

# A Guide to Your Care Options

## Save time and money

by choosing the right care. Remember that emergency room visits are expensive and aren't necessary for illnesses or injuries that aren't life threatening.

Use this guide to help you get the right care when you need it.



### Primary care provider

See your PCP for routine and preventive care that isn't an emergency. Your PCP may offer telehealth options such as a video visit or email check-in.

**For example,** your ankle is swollen but isn't painful.



### HMSA's Online Care®

Connect with doctors and specialists online from anywhere in Hawaii, 24 hours a day, seven days a week. There's no copayment for Online Care visits.

Use Online Care for the same reasons you'd see your PCP.



### Urgent care providers

Go to an urgent care provider if you have a health concern that isn't an emergency but needs attention sooner than you can see your doctor.

**For example,** your ankle is swollen and painful but you can walk with some assistance.



### Emergency room

Go to the emergency room if you need immediate care in a hospital setting and/or you're experiencing a life-threatening symptom.

**For example,** you fracture your ankle and you're in severe pain.

## More tips



- ✓ Use the directory on the back page to find an urgent care provider near you. Services vary at each location, so call ahead to make sure they can provide the services you need.
- ✓ Register for HMSA's Online Care now so it's easy to log in when you need it. Go to [hmsaonlinecare.com](https://hmsaonlinecare.com) to register and download the app on your smartphone.
- ✓ Follow up with your PCP after an urgent care or Online Care visit.

# Participating Urgent Care Clinics

## Hawaii Island

### Aloha Kona Urgent Care

75-5995 Kuakini Highway,  
Suite 213  
Kailua-Kona Ph. 365-2297  
Monday–Friday: 11:30 a.m.–9 p.m.  
Saturday–Sunday: 1 p.m.–9 p.m.

### Hilo Urgent Care Center

670 Kekuanaoa St.  
Hilo Ph. 969-3051  
Monday–Friday:  
8:30 a.m.–6:30 p.m.  
Saturday–Sunday:  
8:30 a.m.–4:30 p.m.

### Hilo Urgent Care Center

16-590 Old Volcano Road  
Keaau Ph. 966-7942  
Monday–Friday:  
8:30 a.m.–6:30 p.m.  
Saturday–Sunday:  
8:30 a.m.–4:30 p.m.

### Waimea Urgent Care

65-1230 Mamalahoa Highway,  
Suite A10  
Kamuela Ph. 885-0660  
Monday–Friday:  
8:30 a.m.–6:30 p.m.  
Saturday–Sunday:  
8:30 a.m.–4:30 p.m.

## Kauai

### Hale Lea Medicine and Urgent Care

2460 Oka St., Suite 101A  
Kilauea Ph. 828-2885  
Monday–Friday: 8 a.m.–5 p.m.  
Saturday: 9 a.m.–5 p.m.  
Sunday: 9 a.m.–4 p.m.

### Kauai Medical Clinic

4484 Pahee St.  
Lihue Ph. 245-1532  
Daily: 8 a.m.–7 p.m.

### Makana North Shore Urgent Care

4488 Hanalei Plantation Road  
Princeville Ph. 320-7300  
Daily: 7 a.m.–5 p.m.

### Urgent Care at Poipu

2829 Ala Kalani Kaumaka St.  
Suite B-201  
Koloa Ph. 742-0999  
Monday–Friday: 8:30 a.m.–7 p.m.  
Saturday–Sunday:  
8 a.m.–4:30 p.m.

## Maui

### Doctors On Call

3350 Lower Honoapiilani Road,  
Suite 211  
Lahaina Ph. 667-7676  
Daily: 8 a.m.–4 p.m.

### Doctors On Call

3750 Wailea Alanui Dr., Suite B34  
Wailea Ph. 667-7676  
Opening Soon

### Kihei-Wailea Medical Center

221 Piikea Ave., Suite A  
Kihei Ph. 874-8100  
Monday–Friday: 8 a.m.–8 p.m.  
Saturday–Sunday: 8 a.m.–5 p.m.

### Minit Medical Urgent Care Clinic

270 Dairy Road, Suite 239  
Kahului Ph. 667-6161  
Monday–Saturday: 8 a.m.–7 p.m.  
Sunday: 8 a.m.–4 p.m.

### Minit Medical Urgent Care Clinic

305 Keawe St., Suite 507  
Lahaina Ph. 667-6161  
Monday–Saturday: 8 a.m.–6 p.m.  
Sunday: 8 a.m.–4 p.m.

### Minit Medical Urgent Care Clinic

1325 S. Kihei Road, Suite 103  
Kihei Ph. 667-6161  
Monday–Saturday: 8 a.m.–6 p.m.  
Sunday: 8 a.m.–4 p.m.

### The Maui Medical Group Inc.

2180 Main St.  
Wailuku Ph. 242-6464  
Monday–Friday: 8 a.m.–7 p.m.  
Saturday–Sunday: 8 a.m.–4 p.m.

### The Maui Medical Group Inc.

130 Prison St.  
Lahaina Ph. 249-8080  
Monday–Friday: 8 a.m.–7 p.m.  
Saturday–Sunday: 9 a.m.–1 p.m.

## Oahu

### All Access Ortho

1401 S. Beretania St., Suite 102  
Honolulu Ph. 356-5699  
Monday–Friday: 8 a.m.–8 p.m.  
Saturday–Sunday: 9 a.m.–5 p.m.

### All Access Ortho

4850 Kapolei Parkway, Bldg. F  
Kapolei Ph. 356-5699  
Monday–Friday: 8 a.m.–8 p.m.  
Saturday–Sunday: 9 a.m.–5 p.m.

### All Access Ortho

95-1830 Meheula Parkway,  
Suite C10-11  
Mililani Ph. 356-5699  
Monday–Friday: 8 a.m.–8 p.m.  
Saturday–Sunday: 9 a.m.–5 p.m.

### Braun Urgent Care Kailua

130 Kailua Road, Suite 111  
Kailua Ph. 261-4411  
Daily: 8 a.m.–1:30 p.m.,  
2 p.m.–5 p.m.

### Doctors of Waikiki

120 Kaiulani Ave., Wing 10 & 11  
Honolulu Ph. 922-2112  
Daily: 8 a.m.–Midnight

### Kunia Urgent Care

94-673 Kupuohi St., Suite C201  
Waipahu Ph. 983-9175  
Daily: 8:30 a.m.–8:30 p.m.

### Queen's Island Urgent Care

1215 Hunakai St.  
Honolulu Ph. 735-0007  
Opening soon

### Queen's Island Urgent Care

98-199 Kamehameha Highway,  
Bldg. F  
Aiea Ph. 735-0007  
Daily: 8 a.m.–8 p.m.

### Queen's Island Urgent Care

449 Kapahulu Ave., Suite 104  
Honolulu Ph. 735-0007  
Daily: 8 a.m.–8 p.m.

### Queen's Island Urgent Care

91-6390 Kapolei Parkway  
Ewa Beach Ph. 735-0007  
Daily: 8 a.m.–8 p.m.

### Queen's Island Urgent Care

377 Keahole St., Suite E108 E109  
Honolulu Ph. 735-0007  
Daily: 8 a.m.–8 p.m.

### Queen's Island Urgent Care

400 Keawe St.  
Honolulu Ph. 735-0007  
Daily: 8 a.m.–8 p.m.

### Straub Clinic & Hospital

91-5431 Kapolei Parkway,  
Suite 1706  
Kapolei Ph. 426-9300  
Daily: 10 a.m.–8 p.m.

### Straub Doctors On Call

2255 Kalakaua Ave., Manor Wing  
Shop No. 1  
Honolulu Ph. 971-6000  
Daily: 10 a.m.–8 p.m.

### Straub Urgent Care

1001 Queen St., Suite 102  
Honolulu Ph. 462-5200  
Daily: 10 a.m.–8 p.m.

### Urgent Care Hawaii

660 Kailua Road  
Kailua Ph. 263-2273  
Daily: 8 a.m.–2 p.m.

### Urgent Care Hawaii

890 Kamokila Blvd., Suite 106  
Kapolei Ph. 521-2273  
Monday–Friday: 7 a.m.–7 p.m.  
Saturday–Sunday: 8 a.m.–6 p.m.

### Urgent Care Hawaii

1245 Kuala St., Suite 103  
Pearl City Ph. 784-2273  
Monday–Friday: 7 a.m.–7 p.m.  
Saturday–Sunday: 8 a.m.–6 p.m.

### Windward Urgent Care

46-001 Kamehameha Highway,  
Suite 107  
Kaneohe Ph. 247-7596  
Daily: 8 a.m.–9 p.m.

Hours and locations may  
change. Please call the clinic  
for the latest information.

For a current list of  
participating urgent  
care providers, visit  
[hmsa.com/urgentcare](https://www.hmsa.com/urgentcare).