

BROOKFIELD

PhysicianOne Urgent Care

31 Old Route 7
203-885-0808
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open all Holidays:
9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 3 of 13)

CANTON

PhysicianOne Urgent Care

UCONN Urgent Care Center
117 Albany Turnpike
860-658-8750
Monday - Friday:
9:00 AM - 9:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open all Holidays:
9:00 AM - 5:00 PM

CHESHIRE

CVS MinuteClinic

905 South Main Street
866-389-2727
Monday, Tuesday, Thursday, Friday:
8:30 AM - 7:30 PM
Wednesday: Closed
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

MediQuick Urgent Care Center

MidState Medical Center
680 South Main Street
203-694-6700
Monday - Sunday:
8:00 AM - 7:30 PM
Open all Holidays, Call for Hours

Saint Mary's Urgent Care Center

Saint Mary's Hospital
1154 Highland Avenue
203-709-4825
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Call for Holiday Locations & Hours

CLINTON

CHC of Clinton

114 East Main Street
860-664-0787
Monday, Tuesday, Thursday, Friday:
8:30 AM - 5:00 PM
Wednesday: 9:00 AM - 6:00 PM
Saturday: 8:00 AM - 12:00 PM
(1st Saturday of the Month)
Sunday: Closed
Closed Holidays

COLCHESTER

Colchester Backus Family Health Center

Backus Hospital
163 Broadway Street
860-537-4601
Monday - Friday:
8:00 AM - 6:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Closed Holidays

COVENTRY

CVS MinuteClinic

3514 Main Street
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

DANBURY

AFC Urgent Care

Urgent Care
2 Main Street
203-826-2140
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

AFC Urgent Care

100 Mill Plain Road
203-826-2600
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

AFC Urgent Care

76 C Newtown Road
203-826-8434
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

CHC of Danbury

8 Delay Street
203-797-8330
Monday, Wednesday, Friday:
7:30 AM - 5:00 PM
Tuesday, Thursday:
7:30 AM - 7:00 PM
Saturday: 8:30 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours

Greater Danbury Community Health Center

57 North Street, Suite 309 - 311
203-743-0100
Monday - Thursday:
8:00 AM - 5:30 PM
Friday: 9:30 AM - 5:30 PM
Adult only: Monday, Wednesday: 5:30 PM - 8:00 PM
Saturday & Sunday: Closed
Closed Holidays

Greater Danbury Community Health Center

(Was Seifert & Ford Family Center)
70 Main Street
203-743-0100
Monday - Friday:
8:00 AM - 5:00 PM
Saturday & Sunday: Closed
Closed Holidays

OrthoCare Express Walk-In, Orthopedic Urgent Care

2 Riverview Drive
203-702-6675
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
10:00 AM - 3:00 PM
Call for Holiday Hours

ProHealth Express Care

(age 4 and up)
105 Newtown Road, Suite 1A
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours
Closed Thanksgiving Day and Christmas Day

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 4 of 13)

DANIELSON

Generations Family Health Center

42 Reynolds Street
860-774-7501
Monday - Friday:
7:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

DERBY

PhysicianOne Urgent Care

78 Pershing Drive
203-516-5307
Monday-Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holiday Hours:
9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

MedExpress Urgent Care

68 Division Street
203-732-6802
Monday - Sunday:
8:00 AM - 8:00 PM
Call for Holiday Hours

EAST HAMPTON

CVS MinuteClinic

54 East High Street
866-389-2727
Monday, Tuesday, Thursday:
8:30 AM - 7:30 PM
Wednesday, Friday-Sunday: Closed
Call for Holiday Hours

EAST HARTFORD

First Choice Health Centers

94 Connecticut Boulevard
860-528-1359
Monday - Thursday:
7:00 AM - 7:00 PM
Friday: 7:00 AM - 5:00 PM
Saturday: 8:00 AM - 2:00 PM
Sunday: Closed
Call for Holiday Hours

First Choice Health Centers

(OB/GYN and Pediatric only)
110 Connecticut Boulevard
860-528-1359
Monday: 7:00 AM - 5:30 PM
Tuesday & Thursday:
7:00 AM - 6:00 PM
Wednesday: 9:30 AM - 7:00 PM
Friday: 7:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

First Choice Health Centers

(OB/GYN and Pediatric only)
110 Connecticut Boulevard
860-528-1359
Monday: 7:00 AM - 5:30 PM
Tuesday & Thursday:
7:00 AM - 6:00 PM
Wednesday: 9:30 AM - 7:00 PM
Friday: 7:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

First Choice Health Centers

265 Ellington Road
860-528-1359
Monday, Tuesday, Thursday:
7:00 AM - 5:30 PM
Wednesday: 9:30 AM - 5:30 PM
Friday: 8:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

InterCommunity

281 Main Street
860-569-5900
Monday: 8:30 AM - 5:00 PM
Wednesday: 9:30 AM - 5:00 PM
Friday: 8:30 AM - 5:00 PM
Tuesday & Thursday:
8:30 AM - 6:00 PM
Saturday & Sunday: Closed
Closed Holidays

EAST HAVEN

203-URGENTCARE

317 Foxon Road
475-441-7809
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:00 PM
Call for Holiday Hours

Fair Haven Community Health Center

At Trolley Square
203-285-1133
Monday - Thursday:
8:30 AM - 6:00 PM
Friday: 9:30 AM - 4:00 PM
Saturday & Sunday: Closed
Closed Holidays

ENFIELD

Community Health Center

5 North Main Street
860-253-9024
Monday - Friday:
8:00 AM - 5:00 PM
2nd Saturday of the month:
8:00 AM - 5:00 PM
Sunday: Closed
Closed Holidays

CVS MinuteClinic

875 Enfield Street
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Closed Holidays

New England Urgent Care

55 Hazard Avenue
860-745-9911
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 6:00 PM

FAIRFIELD

AFC Urgent Care

1918 Black Rock Turnpike
203-583-8400
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Open 365 days a Year

Fairfield Urgent Care Center

Bridgeport Hospital
309 Stillson Road
203-331-1924
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 5 of 13)

St. Vincent's Urgent Care Walk-In Center

St. Vincent's Medical Center
1055 Post Road
203-259-3440
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

FARMINGTON

Allies Medical Group

2 Bridgewater Road, Suite 100
860-678-9900
Monday - Friday:
8:00 AM - 6:00 PM
Saturday & Sunday:
9:00 AM - 2:00 PM
Closed Holidays

GLASTONBURY

CVS MinuteClinic

2639 Main Street, Suite 101
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Closed Holidays

PhysicianOne Urgent Care

2928 Main Street
860-657-8289
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open All Holidays:
9:00 AM - 5:00 PM

ProHealth Express Care

RELOCATION NOTICE:

Call for address
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 12:00 PM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Call for Holiday Hours

GROTON

CHC of Groton

481 Gold Star Highway
860-446-8858
Monday - Friday:
8:00 AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM
(1st Saturday of the Month)
Sunday: Closed
Closed Holidays

CVS MinuteClinic

915 Poquonnock Road
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

PhysicianOne Urgent Care

220 Route 12
860-446-6137
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holiday Hours:
9:00 AM - 5:00 PM

GUILFORD

CVS MinuteClinic

1057 Boston Post Road
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

HAMDEN

203-URGENTCARE

1700 Dixwell Avenue
475-238-7972
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

CVS MinuteClinic

2045 Dixwell Avenue
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Closed Holidays

Express Care Urgent Care

1650 Dixwell Avenue
203-288-1700
Monday - Saturday:
8:00 AM - 8:00 PM
Sunday: 8:00 AM - 6:00 PM
Open all Holidays, Call for Hours

PhysicianOne Urgent Care

2165 Dixwell Avenue
203-248-2727
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holiday Hours:
9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

HARTFORD

Charter Oak Health Center

21 Grand Street
860-550-7500
Monday - Friday:
8:00 AM - 9:00 PM
Saturday: 8:30 AM - 5:00 PM
Sunday: 8:30 AM - 2:30 PM
Call for Holiday Hours

Charter Oak Health Center

401 New Britain Avenue
860-550-7500
Monday - Friday:
8:00 AM - 6:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

Community Health Services

500 Albany Avenue
860-249-9625
Monday - Thursday:
8:00 AM - 5:30 PM
Friday: 9:30 AM - 5:30 PM
Saturday & Sunday: Closed
Closed Holidays

InterCommunity

16 Coventry Street
860-714-3704
Monday: 10:30 AM - 7:00 PM
Tuesday, Thursday, Friday:
8:30 AM - 5:00 PM
Wednesday: 9:30 AM - 5:00 PM
Saturday & Sunday: Closed
Closed Holidays

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 6 of 13)

JEWETT CITY

UCFS Health Center

70 Main Street
860-376-7040
Monday & Wednesday:
8:00 AM - 7:00 PM
Tuesday, Thursday, Friday:
8:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

MADISON

Middlesex Hospital Urgent Care and Walk-in Center

Middlesex Hospital
146 Samson Rock Drive
203-779-5207
Monday - Friday:
8:00 AM - 5:00 PM
Saturday & Sunday:
8:00 AM - 4:30 PM
Call for Holiday Hours

MANCHESTER

First Choice Health Center

150 North Main Street
860-528-1359
Monday & Tuesday:
7:00 AM - 7:00 PM
Wednesday & Thursday:
8:00 AM - 5:00 PM
Friday: 8:00 AM - 4:30 PM
Saturday & Sunday: Closed
Call for Holiday Hours

First Choice Health Center

444 Center Street
860-528-1359
Monday, Thursday, Friday:
8:50 AM - 5:00 PM
Tuesday: 8:00 AM - 5:00 PM
Wednesday: 9:30 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

ProHealth Express Care

515 Middle Turnpike
888-344-0007
Monday - Friday:
8:00 AM - 8:30 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

MERIDEN

CHC of Meriden

134 State Street
203-237-2229
Monday - Thursday:
7:00 AM - 7:00 PM
Friday: 8:00 AM - 5:00 PM
1st Friday of the Month:
9:30 AM - 4:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: Closed
Closed Holidays

MedExpress Urgent Care

875 E Main Street
203-235-6827
Monday - Sunday:
8:00 AM - 8:00 PM
Call for Holiday Hours

MediQuick Urgent Care Center

MidState Medical Center
61 Pomeroy Avenue
203-694-5350
Monday - Sunday:
8:00 AM - 7:30 PM
Open all Holidays, Call for Hours

ProHealth Express Care

816 Broad Street, Suite 24
203-238-1919
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 12:00 PM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

MIDDLETOWN

CHC of Middletown

675 Main Street
860-347-6971
Monday, Thursday:
8:30 AM - 6:00 PM
Tuesday, Wednesday, Friday:
8:30 AM - 5:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: Closed
Closed Holidays

Middlesex Hospital Urgent Care & Walk-In Center

Middlesex Hospital
896 Washington Street
860-788-3632
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:30 PM
Call for Holiday Hours

ProHealth Express Care

(age 4 and up)
400 Saybrook Road
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

MILFORD

CVS MinuteClinic

734 Bridgeport Avenue
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Closed Holidays

Milford Hospital Urgent Care Walk-In Center

Milford Hospital
831 Boston Post Road
203-876-4101
Monday - Friday:
8:00 AM - 7:30 PM
Saturday & Sunday:
8:00 AM - 5:30 PM
Call for Holiday Hours

MONROE

St. Vincent's Urgent Care Walk-In Center

St. Vincent's Medical Center
401 Monroe Turnpike, Route 111
203-268-2501
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 7 of 13)

MOOSUP

Plainfield Health Center

UCFS Health Center
120-122 Plainfield Road
860-822-4938
Monday, Wednesday - Friday:
8:00 AM - 5:00 PM
Tuesday: 8:00 AM - 7:00 PM
Saturday & Sunday: Closed
Closed Holidays

NAUGATUCK

St. Mary's Urgent Care Center

St. Mary's Hospital
799 New Haven Road
203-723-5636
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Call for Holiday Hours

StayWell Health Center

30 Church Street
203-805-4929
Monday - Friday:
8:00 AM - 4:30 PM
Saturday & Sunday: Closed
Holidays: Closed

NEW BRITAIN

AFC Urgent Care

135 East Main Street
860-357-6899
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holidays Hours

CHC of New Britain

85 Lafayette Street
860-224-3642
Monday - Thursday:
8:00 AM - 8:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: Closed
Call for Holiday Hours

NEW CANAAN

Immediate Care Norwalk Hospital

38 East Avenue
203-594-9520
Monday - Friday:
9:00 AM - 7:00 PM
Saturday: 9:00 AM - 4:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

NEW HAVEN

Cornell Scott Hill Health Center

428 Columbus Avenue
203-503-3000
Monday - Thursday:
8:30 AM - 8:00 PM
Friday: 8:30 AM - 4:00 PM
Saturday: 8:30 AM - 12:00 PM
Sunday: Closed
Closed Holidays

Cornell Scott Hill Health Center

226 Dixwell Avenue
203-503-3000
Monday, Wednesday, Friday:
8:30 AM - 5:00 PM
Tuesday & Thursday:
8:30 AM - 8:00 PM
Saturday & Sunday: Closed
Closed Holidays

Cornell Scott Hill Health Center

911-913 State Street
203-503-3000
Monday - Thursday:
1:00 PM - 5:00 PM
Friday, Saturday, Sunday: Closed
Closed Holidays

Fair Haven Community Health Center

374 Grand Avenue
203-777-7411
Monday, Wednesday, Friday:
8:30 AM - 5:00 PM
Tuesday, Thursday:
8:30 AM - 7:00 PM
Saturday & Sunday: Closed
Closed Holidays

Fair Haven Community Health Center

50 Grand Avenue
203-777-7411
Monday - Thursday:
8:30 AM - 6:00 PM
Friday: 9:00 AM - 4:00 PM
Saturday & Sunday: Closed
Closed Holidays

Fair Haven Medical Group at Bella Vista

339 Eastern Street, Suite 3B
203-469-5331
Monday, Wednesday:
8:30 AM - 5:00 PM
Tuesday, Thursday: Closed
Friday: 11:00 AM - 5:00 PM
Saturday & Sunday: Closed
Closed Holidays

Medical Walk-In Care of Westville

1351 Whalley Avenue
203-889-2676
Monday - Wednesday, Friday:
8:30 AM - 5:00 PM
Thursday: 12:00 PM - 7:00 PM
Saturday: 8:00 AM - 1:00 PM (Every other Saturday)
Sunday: Closed
Closed Holidays

NEW LONDON

CHC of New London

1 Shaw's Cove
860-447-8304
Monday - Thursday:
8:00 AM - 7:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: Closed
Closed Holidays

NEW MILFORD

CVS MinuteClinic

40 East Street
866-389-2727
Monday - Thursday:
8:30 AM - 7:30 PM
Friday - Sunday: Closed
Call for Holiday Hours

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 8 of 13)

NEWINGTON

A Walk-In Medical Center

365 Willard Avenue, Suite 2E
860-436-3226
Monday - Sunday:
7:00 AM – 11:00 PM
Open all Holidays:
7:00 AM - 11:00 PM

CliniSanitas Medical Center

Urgent and Primary Care
196 Kitts Lane
844-307-4827
Monday - Friday:
9:00 AM - 6:00 PM
Saturday: 8:00 AM - 1:00 PM
Sunday: Closed
Closed Holidays

MedCare Express Urgent Care/ Walk-in Clinic

2288 Berlin Turnpike
860-757-3575
Monday - Sunday:
8:00 AM - 8:00 PM
Call for Holiday Hours

NEWTOWN

PhysicianOne Urgent Care

266 South Main Street
203-270-9000
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open all Holidays, Call for Hours
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

NORTH HAVEN

203-URGENTCARE

163 Universal Drive
203-466-8058
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Call for Holiday Hours

Beyond Urgent Care

79 Washington Avenue
203-456-8000, Ext. 3
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

CVS MinuteClinic

162 Washinton Avenue
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Closed Holidays

Northeast Medical Group

North Haven Walk-In

Yale-New Haven Health
4A Devine Street
203-287-6900
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: Closed
Call for Holiday Hours

NORWALK

203-URGENTCARE

677 Connecticut Avenue
203-298-9752
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Open all Holidays, Call for Hours

AFC Urgent Care of Norwalk

607 Main Avenue
203-845-9100
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

Family Health Urgent Care

235 Main Street
203-547-2600
Monday, Wednesday, Friday:
9:00 AM - 6:00 PM
Saturday: 9:00 AM - 3:00 PM
Sunday: 9:00 AM - 12:00 PM
Call for Holiday Hours

Norwalk Community Health Center

120 Connecticut Avenue
203-899-1770
Monday - Thursday:
8:00 AM - 8:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 8:00 AM - 12:00 PM
Sunday: Closed
Closed Holidays

PhysicianOne Urgent Care

346 Main Avenue
203-846-0005
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holidays: 9:00 AM - 5:00 PM

Soundview Medical Associates Urgent Care

761 Main Avenue, Suite 201
203-838-4000
Monday - Thursday:
9:00 AM - 8:00 PM
Friday: 9:00 AM - 5:00 PM
Saturday: 8:00 AM - 4:00 PM
Sunday: 11:00 AM - 3:00 PM
Call for Holiday Hours

NORWICH

Backus Family Health Center

Backus Hospital
42 Town Street, Suite 300
860-886-0567
Monday - Sunday:
8:00 AM - 7:30 PM
Holidays Hours:
8:00 AM - 7:30 PM

CVS MinuteClinic

372 West Main Street
866-389-2727
Monday - Friday:
8:30 AM - 5:00 PM
Saturday & Sunday: Closed
Closed Holidays

Generations Family Health Center

330 Washington Street, Suite 510
860-885-1308
Monday, Wednesday, Friday:
7:00 AM - 5:00 PM
Tuesday, Thursday:
7:00 AM - 8:00 PM
Saturday & Sunday: Closed
Closed Holidays

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 9 of 13)

PhysicianOne Urgent Care

607 West Main Street
860-892-9000
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holiday Hours: 9:00 AM - 5:00 PM

UCFS Health Center

Edward & Mary Lord Family Health Center
47 Town Street
860-892-7042
Monday - Thursday:
8:00 AM - 7:00 PM
Friday: 8:00 AM - 5:00 PM
Saturday: 9:00 AM - 1:00 PM
(1st & 3rd Saturday of the Month)
Sunday: Closed
Call for Holiday Hours

Hartford HealthCare Medical Group Primary Care and Walk-In

606 West Main Street
860-889-1400
Monday - Friday:
8:00 AM - 6:00 PM
Saturday & Sunday: Closed
Closed Holidays

OLD SAYBROOK

Middlesex Hospital Urgent Care and Walk-In Center

Middlesex Hospital
1687 Boston Post Road
860-661-5976
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 4:30 PM
Call for Holiday Hours

ORANGE

203-URGENTCARE

109 Boston Post Road
203-298-4599 or 203-874-3682
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Call for Holiday Hours

PhysicianOne Urgent Care

521 Boston Post Road
203-553-9908
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Holiday Hours:
9:00 AM - 5:00 PM

Stony Creek Urgent Care

236 Boston Post Road
203-815-1054
Monday - Friday:
8:00 AM - 7:30 PM
Saturday & Sunday:
9:00 AM - 2:30 PM
Open all Holidays, Call for Hours

PLAINFIELD

Plainfield Walk-In and Medical Center

558 Norwich Road
860-564-4054
Monday - Friday:
8:00 AM - 5:00 PM
Saturday: 8:00 AM - 1:00 PM
Sunday: Closed
Closed Holidays

PLAINVILLE

The Doctors Treatment Center

240 East Street
860-747-4541
Monday - Friday:
7:30 AM - 8:30 PM
Saturday & Sunday:
9:00 AM - 3:00 PM
Closed Holidays

PUTNAM

Generations Family Health Center

202 Pomfret Street
860-963-7917
Monday, Wednesday, Friday:
7:30 AM - 5:00 PM
Tuesday, Thursday:
7:30 AM - 8:00 PM
Saturday & Sunday: Closed
Closed Holidays

RIDGEFIELD

CVS MinuteClinic

467 Main Street
866-389-2727
Monday, Wednesday - Friday:
8:30 AM - 7:30 PM
Tuesday: Closed
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

PhysicianOne Urgent Care

10 South Street, Suite 101
203-431-4600
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Thanksgiving Day & Christmas Day:
8:00 AM - 3:00 PM

RIVERSIDE

CVS MinuteClinic

1239 East Putnam Avenue
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

ROCKY HILL

CVS MinuteClinic

323 Cromwell Avenue
(Corner of New Britain Avenue)
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

Kathy's Urgent Care

856 Cromwell Avenue
860-967-3206
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 10 of 13)

Rocky Hill Medical Center Walk-In

412 Cromwell Avenue
860-563-3844
Monday - Friday:
8:00 AM - 7:00 PM
Saturday: 8:00 AM - 3:00 PM
Sunday: Closed
Closed Holidays

Velocity Urgent Care

396 Cromwell Avenue
860-372-4990
Monday - Friday:
9:00 AM - 9:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

SHELTON

Northeast Medical Group

Huntington Walk-In Medical Center

Yale New Haven Health
887 Bridgeport Avenue
203-225-6020
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 4:00 PM
Call for Holiday Hours

Shelton Urgent Care

15 Armstrong Road
203-929-1109
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM

SIMSBURY

New England Urgent Care

30 Dorset Crossing
860-714-9020
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 6:00 PM
Open all Holidays, Call for Hours

SOUTH WINDSOR

CVS MinuteClinic

525 Buckland Road
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Closed Holidays

Urgent Care/Walk-in Center

Hartford HealthCare
1559 Sullivan Avenue
860-696-2350
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Call for Holiday Hours

SOUTHBURY

CVS MinuteClinic

22 Depot Hill Road
866-389-2727
Monday-Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

PhysicianOne Urgent Care

900 Main Street South
Building 2, Suite 100
203-262-1911
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Open all Holidays, Call for Hours

SOUTHINGTON

203-Urgent Care

832 Queen Street
860-863-5288
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 2:00 PM
Open all Holidays, Call for Hours

Velocity Urgent Care

365 Queen Street, Unit 4
860-863-5835
Monday - Friday:
9:00 AM - 9:00 PM
Saturday & Sunday:
9:00 AM - 5:00 PM
Call for Holiday Hours

STAMFORD

AFC Doctors Express Urgent Care

3000 Summer Street
203-969-2000
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

Excel Urgent Care of Stamford

623 Newfield Avenue
203-517-9000
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 AM - 4:00 PM
Call for Holiday Hours

Fairgate Community Health Center

Optimus Health Care
138 Stillwater Street
203-357-0277
Monday - Friday:
9:00 AM - 5:00 PM
Saturday & Sunday: Closed
Call for Holiday Hours

Firefly After Hours Pediatric Urgent Care

1011 High Ridge Road, 2nd Floor
203-968-1900
Monday - Thursday:
4:00 PM - 9:00 PM,
Friday: 4:00 PM - 7:00 PM
Daytime Hours by Appointment:
10:00 AM - 3:00 PM
Saturday & Sunday:
10:00 AM - 6:00 PM
Call for Holiday Hours

Immediate Care Center at Tully Health Center

Stamford Hospital
32 Strawberry Hill Road
203-276-2222
Monday - Sunday:
7:00 AM - 10:00 PM
Open all Holidays, Call for Hours

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 11 of 13)

Stamford Community Health Center

Optimus Health Care
805 Atlantic Street
203-727-5111
Monday, Wednesday:
8:00 AM - 7:30 PM
Tuesday, Thursday, Friday:
8:00 AM - 5:00 PM
Saturday: 9:00 AM - 1:00 PM
Sunday: Closed
Call for Holiday Hours

Stamford Health Medical Group Walk-In Center SHMG Urgent Care

292 Long Ridge Road, Suite 104
203-276-8575
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

STORRS

UConn Urgent Care Center

One Ryce Circle, Suite 104
Storrs Center
860-487-9300
Monday - Friday:
8:00 AM - 4:30 PM
Saturday & Sunday: Closed
Call for Holiday Hours

STRATFORD

203-URGENTCARE

200 East Main Street
203-923-2974
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00AM - 6:00PM
Open all Holidays, Call for hours

CVS MinuteClinic

1 Hawley Lane
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

St. Vincent's Urgent Care

Walk-In Center
St. Vincent's Medical Center
3272 Main Street
203-529-4919
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00AM - 5:00 PM
Open all Holidays, Call for Hours

Stratford Community Health Center

Optimus Health Care
727 Honeyspot Road
203-375-7242
Monday - Wednesday, Friday:
8:00 AM - 5:00 PM
Thursday: 10:00AM - 7:00PM
Saturday & Sunday: Closed
Closed Holidays

TOLLAND

Med-East Walk-In Medical Center

200 Merrow Road
860-871-5452
Monday - Thursday:
9:00 AM - 6:45 PM
Friday: 9:00 AM - 5:45 PM
Saturday & Sunday:
10:00 AM - 2:45 PM
Closed Holidays

TORRINGTON

CHH Urgent Care - Medical Walk-In

Charlotte Hungerford Hospital
1598 East Main Street
860-489-8444
Monday - Friday:
8:00 AM - 6:00 PM
Saturday: 9:00 AM - 3:00 PM
Sunday: 9:00 AM - 1:00 PM
Call for Holiday Hours

Community Health & Wellness Center

469 Migeon Avenue
860-489-0931
Monday - Friday:
8:30 AM - 5:30 PM
Saturday & Sunday: Closed
Closed Holidays

ProHealth Express

52 Peck Road
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

TRUMBULL

Urgent care Walk-In St. Vincent's Medical Center

900 White Plains Road, Suite D
203-696-3500
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00 Am - 5:00 PM
Call for Holiday Hours

UNCASVILLE

Montville Backus Family Health Center

Backus Hospital
80 Norwich New London Turnpike
860-848-1297
Monday - Friday:
8:00 AM - 6:00 PM
Saturday & Sunday: Closed
Closed Holidays

VERNON

AFC Doctors Express Urgent Care

179 Talcottville Road
860-986-7600
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 5:00 PM
Call for Holiday Hours

First Choice Health Centers

94 Union Street
860-528-1359
Monday, Thursday, Friday:
1:00PM - 4:30 PM
Tuesday: 9:00 AM - 4:30 PM
Wednesday: 9:30 AM - 4:30 PM
Saturday & Sunday: Closed
Call for Holiday Hours

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 12 of 13)

Vernon Urgent Care Center, LLC

224 Hartford Turnpike
860-871-6939
Monday - Friday: 9:00 AM - 7:00 PM
Saturday: 9:00 AM - 4:00 PM
Sunday: 9:00 AM - 2:00 PM
Call for Holiday Hours

ProHealth Express Care

554 Talcottville Road
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

WALLINGFORD

Healthmed Urgent Care

1257 South Broad Street
203-626-5393
Monday - Friday:
10:00 AM - 7:00 PM
Saturday & Sunday:
10:00 AM - 3:00 PM
Call for Holiday Hours

WATERBURY

203-URGENTCARE

506 Frost Road
203-437-8468
Monday-Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Open all Holidays, Call for Hours

203-URGENTCARE

Waterbury Chase
279 Chase Avenue
203-528-4993
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Call for Holiday Hours

CHC of Waterbury

51 North Elm Street
203-574-4000
Monday, Wednesday-Friday:
7:30 AM - 5:00 PM
Tuesday: 7:30 AM - 7:00 PM
Saturday: 8:30 AM - 12:00 PM
(2nd & 4th Saturday of the Month)
Sunday: Closed
Call for Holiday Hours

CVS MinuteClinic

1279 West Main Street
Robinwood Shopping Plaza
866-389-2727
Monday - Friday:
8:30 AM - 7:30 PM
Saturday: 9:00 AM - 5:30 PM
Sunday: 10:00 AM - 5:30 PM
Call for Holiday Hours

Family Walk-In Medical Center

2457 East Main Street
Sunbeam Plaza, Suite 1E
203-753-8477
Monday, Tuesday, Friday:
8:00 AM - 7:00 PM
Wednesday, Thursday:
9:00AM - 7:00PM
Saturday: 9:00 AM - 4:00 PM
Sunday: 9:00 AM - 2:00 PM
Call for Holiday Hours

PhysicianOne Urgent Care

920 Wolcott Street
855-349-2828
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00AM - 5:00PM
Holiday Hours: 9:00 AM - 5:00 PM

St. Mary's Urgent Care Center

St. Mary's Hospital
1312 West Main Street
203-709-4575
Monday-Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Holidays: 9:00 AM - 5:00 PM

StayWell Children's Health Center

(Pediatric only)
95 Scoville Street, 3rd Floor
203-805-4930
Monday, Thursday:
8:00 AM - 8:00 PM
Tuesday, Wednesday, Friday:
8:00 AM - 5:00 PM
Call for Weekend Hours
Closed Holidays

StayWell Health Center

80 Phoenix Avenue
203-756-8021
Adult Hours: Monday - Friday:
8:00 AM - 4:30 PM
Pediatric Hours:
Monday: 8:00 AM - 5:30 PM
Tuesday - Friday:
8:00 AM - 4:30 PM
Call for Weekend Hours
Closed Holidays

StayWell Health Center

1302 South Main Street, South End
203-597-9044
Monday, Tuesday, Thursday, Friday:
8:00 AM - 4:30 PM
Wednesday: 8:00 AM - 7:00 PM
Call for Weekend Hours
Closed Holidays

WEST HARTFORD

AFC Doctors Express Urgent Care

1030 Boulevard
860-986-6440
Monday - Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00AM - 5:00PM
Call for Holiday Hours

New England Urgent Care

21 North Main Street, Suite B
860-236-3911
Monday-Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00AM - 6:00 PM
Open all Holidays, Call for Hours

ProHealth Express Care

631 South Quaker Lane
888-344-0007
Monday - Friday:
5:30 PM - 9:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 2:00 PM
Call for Holiday Hours

Urgent Care/Walk-in Center

Hartford HealthCare Medical Group
336 North Main Street, Bishops Corner
860-232-4891
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Call for Holiday Hours

RESOURCES

Urgent Care Clinics and Walk-In Medical Centers (Page 13 of 13)

Urgent Care/Walk-in Center

Hartford HealthCare Medical Group
445 South Main Street
860-696-2200
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Open all Holidays, Call for Hours

WEST HAVEN

203-URGENTCARE

636 Campbell Avenue
203-691-1584
Monday-Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 AM - 6:00 PM
Call for Holiday Hours

Northeast Medical Group

West Haven Walk-in

Yale-New Haven Hospital
500 Elm Street
203-479-3600
Monday-Friday:
8:00 AM - 6:00 PM
Saturday: 8:00 AM - 12:00 PM
Sunday: Closed
Call for Holiday Hours
Closed Thanksgiving Day and
Christmas Day

WESTPORT

Westport Family Health

830 Post Road East, Suite G3
203-291-3800
Monday - Friday:
8:00 AM - 7:00 PM
Saturday: 9:00 AM - 4:00 PM
Sunday: 10:00 AM - 2:00 PM
Open all Holidays, Call for Hours

Westport Urgent Care

1045 Post Road East
203-557-8200
Monday-Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
9:00AM - 4:00 PM
Call for Holidays Hours

WETHERSFIELD

Kathy's Urgent Care

672 Silas Deane Highway
860-967-3600
Monday-Friday:
8:00 AM - 8:00 PM
Saturday & Sunday:
8:00 M - 5:00 PM
Call for Holiday Hours

Urgent Care/Walk-in Center

Hartford HealthCare Medical Group
1025 Silas Deane Highway
860-696-2400
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 10:00 AM - 4:00 PM
Call for Holiday Hours

WILLIMANTIC

Generations Family Health Center

40 Mansfield Avenue
860-450-7471
Monday & Tuesday:
7:30 AM - 6:00 PM
Wednesday & Friday:
7:30 AM - 5:00 PM
Thursday: 7:30 AM - 6:30 PM
Saturday & Sunday: Closed
Closed Holidays

Med-East Medical Walk-In Center

1703 Main Street
860-456-1252
Monday-Friday:
8:00 AM - 6:45 PM
Saturday & Sunday:
10:00AM - 3:00 PM
Closed Holidays

WILTON

Wilton Medical Walk-In Clinic Urgent Care

35 Danbury Road, Suite 5
203-834-8885
Monday - Friday:
8:00 AM - 6:00 PM
Saturday & Sunday:
9:00 AM - 2:00 PM
Call for Holiday Hours

WINDSOR

Community Health Services

503 Windsor Avenue, Unit 511
860-297-8600
Monday, Tuesday, Thursday:
8:00 AM - 5:00 PM
Wednesday: 8:00 AM - 8:00 PM
Friday: 10:00 AM - 5:00 PM
Saturday & Sunday: Closed
Closed Holidays

WINSTEAD

Community Health & Wellness Center

115 Spencer Street
860-238-4211
Monday - Friday:
8:00 AM - 5:00 PM
Saturday & Sunday: Closed
Closed Holidays

WOLCOTT

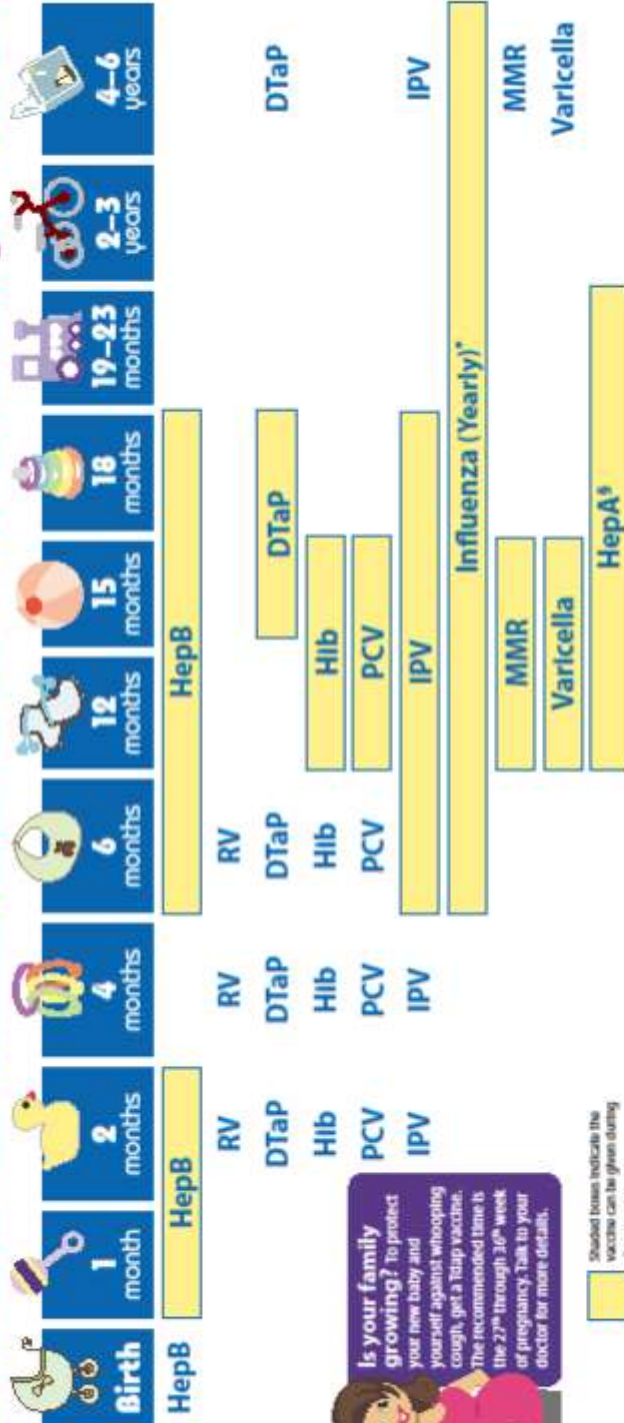
St. Mary's Urgent Care Center

St. Mary's Hospital
503 Wolcott Road
203-879-7900
Monday - Friday:
8:00 AM - 8:00 PM
Saturday: 9:00 AM - 5:00 PM
Sunday: 9:00 AM - 2:00 PM
Closed Holidays

RESOURCES

Vaccine Recommendations for Children from Birth to 6

2017 Recommended Immunizations for Children from Birth Through 6 Years Old



NOTE: If your child misses a shot, you don't need to start over, just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

FOOTNOTES:

- * Two doses given at least four weeks apart are recommended for children aged 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.
- † Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who did not receive the HepA vaccine and are at high risk, should be vaccinated against HepA.

If your child has any medical conditions that put him at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he may need.

For more information, call toll free
1-800-CDC-INFO (1-800-232-4636)
 or visit
www.cdc.gov/vaccines/parents

**U.S. Department of Health and Human Services
Centers for Disease Control and Prevention**

**AMERICAN ACADEMY OF FAMILY PHYSICIANS
STRONG SUPPORT FOR ALL AMERICANS**

**American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN**

RESOURCES

Vaccine Recommendations for Children from 7 to 18

INFORMATION FOR PARENTS 2017 Recommended Immunizations for Children 7-18 Years Old

Talk to your child's doctor or nurse about the vaccines recommended for their age.

	Flu Influenza	Tdap Tetanus, diphtheria, pertussis	HPV Human papillomavirus	Meningococcal		Pneumococcal	Hepatitis B	Hepatitis A	Inactivated Polio	MMR Measles, mumps, rubella	Chickenpox Varicella
				MenACWY	MenB						
7-8 Years	Light Green	Light Green				Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
9-10 Years	Light Green	Light Green	Light Green			Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
11-12 Years	Light Green	Light Green	Light Green	Light Green		Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
13-15 Years	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green
16-18 Years	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green

More information: Parents and teens should get a flu vaccine every year. Parents and teens should get one shot of Tdap at age 11 or 12 years. All 11-12 year olds should get a 2-shot series of HPV vaccine at least 6 months apart. A 3-shot series is needed for those with weakened immune systems and those age 15 or older. All 11-12 year olds should get a single shot of meningococcal conjugate vaccine (MenACWY). A booster shot is recommended at age 16. Teens, 16-18 years old, may be vaccinated with a MenB vaccine.

Light Green: These shaded boxes indicate when the vaccine is recommended for all children unless your doctor tells you that your child cannot safely receive the vaccine.

Light Purple: These shaded boxes indicate the vaccine is recommended for children with certain health or lifestyle conditions that put them at an increased risk for serious diseases. See vaccine-specific recommendations at www.cdc.gov/vaccines/pubs/ACIP-list.htm.

Light Blue: These shaded boxes indicate the vaccine should be given if a child is catching-up on missed vaccines.

Dark Blue: This shaded box indicates the vaccine is recommended for children not at increased risk but who wish to get the vaccine after speaking to a provider.

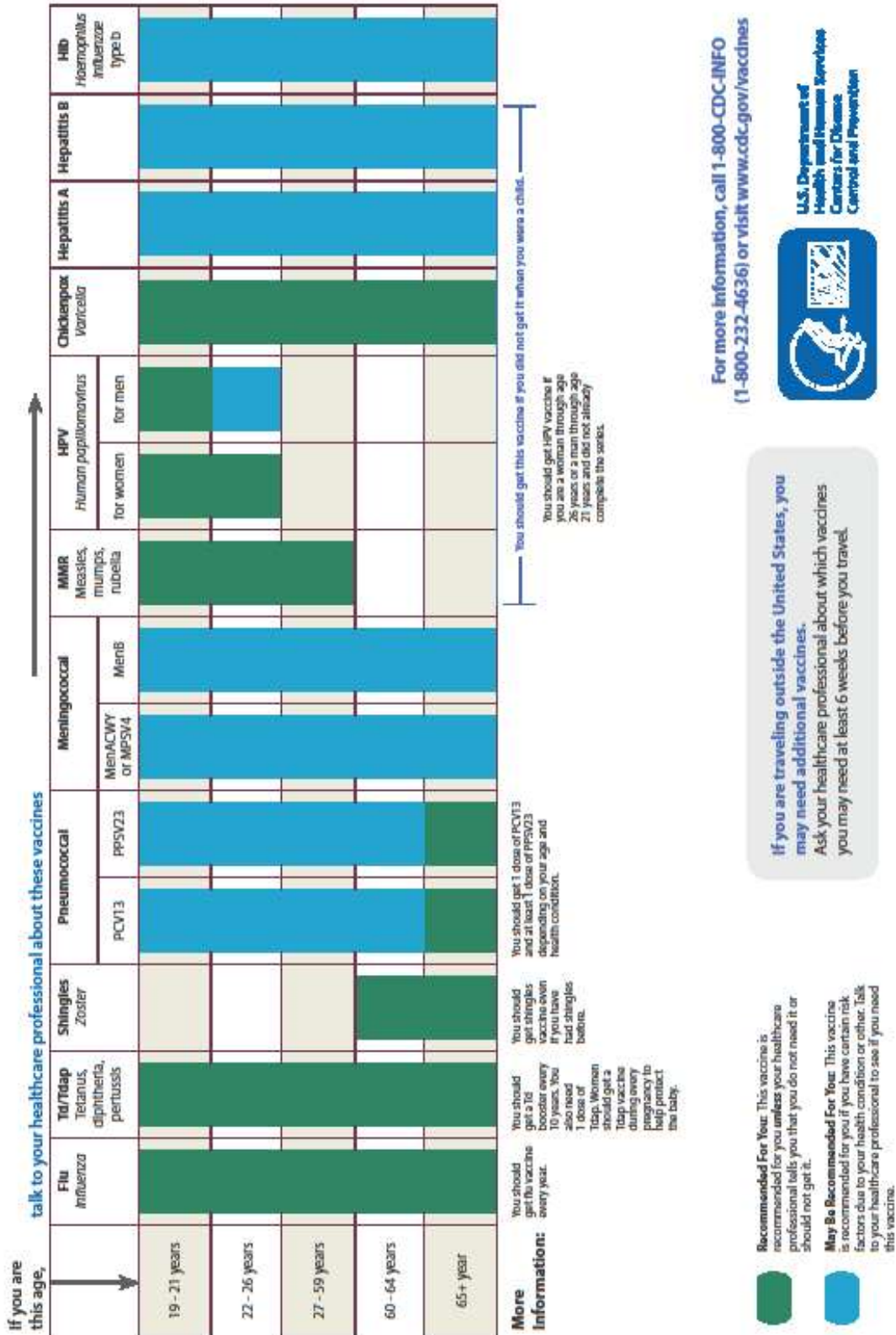


RESOURCES

Vaccine Recommendations for Adults

2017 Recommended Immunizations for Adults: By Age

INFORMATION FOR ADULT PATIENTS



Appendices

Appendix A: Rights and Responsibilities

Appendix B: Acronyms

Appendix C: Glossary

Appendix A:

DMHAS RIGHTS AND RESPONSIBILITIES

Your Rights as a Client or Patient

of the Connecticut Department of Mental Health & Addiction Services
Miriam Delphin-Rittmon, Ph.D., Commissioner



You have the right to freedom from physical or mental abuse or harm; You have the right to a written treatment plan that is developed with your input and suited to your own personal needs, goals and aspirations; You should be informed of your rights by the institution, agency or program. In addition, a list of your rights must be posted on each ward of a hospital.

Other rights you have:

Humane and dignified treatment: You have the right to receive humane and dignified treatment at all times and with full respect to your personal dignity and privacy. A specialized treatment plan shall be developed in accordance with your needs. Any treatment plan shall include, but not be limited to, reasonable notice of discharge, your active participation in and planning for appropriate aftercare. (See CGS 17a-542)

Personal Dignity: While in an inpatient facility, you have the right to wear your own clothing, to maintain your own personal belongings (given reasonable space limitations) and to be able to have access to and spend your own money for personal purchases.* Except for patients in Whiting Forensic Division, you have the right to be present during any search of your personal belongings. Any exception to these rights must be explained in writing and made a part of your clinical record. (See CGS 17a-548)

Privacy & Confidentiality: You have the right to privacy & confidentiality. Records that would identify your person, manner of treatment or your diagnosis cannot be given to any other person or agency without your written consent. All records maintained by the courts [as they relate to a recipient's treatment] shall be sealed and available only to respondent or counsel.* No person, hospital, treatment facility nor DMHAS may disclose or permit the disclosure of the identity, diagnosis, prognosis or treatment of any service recipient that would constitute a violation of state or federal statutes concerning confidentiality.*

(See CGS 17a-500, 17a-688, 52-146f and 42 CFR part 2)

Physician's Emergency Certificate & Commitment: You, your advocate or counsel, can find out more about what Commitment procedures apply by reviewing the appropriate statutes. All persons admitted through a Physician's Emergency Certificate have the right, upon request, to a Probable Cause hearing within 3 business days from admission. All voluntarily admitted patients shall be informed, upon admission, of their ability to leave after three days notice. Any voluntarily confined patient shall not be denied his or her request to leave within three days notice in writing unless an application for commitment has been filed in a court of competent jurisdiction. Different statutes apply depending on your placement in addictions treatment or for a psychiatric disorder. (See CGS 17a-495 et seq.; 17a-502; 17a-506; 17a-682 to 17a-685, 54-56d)

Visiting and Communication Rights: You may receive visitors during scheduled visiting hours. You have the right to visit with and may have private conversations with clergy, attorneys or paralegals of your choice at any reasonable hour. Facilities may reasonably maintain rules regulating visitors. Mail or other communications to or from a service recipient in any treatment facility may not be intercepted, read or censored.* Any exceptions to rights regarding communications must be explained in writing, signed by the head of the facility (or designee) and made a part of your clinical record. (See CGS 17a-546, 17a-547)

Access to Your Medical Record: You or your attorney may have the right, upon written request, to inspect your hospital records. Unless your request is made in connection with litigation, a facility may refuse to disclose any portion of the record which the mental health facility has determined would create a substantial risk that you would inflict a life threatening injury to self or others, experience a severe deterioration in mental state,* or would constitute an invasion of privacy of another. (See CGS 17a-548, 52-146f)

Appendix A:

DMHAS RIGHTS AND RESPONSIBILITIES

Your Rights as a Client or Patient Continued...

Restraint & Seclusion: If conditions are such that you are restrained or placed in seclusion, you must be treated in a humane and dignified manner. The use of involuntary seclusion or mechanical restraints is allowed only when there is an imminent danger to yourself or others. Documentation of reasons for these interventions must be placed in your clinical records within 24 hours. Medications cannot be used as a substitute for a more appropriate treatment. (See CGS 17a-544)

Remedies of Aggrieved Persons: If you have been aggrieved by a violation of sections 17a-540 to 17a-549 you may petition the Superior Court within whose jurisdiction you reside for appropriate relief.

(See CGS 17a-550)

Disclosure of Your Rights: A copy of your rights shall be prominently posted in each ward where mental health services are provided.

(See CGS 17a-548)

Medication, Treatment, Informed Consent & Surgical Procedures: You, your advocate or counsel, can find out more about what procedures apply by reviewing the appropriate statutes (see CGS 17a-543a -j). If you have been hospitalized under any sections of 17a-540 to 550, you shall receive a physical examination within 5 days of admission and at least once every year thereafter. Reports of such exams must be entered into your clinical record. (See CGS 17a-545). No medical or surgical procedures, no psychosurgery or shock therapy shall be administered to any patient without such patient's written informed consent, except as provided by statute.

Denial of Employment, Housing, Etcetera's: You cannot be denied employment, housing, civil service rank any license or permit (including a professional license) or any other civil or legal right, solely because of a present or past history of a mental disorder, unless otherwise provided.*

(See CGS 17a-549)

Filing of Grievances: Recipients of services from DMHAS facilities or programs have the right to file a grievance if any staff or facility has: 1) violated a right provided by statute, regulation or policy; 2) if you have been treated in an arbitrary or unreasonable manner; 3) denied services authorized by a treatment plan due to negligence, discrimination, or other improper reasons; 4) engaged in coercion to improperly limit your treatment choices; 5) unreasonably failed to intervene when your rights have been jeopardized in a setting controlled by the facility or DMHAS; or 6) failed to treat you in a humane or dignified manner. (See CGS 17a-451(u))

Other Rights may be guaranteed by state or federal statute, regulation or policies which have not been identified in this list. You are encouraged to seek counsel to learn of or to better understand these laws and policies.

Appendix A:

DMHAS RIGHTS AND RESPONSIBILITIES

Your Rights as a Client or Patient Continued...

Many of the rights of service recipients in facilities in Connecticut are specified in sections 17a-540 through 17a-550 of the Connecticut General Statutes. There may also be other rights provided by other state and federal statutes as well as by case law, but the ones identified in 17a-540 through 17a-550 are specifically protected and must be adhered to by inpatient or outpatient facilities in Connecticut. These statutes apply to both voluntary and involuntary service recipients, unless otherwise provided.

In general, both public and private facilities are prohibited from depriving you of any of your personal, property or civil rights. These include the right to vote, to hold or convey property and contract, except in accordance with due process of law and unless you have been declared incapable pursuant to sections 45a-644 to 45a-662. Any finding of incapability should specifically state which civil or personal rights you are incapable of exercising.

For more information about your rights as a recipient of services for substance use or mental health disorders in Connecticut, contact 1-800-446-7348.

Responsibilities:

As a partner in your care, you have a responsibility to:

- Respect the dignity and privacy of others;
- Give your provider information they need to serve you better:
 - Work with your BHH team to develop a treatment plan and ask questions if you do not understand something,
 - Follow the treatment plan,
 - Tell your provider if you don't agree with the plan or you want to stop receiving services;
- Keep your appointments with your provider, or contact your provider if you need to reschedule your appointment, preferably at least 24 hours before your scheduled appointment;
- Update your provider if you move or change your address;
- Call the BHH customer service staff if you have questions about your rights or responsibilities:

BHH Enrollee Relations

1-844-551-2736

Appendix B:

ACRONYMS

Acronyms

ABH	Advanced Behavioral Health
AMA	Against Medical Advice
APRN	Advanced Practice Registered Nurse
ASO	Administrative Service Organization
AU	Advocacy Unlimited
BHH	Behavioral Health Home
BMI	Body Mass Index
BP	Blood Pressure
CCT	Community Care Team
CMS	Centers for Medicare and Medicaid Services
CSP	Community Support Program
CT BHP	Connecticut Behavioral Health Partnership
DCF	Department of Children and Families
DMHAS	Department of Mental Health and Addiction Services
DSS	Department of Social Services
ED/ER	Emergency Department/Emergency Room
EHR	Electronic Health Records
EPSDT	Early Periodic Screening, Diagnosis and Treatment
HUSKY	Healthcare for Uninsured Kids and Youth
IICAPS	Intensive In-Home Child and Adolescent Psychiatric Services
ICP	Individual Care Plan
IOP	Intensive Outpatient Program
IRP	Individual Recovery Plan
LCSW	Licensed Clinical Social Worker
LMHA	Local Mental Health Authority
LPN	Licensed Practical Nurse
LMFT	Licensed Marriage and Family Therapist
MSW	Master's Degree in Social Work
NAMI	National Alliance on Mental Illness
PCP	Primary Care Physician
PNP	Private Non-Profit
PTSD	Post Traumatic Stress Disorder

Appendix B & C:

ACRONYMS & GLOSSARY

Acronyms

RN	Registered Nurse
ROI	Release of Information
SED	Seriously Emotionally Disturbed
SPMI	Severe and Persistent Mental Illness
SOC	System of Care
SSI	Supplemental Security Income
SSDI	Supplemental Security Disability Income
YAS	Young Adult Services

Glossary

Administrative Service Organization (ASO): an organization providing statewide utilization management, benefit information and intensive care management services within a centralized information system framework.

Behavioral Health: the emotions, behaviors and biology relating to a person's mental well-being, their ability to function in every day life and their concept of self. Also referred to as mental health.

Behavioral Health Home (BHH) Initiative: administered by DMHAS, in partnership with DCF & DSS to provide primary care coordination services to Medicaid eligible individuals with Serious and Persistent Mental Illness and co-occurring chronic medical needs, as defined by the departments.

Body Mass Index (BMI): a number calculated from a person's weight and height. BMI provides a reliable indicator of body fatness for most people and is used to screen for weight categories that may lead to health problems.

Blood Pressure (BP): the force of blood against the walls of arteries.

Chronic Condition: a condition that lasts a year or more and require ongoing medical attention and/or limits activities of daily living.

Complaint: verbal or written communication from a provider, member, or member representative, expressing dissatisfaction with the service requirements, services received from the ASO, agreements, reports, or a general concern.

Comprehensive: including many, most, or all things when planning and providing care.

Discharge Planning: the evaluation of DMHAS behavioral health client's need for psychiatric, substance use disorder, and/or medical in-patient services; the plan develop in order to arrange for appropriate care after discharge or upon transferring from one level of care to another level of care.

Appendix C:

GLOSSARY

Glossary (continued)

Grievance: verbal or written communication expressing dissatisfaction with the outcome of a filed complaint. Does not include complaint against a service provider in regards to denial, reduction or termination of services offered under the Behavioral Health Initiative.

HbA1c: lab test that shows the average level of blood sugar (glucose) over the previous 3 months.

Inquiry: verbal or written communication from an external party seeking information or assistance.

Integrated care: a way of providing care that includes communication among behavioral and physical health care providers.

Local Mental Health Authority (LMHA): the agency assigned to oversee services provided in their particular area of the state.

Medicaid: The Connecticut Medical Assistance Program operated by the CT Department of Social Services under Title XIX of the federal Social Security Act, and related State and Federal rules and regulations.

Person-centered: care or treatment that is led by individual preferences.

Severe and Persistent Mental Illness: for the purpose of this initiative, defined as: Schizophrenia and Psychotic Disorder; Mood Disorder; Anxiety; Obsessive-Compulsive Disorder; Borderline Personality Disorder; and Post Traumatic Stress Disorder.

Wellness: the state or condition of being in good physical and mental health, especially when maintained by proper diet, exercise, and healthy habits.

Whole Person Approach: an approach to care that meets the needs of one's mind, body, and emotions.



Connecticut's Behavioral Health Home Initiative is a collaboration between the State Departments of Mental Health and Addiction Services, Children and Families, and Social Services;

Advanced Behavioral Health and Beacon Health Options, working together as CT Partners for Integrated Care; and Thirteen Local Mental Health Authorities and 1 Affiliate Mental Health Provider.