



Care When You Need It

24 HOURS A DAY, 7 DAYS A WEEK

24/7 NURSE CALL LINE
CALL: 1-877-759-6279

24/7 TELEMEDICINE ACCESS
CALL: 1-855-879-4332
VISIT: www.relymd.com

HOME VISITS FOR CARE
7:00 a.m. – 9:00 p.m., seven days a week
CALL: 844-228-0154
VISIT: www.dispatchhealth.com

24/7 RIDES TO HEALTH CENTERS
CALL: 1-800-315-3485

Urgent care is an option for getting medical care quickly when it's not an emergency.
If you are having a life-threatening emergency, call 911 or go to the nearest emergency room.

Stay home. Feel better.

Enrollees can receive urgent medical care at home with AmeriHealth Caritas DC provider DispatchHealth.



How DispatchHealth Works

1 Book an appointment.

DispatchHealth is available seven days a week, including holidays, from 7:00 a.m. – 9:00 p.m. To schedule an appointment, call **844-228-0154** or book online at **www.dispatchhealth.com**. A representative will ask about your symptoms and give you a time frame for arrival, typically within three hours.

2 Receive expert medical care at home.

Your DispatchHealth care team will arrive at your home with everything needed to treat your illness or injury.

3 Relax and recover.

DispatchHealth will call in any prescriptions you need, update your primary care provider, and handle billing. You can focus on rest and healing where you're most comfortable — at home.

DispatchHealth is an option for getting urgent care when it's not an emergency, and your primary care provider is not available.



Get Medical Care WHEREVER YOU ARE

RelyMD is an AmeriHealth Caritas DC provider that offers access to healthcare professionals for urgent care, by phone or video chat. This service is available 24 hours a day, seven days a week.

Please visit www.relymd.com for details.

Enrollees can access RelyMD three ways:

1. Use your RelyMD app on your mobile device.*
2. Call RelyMD at 855-879-4332.
3. Visit www.relymd.com.

**Message and data rates may apply based on any agreements enrollees have with their network service provider.*

A provider will review the medical history you provide and contact you within minutes. The current average callback wait time is around 60 minutes or less.

Common Conditions Treated by RelyMD

- Allergies
- Bronchitis
- Constipation
- Cold/Flu
- Diarrhea
- Ear infection
- Fever
- Joint aches and pains
- Sore throat
- Skin inflammations



The health centers in this brochure can provide the care you need within 24 hours when it is **NOT AN EMERGENCY.**

Some medical needs include:



A SPRAIN OR STRAIN



A MILD FEVER



A CUT OR SCRAPE



A MILD HEADACHE



A SORE THROAT



DIARRHEA



A COUGH OR COLD



DIAPER RASH



THROWING UP



PRESCRIPTION MEDICATION REFILLS



LICE, SCABIES, OR RINGWORM



A MILD ALLERGIC REACTION



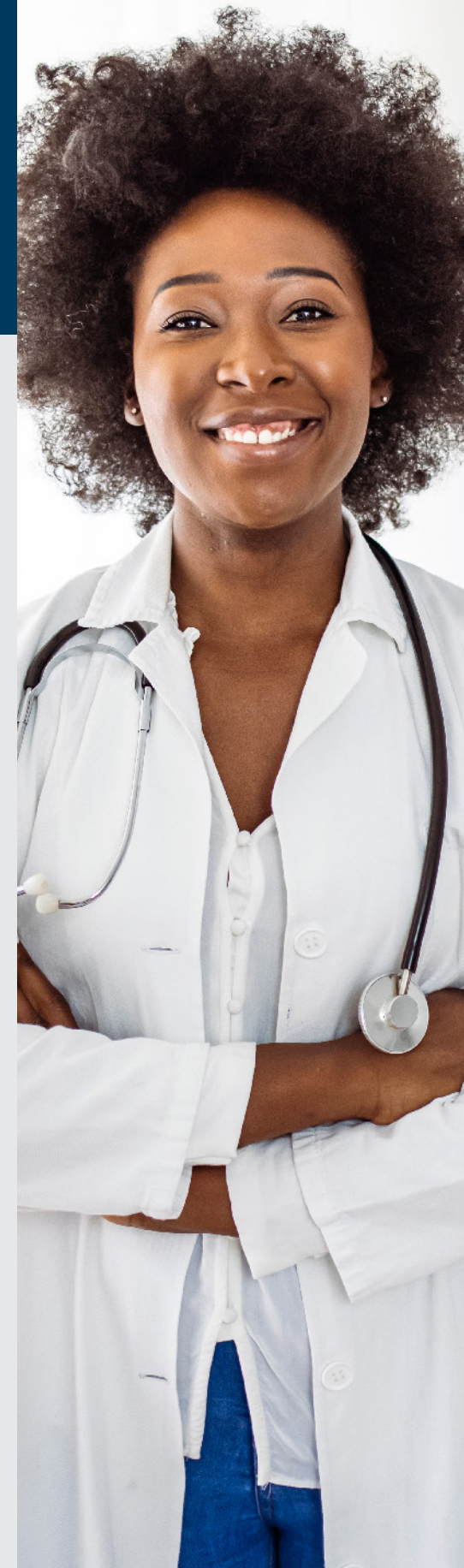
AN EARACHE



AN INSECT OR ANIMAL BITE



A MINOR BURN



These health centers offer same-day care **without an appointment.**

Call the Rapid Response Outreach Team at 1-877-759-6224 for help finding the health center closest to you or arranging a ride.

WARD 1

MedStar Health Urgent Care Adams Morgan

1805 Columbia Road NW
Washington, DC 20009

Phone: 202-797-4960

Save time in the waiting room with online check-in.

HOURS:

Everyday
8:00 a.m. – 8:00 p.m.

<https://www.medstarhealth.org/mhs/urgent-care/adams-morgan/>

WARD 2

GW Medical Faculty Associates Immediate and Primary Care McPherson Square

1101 15th Street NW
Washington, DC 20005

Phone: 202-798-0100

HOURS:

Monday – Friday
7:00 a.m. – 7:00 p.m.

Saturday
8:00 a.m. – 4:00 p.m.

Sunday
Closed

<https://gwdocs.com/locations/immediate-primary-care-mcpherson-square>

WARD 3

GW Medical Faculty Associates Immediate and Primary Care Cleveland Park

2902 Porter Street NW
Washington, DC 20008
Phone: 202-525-5287

HOURS:
Monday – Friday
8:00 a.m. – 8:00 p.m.
Saturday – Sunday
8:00 a.m. – 6:00 p.m.
<https://gwdocs.com/locations/immediate-primary-care-cleveland-park>

WARD 4

District Urgent Care Petworth

4903 Georgia Ave NW
Washington, DC 20011
Phone: 202-723-0393

HOURS:
Monday – Saturday
9:00 a.m. – 6:00 p.m.
Sunday
Closed
<https://www.districturgentcare.com/>

WARD 5

GW Medical Faculty Associates Immediate and Primary Care Rhode Island Avenue

2350 Washington Place NE
Suite 110N
Washington, DC 20018
Phone: 202-544-7580

HOURS:
Monday – Friday
8:00 a.m. – 8:00 p.m.
Saturday – Sunday
8:00 a.m. – 6:00 p.m.
<https://www.gwdocs.com/locations/immediate-primary-care-rhode-island-ave/>

WARD 6

MedStar Health Urgent Care Capitol Hill

228 7th Street SE
Washington, DC 20003
Phone: 202-698-0795

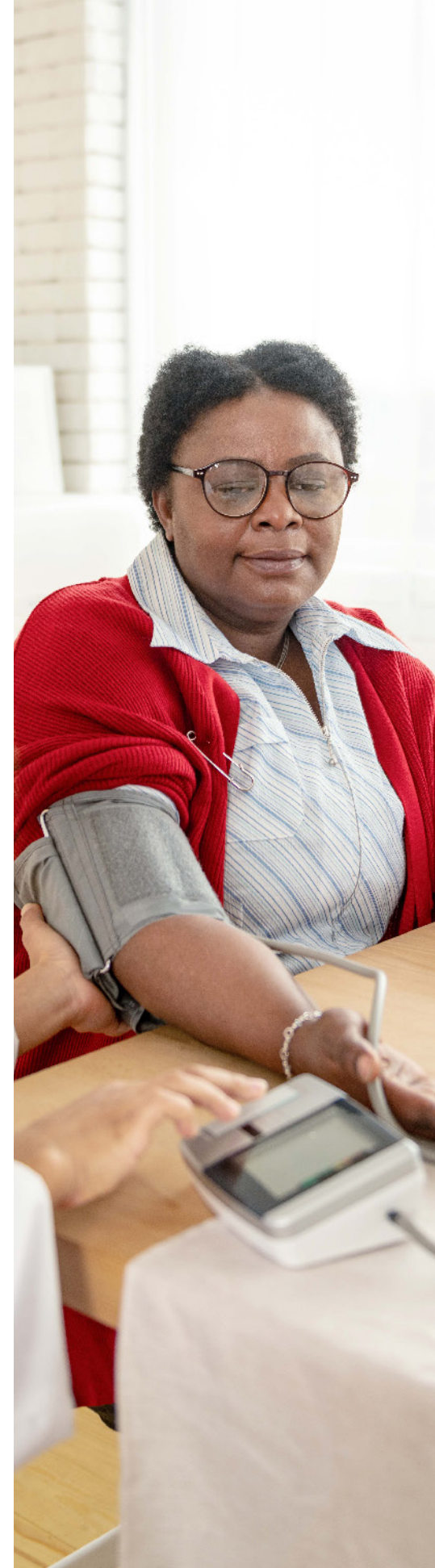
HOURS:
Everyday
8:00 a.m. – 8:00 p.m.
<https://www.medstarhealth.org/mhs/urgent-care/capitol-hill/>

WARD 7

MBI Urgent Care

5140 Nannie Helen
Burroughs Ave NE
Washington, DC 20019
Phone: 202-984-7310

HOURS:
Everyday
24 hours a day, 7 days a week
<https://mbiucdc.com/index.html>



These health centers see **existing patients** for urgent medical needs.

Please call to schedule an appointment.

FOR C3 CARE PATIENTS

WARD 6

C3 Cares Greenleaf Primary Care

1200 Delaware Avenue SW,
Unit #3
Washington, DC 20024
Phone: 202-888-6440

HOURS:
Monday
9:00 a.m. – 5:00 p.m.
Wednesday
9:00 a.m. – 5:00 p.m.
www.C3cares.com

WARD 7

C3 Cares Benning Terrace

641 46th Street SE, Unit #12
Washington, DC 20019
Phone: 202-888-6440

HOURS:
Friday
9:00 a.m. – 5:00 p.m.
www.C3cares.com

WARD 8

C3 Cares Highland Dwelling

676 Atlantic Street SE
Office #1
Washington, DC 20020
Phone: 202-888-6440

HOURS:
Tuesday
9:00 a.m. – 5:00 p.m.
www.C3cares.com



FOR CHILDREN'S PATIENTS

WARD 5

Children's Health Center Adolescent Health Center

111 Michigan Avenue NW
Washington, DC 20010
Phone: 202-476-5464

HOURS:
Monday – Saturday
8:00 a.m. – 4:00 p.m.
Sunday
Closed

<https://childrensnational.org/primary-care/hospital-campus-adolescent>

Children's Health Center Hospital

111 Michigan Avenue NW
Washington, DC 20010
Phone: 202-476-2123

HOURS:
Monday – Saturday
8:00 a.m. – 4:00 p.m.
Sunday
Closed

<https://childrensnational.org/primary-care/hospital-campus>

WARD 8

Children's Health Center THEARC

1901 Mississippi Avenue SE
Washington, DC 20020
Phone: 202-436-3060

HOURS:
Monday – Saturday
8:00 a.m. – 4:00 p.m.
Sunday
Closed

<https://childrensnational.org/primary-care/thearc>

Children's Health Center Anacostia

2101 Martin Luther King, Jr.
Avenue SE
Washington, DC 20020
Phone: 202-476-6900

HOURS:
Monday – Saturday
8:00 a.m. – 4:00 p.m.
Sunday
Closed

<https://childrensnational.org/primary-care/anacostia>

FOR COMMUNITY OF HOPE PATIENTS

WARD 5

Community of Hope Family Health and Birth Center

2120 Bladensburg Road NE
Washington, DC 20018
Phone: 202-540-9857

HOURS:
Monday
8:30 a.m. – 5:00 p.m.
Tuesday
8:30 a.m. – 7:30 p.m.
Wednesday – Friday
8:30 a.m. – 5:00 p.m.
Saturday
9:00 a.m. – 3:30 p.m.
Sunday
Closed

<https://www.communityofhopedc.org/healthcare/family-health-and-birth-center>

WARD 8

Community of Hope Conway Health and Resource Center

4 Atlantic Street SW
Washington, DC 20032
Phone: 202-540-9857

HOURS:
Monday – Wednesday
8:30 a.m. – 5:00 p.m.
Thursday
8:30 a.m. – 7:00 p.m.
Friday
8:30 a.m. – 5:00 p.m.
Saturday
9:00 a.m. – 3:30 p.m.
Sunday
Closed

<https://www.communityofhopedc.org/healthcare/conway-health-and-resource-center>

**FOR MARY'S
CENTER PATIENTS**

WARD 1

**Mary's Center
Ontario Road**

2333 Ontario Road NW
Washington, DC 20009
Phone: 202-483-8196

This location offers appointments by telephone or video only. In-person visits are held at the Petworth (Georgia Avenue) location.

HOURS:

Monday – Friday
9:00 a.m. – 5:00 p.m.
Saturday – Sunday
Closed

<https://www.maryscenter.org/contact-and-locations/adams-morgan-dc>

WARD 4

**Mary's Center
Georgia Avenue**

3912 Georgia Avenue NW
Washington, DC 20011
Phone: 202-483-8196

HOURS:

Monday – Friday
9:00 a.m. – 5:00 p.m.
Saturday – Sunday
Closed

<https://www.maryscenter.org/contact-and-locations/petworth-dc/>

**FOR UNITY HEALTH
CARE PATIENTS**

WARD 1

**Unity Health Care
Upper Cardozo**

3020 14th Street NW
Washington, DC 20009
Phone: 202-469-4699

Interpretation services available: Spanish and Amharic

WALK-IN HOURS:

Monday – Friday
8:00 a.m. – 9:00 p.m.
Saturday
8:00 a.m. – 2:00 p.m.
Sunday
Closed

<https://www.unityhealthcare.org/>

WARD 5

**Unity Health Care
Brentwood**

1251-B Saratoga Avenue NE
Washington, DC 20018
Phone: 202-469-4699

WALK-IN HOURS:

Monday – Friday
8:00 a.m. – 9:00 p.m.
Saturday
8:00 p.m. – 2:00 p.m.
Sunday
Closed

<https://www.unityhealthcare.org/>

WARD 7

**Unity Health Care
Minnesota Avenue
Health Center**

3946 Minnesota Avenue NE
Washington, DC 20019
Phone: 202-469-4699

Interpretation services available: Spanish

WALK-IN HOURS:

Monday – Friday
8:00 a.m. – 9:00 p.m.
Saturday
8:00 a.m. – 2:00 p.m.
Sunday
Closed

<https://www.unityhealthcare.org/>



24/7 Nurse Call Line

Talk to a medical professional when you can't get in touch with your primary care provider (PCP) at 1-877-759-6279 (TTY 202-216-9885 or 1-800-570-1190).

AmeriHealth Caritas District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

English: If you do not speak and/or read English, please call 1-800-408-7511 (TTY 1-800-570-1190), available 24 hours a day, seven days a week. A representative will assist you.

Español: Si no habla y/o lee inglés, llame al 1-800-408-7511 (TTY 1-800-570-1190), línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

Tiếng Việt: Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi 1-800-408-7511 (TTY 1-800-570-1190), hoạt động 24 giờ một ngày, 7 ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

한국어: 영어를 말하거나 읽지 못하는 경우 1-800-408-7511 (TTY 1-800-570-1190)로 전화해주시십시오. 연중무휴 24시간 이용 가능합니다. 담당자가 도와드릴 것입니다.

Français : Si vous n'avez pas une bonne maîtrise de l'anglais parlé et/ou écrit, veuillez appeler le 1-800-408-7511 (TTY 1-800-570-1190), disponible 24 heures sur 24, sept jours sur sept. Un représentant vous assistera.

العربية: إذا كنت لا تتحدث و/أو تقرأ اللغة الإنجليزية، يرجى الاتصال على 1-800-408-7511 (الهاتف النصي 1-800-570-1190)، وهو متاح على مدار ساعة وطوال أيام الأسبوع. سوف يساعدك ممثل.

中文普通话: 如果您不会用英语讲话和/或阅读, 请致电 1-800-408-7511 (TTY 1-800-570-1190), 每周 7 天, 每天 24 小时开通。将会有一名代表协助您。

Русский: Если вы не говорите и/или не читаете по-английски, позвоните по телефону 1-800-408-7511 (TTY-1-800-570-1190), который доступен 24 часа в сутки, семь дней в неделю. Представитель вам поможет.

မြန်မာ - အကယ်၍ သင် အင်္ဂလိပ်စကား ပြောဆိုခြင်း နှင့်/သို့မဟုတ် ဖတ်ရှုနိုင်ခြင်း မရှိလျှင် ကျေးဇူးပြု၍ တစ်ပတ် ခန့်ခံရက်၊ တစ်ရက်လျှင် 24 နာရီ အချိန်ပြည့် ဆက်သွယ်နိုင်သည့် 1-800-408-7511 (TTY 1-800-570-1190) သို့ ခေါ်ဆိုပါ။ ကိုယ်စားလှယ်တစ်ဦးမှ သင့်အား ကူညီထောက်ပံ့ပေးသွားမည် ဖြစ်သည်။

中文廣東話: 如果您唔識講, 並且或者唔識睇英文, 請致電 1-800-408-7511 (TTY 1-800-570-1190), 每星期 7 日, 每日 24 小時開通。客服專員將會協助您。

فارسی: اگر قادر به صحبت و یا خواندن به زبان انگلیسی نیستید، لطفاً با شماره 1-800-408-7511 (TTY 1-800-570-1190) که 24 ساعت شبانه روز و هفت روز هفته در دسترس می باشد تماس بگیرید. یک نماینده به شما کمک خواهد کرد

Polski: Jeśli nie mówisz i / lub nie czytasz po angielsku, zadzwoń pod numer 1-800-408-7511 (TTY 1-800-570-1190), dostępny 24 godziny na dobę, siedem dni w tygodniu. Przedstawiciel Państwu pomoże.

Português: Se você não fala e/ou lê Inglês, por favor ligue para 1-800-408-7511 (TTY 1-800-570-1190), disponível 24 horas por dia, sete dias por semana. Um intérprete irá ajudá-lo.

ਪੰਜਾਬੀ: ਜੇ ਤੁਸੀਂ ਹਿੰਦੀ ਬੋਲਦੇ ਅਤੇ / ਜਾਂ ਪੜ੍ਹਦੇ ਨਹੀਂ, ਕਿਰਪਾ ਕਰਕੇ 1-800-408-7511 (TTY 1-800-570-1190) 'ਤੇ ਕਾਲ ਕਰੋ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ ਸੱਤ ਦਿਨ ਉਪਲਬਧ। ਇਕ ਪ੍ਰਤਿਨਿਧੀ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰੇਗਾ।

Kreyòl Ayisyen: Si ou pa pale ak/oswa li anglè, tanpri rele 1-800-408-7511 (TTY 1-800-570-1190), disponib 24 èdtan pa jou, sèt jou pa semèn. Yon reprezantan pral ede ou.

हिन्दी: अगर आप हिन्दी बोलते और / या पढ़ते नहीं, कृपया 1-800-408-7511 (TTY 1-800-570-1190) पर कॉल करें, दिन के 24 घंटे, सप्ताह के सात दिन उपलब्ध। एक प्रतिनिधि आपकी सहायता करेगा।

Soomaali: Haddii aanad ku hadlin iyo/ama akhriyin Ingiriisiga, fadlan soo wac 1-800-408-7511 (TTY 1-800-570-1190), oo la heli karo 24 saacadood maalintii, todoba maalmood todobaadkii. Wakiilku wuu ku caawin karaa adiga.

Hmoob: Yog tias koj hais tsis tau thiab/los sis nyeem tsis tau ntawv As Kiv, thov hu rau tus xov tooj 1-800-408-7511 (TTY 1-800-570-1190), qhib 24 teev rau ib hnub, xya hnub rau ib vij. Tus sawv cev yuav pab koj.

Italiano: Se non parla e/o non sa leggere l'inglese, la preghiamo di chiamare l'1-800-408-7511 (TTY 1-800-570-1190), disponibile 24 ore su 24, sette giorni su sette. Le verrà prestata assistenza da un rappresentante.

Tagalog: Kung hindi ka nagsasalita at/o nagbabasa ng Ingles, pakitawagan ang 1-800-408-7511 (TTY 1-800-570-1190), na matatawagan nang 24 na oras sa isang araw, pitong araw sa isang linggo. Tutulongan ka ng isang representative.

日本語: 英語での会話や読解が不安な場合は、24時間年中無休対応の1-800-408-7511 (TTY 1-800-570-1190) までお電話ください。担当者がサポートいたします。

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www.amerhealthcaritasdc.com



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