

Educate Patients About When and How to Access Urgent Care

Establish a mechanism for educating patients on when to seek urgent care and how to access urgent care services at your clinic.

Best Practices



Create an educational resource for patients. To intervene before a patient takes an unnecessary trip to the emergency room, it is important to educate them on what symptoms are considered urgent and how they can get in touch with your team if they experience these symptoms.



Determine how and when you will provide the educational resource to patients. Most clinics chose to either distribute a hard copy of their patient education resource as a brochure or flyer, include it in their After Visit Summary, and/or provide it through their electronic medical record system.

For tips and examples on how to implement these interventions, visit: www.crohnscolitisfoundation.org/urgentcare.