

After-Hours & Emergency Guide

When to use the portal, when to call, and when to dial 911.

When something feels off after hours, it can be hard to know where to turn. Use this guide to find the right next step quickly. **If you're not sure how serious it is, err on the side of getting evaluated** — calling 911 or going to the ER is always reasonable when something feels seriously wrong.

When in doubt, get evaluated.

Trust your instincts. If something feels seriously wrong, do not wait for the clinic to open. Call 911 or go to the nearest emergency room.

1 Match your situation to the right next step

LEVEL 1 — EMERGENCY

Call 911 right away

Or go to the nearest emergency room.

- Chest pain or pressure, especially with sweating, nausea, or pain radiating to the arm or jaw.
- Trouble breathing, severe shortness of breath, or you can't speak in full sentences.
- Sudden weakness, numbness, slurred speech, facial drooping, or vision changes (signs of stroke).
- Severe bleeding that won't stop after 10 minutes of firm pressure.
- Loss of consciousness, fainting, or a seizure.
- Severe allergic reaction (swelling of the face/throat, hives with breathing trouble).
- Suicidal thoughts with intent or plan, or thoughts of harming yourself or someone else.
- Major injury, head trauma, broken bones with deformity, or possible spinal injury.
- Severe abdominal pain that comes on suddenly.

LEVEL 2 — URGENT

Go to urgent care or the ER

Same day. Don't wait until tomorrow.

- Cuts that may need stitches, animal or human bites.
- Suspected broken bone (no deformity, but significant pain or can't bear weight).
- Persistent fever above 103°F (39.4°C) in adults, or any fever in an infant under 3 months.
- Severe vomiting or diarrhea with signs of dehydration (dizziness, dry mouth, no urination).
- Eye injury, sudden vision changes, or a foreign object in the eye.
- Severe pain that is new, getting worse, and not relieved by rest or over-the-counter medication.
- Possible UTI with fever, back pain, or vomiting.
- Difficulty controlling diabetes (very high or very low blood sugar with symptoms).



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LEVEL 3 — AFTER-HOURS, NOT URGENT

Call the clinic when we open

(480) 943-1220 — Mon–Fri, 8 AM – 5 PM. Same-day or next-day visits may be available.

- Cold, sore throat, or cough that's been going on more than a few days but is stable.
- Mild ear pain, sinus congestion, or seasonal allergies.
- Rash that is uncomfortable but not spreading rapidly and not affecting breathing.
- Need to refill a non-urgent medication.
- Mild back pain, sprain, or muscle strain.
- Question about a recent visit, lab result, or medication change.
- New symptom that is uncomfortable but not severe and has been going on a day or two.

LEVEL 4 — NON-URGENT

Use the patient portal

Best for routine, non-time-sensitive matters. We respond during business hours.

- Routine prescription refills.
- Questions about an upcoming or past appointment.
- Reviewing lab or imaging results once they're posted.
- Updating contact information or insurance details.
- Forms, school physicals, or other non-urgent paperwork requests.
- General questions for the care team that aren't urgent.

2 Key contacts

EVI PRIMARY CARE

(480) 943-1220

Mon–Fri, 8 AM – 5 PM. After hours, follow the message prompts.

PATIENT PORTAL

Messages & results

mycw129.ecwcloud.com

3 What to have ready when you call 911 or get to the ER

Having this info ready saves time and helps responders treat you faster.

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- **Medication & allergy list** — phone photo, or use Resource 02.
- **Photo ID and insurance card** — wallet or phone photo.
- **Recent diagnoses** — diabetes, heart disease, blood thinner, etc.
- **Emergency contact** — name and phone of who to call.
- **EVI Primary Care info** — tell ER staff you're our patient, (480) 943-1220, so records can be coordinated.

4 After your after-hours encounter

Whenever you're seen somewhere other than EVI Primary Care — ER, urgent care, hospital, specialist — let us know within a few days so we can help coordinate your follow-up care.

1**Get your discharge paperwork.**

Ask for a copy of your discharge summary, any test results, and instructions before you leave.

2**Send it to us.**

Upload through the patient portal, or bring it to your follow-up visit.

3**Schedule a follow-up if recommended.**

Many ER and urgent care visits include a recommendation to follow up with primary care within a few days. Call us or book online.

4**Fill any new prescriptions.**

Confirm the pharmacy received them, and let us know if any new medication conflicts with what you already take.



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5 Mental health crisis support

Mental health emergencies deserve the same urgent response as physical ones. Free, confidential support is available 24/7.

988 Suicide & Crisis Lifeline	Call or text 988 any time, day or night. Free, confidential, available in English and Spanish.
Crisis Text Line	Text HOME to 741741 from anywhere in the U.S.
Maricopa County crisis line	(602) 222-9444 or 1-800-631-1314 — Arizona-specific 24/7 mental health crisis support.
If there's immediate danger	Call 911 or go to the nearest emergency room.

REMEMBER
 Calling 911 or going to the ER is always reasonable when something feels seriously wrong. You will not get in trouble for using emergency services, even if it turns out to be less serious than you thought.