If You Need Urgent Medical Services

A BETTER ALTERNATIVE TO GOING TO THE EMERGENCY ROOM

When you need medical assistance or have medical questions and can’t reach your doctor, Independent Health provides you with options that make it easy to get the care and service you need – when you need it.

- Call the 24-Hour Medical Help Line at 1-800-501-3439 and speak to a nurse about your health concern.
- Get access to urgent medical services – an alternative to emergency rooms if you are not experiencing a life-threatening condition.

ADVANTAGES

- Your doctor is automatically notified to determine appropriate follow-up care.
- Shorter wait times than emergency rooms for non-emergency care.

URGENT MEDICAL SERVICE PROVIDERS

AMHERST

MedFirst Urgent Care  
3980 Sheridan Dr., Amherst  
(716) 701-MEDI (6331)  
Mon.–Sun., 9 a.m.–9 p.m.  
(check-in 8:30 a.m.)  
Holiday hours, 9:30 a.m.–5:30 p.m.

Urgent Care by Lifetime Health  
Mosher Health Center  
999 Main St., Buffalo  
(716) 656-4040 for appt. or walk-in.  
Mon.–Fri., noon–10 p.m.  
Sat., 1–8:30 p.m.  
Sun., 2–5:30 p.m.

West Side Urgent Care P.L.L.C.  
564 Niagara St., Buffalo  
(716) 332-0058  
Mon.–Fri., 5–10 p.m.  
Sat. and Sun., noon–5 p.m.

WNY Immediate Care  
2099 Niagara Falls Blvd., Amherst  
(716) 564-2273  
Mon.–Fri., 10 a.m.–10 p.m.  
Sat. and Sun., 9 a.m.–8 p.m.  
Holiday hours vary; please call.

BUFFALO

Express Medical Care of WNY  
2949 Elmwood Ave., Buffalo  
(716) 876-4362  
Mon.–Sat., 10 a.m.–9 p.m.  
Sun., noon–8 p.m.

Urgent Care by Lifetime Health  
Mosher Health Center  
899 Main St., Buffalo  
(716) 656-4040 for appt. or walk-in.  
Mon.–Fri., noon–10 p.m.  
Sat., 1–8:30 p.m.  
Sun., 2–5:30 p.m.

Cuba Memorial Hospital  
140 W. Main St., Cuba  
(585) 968-2000  
Open 24 hours, Mon.–Sun.  
Includes holidays.

EAST AMHERST

Reddy Care Urgent Medical Center  
6161 Transit Rd., #6, E. Amherst  
(716) 688-6161  
Mon.–Fri., 9 a.m.–6 p.m.  
Sat., Sun. and holidays,  
11 a.m.–4 p.m.

HAMBURG

Urgent Care by Lifetime Health  
Hamburg Health Center  
151 Elmview Ave., Hamburg  
(716) 656-4040 for appt. or walk-in.  
Mon.–Fri., noon–8 p.m.  
Sat., 1–8:30 p.m.  
Holiday hours available; call ahead.

JAMESTOWN

Jamestown Convenience Care  
320 Prather Ave., Suite 200  
Jamestown  
(716) 338-9797  
Mon.–Fri., noon–8 p.m.  
Sat., 9 a.m.–3 p.m. appt. or walk-in.  
Closed Sundays and major holidays.

LANCASTER

MedFirst Urgent Care  
4827 Transit Rd., Lancaster  
(716) 701-MEDI (6331)  
Mon.–Sun., 9 a.m.–9 p.m.  
(check-in 8:30 a.m.)  
Holiday hours, 9:30 a.m.–5:30 p.m.

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URGENT MEDICAL SERVICE PROVIDERS

OLEAN
MedFirst Urgent Care
921 Wayne St., Olean
(716) 701-MED1 (6331)
Mon.–Sun., 9 a.m.–9 p.m. (check-in 8:30 a.m.)
Holiday hours, 9:30 a.m.–5:30 p.m.

WEST SENECA
Urgent Care by Lifetime Health
West Seneca Health Center
120 Gardenville Parkway W.
West Seneca
(716) 656-4040 for appt. or walk-in.
Mon.–Fri., noon–10 p.m.
Sat. and Sun., 10 a.m.–8:30 p.m.
Holiday hours available; call ahead.

WILLIAMSVILLE
Pediatric Adolescent
Urgent Care of WNY
1800 Maple Rd., Suite 100
Williamsville, (716) 636-KIDS (5437)
Mon.–Fri, 4 p.m.–12 a.m.
Sat. and Sun., noon–12 a.m.

ORSCHARD PARK
WNY Immediate Care
3050 Orchard Park Rd.
Orchard Park, (716) 675-3700
Mon.–Fri., 10 a.m.–10 p.m.
Sat. and Sun., 9 a.m.–8 p.m.
Holiday hours vary; please call.

SPECIALIZED IMMEDIATE CARE

Excelsior Express Orthopaedics
(Immediate Care for orthopaedic injuries, such as fractures, sprains and strains.)
3925 Sheridan Dr., Amherst
(716) 250-9999
Mon.–Fri., 8 a.m.–9 p.m.
Sat., 2–7 p.m.
Closed on Sundays.

Kidz Xpress
(Pediatric After-Hours Care)
Meadowbrook Square Plaza
3571 Niagara Falls Blvd., Unit 14
N. Tonawanda
(716) 693-6365
Mon.–Fri., 6–11 p.m.
Sat., noon–8 p.m.
Sun., 11 a.m.–5 p.m.

Lakeside Urgent Care Center
8745 Lake Street Rd. (Rte. 19)
LeRoy, (585) 768-2776
Mon.–Fri., 11 a.m.–7 p.m.
Sat., Sun. and holidays, 9 a.m.–5 p.m.

42 Nichols St., Spencerport
(585) 349-7094
Mon.–Fri., 11 a.m.–9 p.m.
Sat., Sun. and holidays, 9 a.m.–7 p.m.

University Orthopaedics
Immediate Care
(Immediate Care for orthopaedic injuries, such as fractures, sprains and strains.)
4949 Harlem Rd., Amherst
(716) 204-3202
Mon.–Thurs., 5–9 p.m.
(716) 204-3219
Sat., 9 a.m.–1 p.m.
Closed on Sundays.

If you have questions regarding copays, deductibles or coinsurance, please call Member Services at (716) 631-8701 or 1-800-501-3439, Monday through Friday 8 a.m. to 8 p.m.

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