



Rehabilitative Health Services

Family Medical Clinic and Behavioral Health Service Provider

How to obtain medical advice during & after regular business hours:

1. **Patient Calls or Contact during normal business hours** Monday to Thursday 8-6 or Friday 8-2
Call **208-523-5319** and follow instructions to reach the medical clinic.

Patient calls or contacts are either immediately answered or returned by a Medical Assistant, nursing staff member, and/or a medical provider (PCP) with clinical advice within 24 hours or next business day. If staff have stepped away from the phone please leave a message.

2. **Patient Call or Contact outside normal business hours** are returned the next business day.
3. **Crisis** - A Medical Provider carries and answers a medical clinic crisis line cell phone after hours for **patients that need immediate clinic advice whose concerns are not considered a medical emergency and cannot absolutely wait for the next business day.** Patients with medical emergencies should dial 911 or go to the nearest emergency room or urgent care. **Crisis number: 208-360-6439**
4. **Examples of conditions that require emergency care (not limited to)...**
 - Chest pain accompanied by sweating, nausea, vomiting, shortness of breath, radiating pain that moves to the arm or neck, dizziness, or feeling that your heart is beating irregularly or too fast
 - Choking
 - Severe bleeding that doesn't stop after 15 minutes of direct pressure
 - Fainting
 - Broken or displaced bones
 - Swallowing poison
 - Burns
 - Suddenly not being able to walk, speak, or move a portion of your body
 - Shortness of breath or difficulty in breathing
 - Severe unexplained pain cannot be reduced by over the counter medications
5. **If you require emergency care...**
 - **Go to a Hospital Emergency Department**
 - **Call 911 if necessary and/or Ambulance** if you are having chest pain accompanied by sweating, shortness of breath, nausea or vomiting. Don't risk driving yourself or having a friend transport you in a private vehicle
6. True medical emergencies should be treated in the Emergency Department. Often, patients go to the Emergency Department for care that could be treated by an urgent care practitioner or primary care physician faster, more efficiently, and at a lower cost.
Some examples of non-emergencies are:
 - Cold or flu symptoms
 - Sore throat
 - Earache
 - A fever that is relieved with over-the-counter medication
 - Toothache
 - Minor cuts, scrapes and abrasions
 - Muscle sprains
 - Sunburn

Resources for patient education and self-management support:

Patients can request medical or behavioral health education information and self-management support from our medical providers (PCPs), nursing staff, and medical assistants. Providers offer education materials for patient's diagnosis and preventative care. Patients may also access the medical clinic care manager for self-management support and referral for additional services to help a patient manage medical and behavioral health.