



Primary Care

FAQ: Same-Day Appointments

What happens when I call for a same-day appointment?

When you call [888.IUHEALTH](tel:888.IUHEALTH), we will do everything possible to ensure you receive access to the primary care you need. If we cannot accommodate your initial request for an appointment with your preferred provider or at your preferred location, we will search for an IU Health Primary Care office convenient for you.

What time do I need to call by to schedule a same-day appointment?

If you call earlier in the day, we'll work with you to schedule a same-day appointment. If you call later in the afternoon, and there are no longer appointments available that day, we will schedule you for the next business day.

When can I call to schedule a same-day appointment?

Our call center is open Monday through Friday, 7 am to 5 pm, excluding holidays, to help you schedule appointments for many of our offices. Depending on the location of your provider's office, you may be transferred directly to that office to schedule your appointment.

Are same-day appointments available on weekends or in the evenings?

Some of our offices offer extended hours. Let us know that you need an evening or weekend appointment and we will look for a provider in your area who can see you at that time.

What information will I need to schedule my same-day appointment?

We will ask you for basic information, including: your address, phone number and insurance provider.

Are there any extra fees or charges for same-day appointments?

There are no additional fees charged for same-day appointments. You will be charged the normal doctor's visit fee as outlined by your insurance coverage and provider.

I already have an IU Health primary care doctor. Will I see my doctor if I need a same-day appointment?

We will help you schedule a same-day appointment with your doctor, if he or she has an appointment available at the time of your request. In some instances, we may ask your doctor's office to contact you directly to address your concerns and schedule an appointment appropriate to the level of care you need. It is possible that your appointment will be scheduled further out if you need a routine physical/annual wellness checkup, or if you need specialized care and your need is less urgent.

**Patients who are on Medicaid must be seen by their established primary care physician per Centers for Medicare & Medicaid Services policy. We will make every effort to schedule an appointment at your physician's earliest availability.*

Is it possible to get a same-day appointment at all IU Health primary care offices?

Due to availability and scheduling capabilities, same-day appointments may not be available at all locations. If there is not a primary care office at your preferred location with a same-day appointment available, you can visit [IU Health Urgent Care Centers](#)—which are available in select locations throughout Indiana.

Why can't I get a same-day appointment with an IU Health OB/GYN?

While many patients depend on their OB/GYN for their primary care needs, IU Health OB/GYNs are specialists whose patients typically schedule in advance for their upcoming appointments—either for yearly exams or pregnancy check-ups. Due to advanced appointment scheduling and high demand, we are unable to offer or guarantee same-day appointments with IU Health OB/GYNs. We will work with you to schedule the soonest possible appointment.



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Can I schedule a same-day appointment with an IU Health specialist?

Because many of our specialists need extensive medical records and treatment and symptom history before they see a patient, we cannot guarantee a same-day appointment with a specialist.

If you already have an IU Health primary care doctor, we will connect you with your doctor's office. Based on your medical records and treatment and symptom history, the staff can work with your doctor to coordinate a referral to a specialist that best suits your needs.

If you do not have an IU Health primary care doctor, we will connect you with our specialist referral team to help you coordinate a referral based on your preferences. If you have a complex or chronic medical condition, we may ask you a series of questions about your symptoms. Your treatment needs may be evaluated by a nurse. We will then help you find the next available appointment with the appropriate specialist.

Besides a same-day appointment, what are my other options for urgent care?

If you are unable to find a same-day appointment with one of our primary care providers that meets your needs, another option is visiting [IU Health Urgent Care Centers](#), which are available in select locations throughout Indiana.

Life-threatening emergencies require immediate treatment at your nearest emergency room or by calling 911. [Emergency rooms](#) are open 24 hours a day and patients with the most serious conditions are treated first.