



New Ulm Medical Center announces enhancements to care options

Effective Saturday, May 16th, New Ulm Medical Center's Walk-In Clinic will be relocated from the primary care clinic to a space adjacent to the Emergency Department. This physical move will coincide with a renaming of our walk-in clinic to an urgent care. All patients accessing urgent care services will now use the Emergency Department entrance and parking lot.

Why change the name from walk-in clinic to urgent care?

Urgent care is the health care standard for centers that treat non-emergent, but immediate care needs that don't require an appointment. Urgent care centers operate 7 days a week and have extended hours, just like New Ulm Medical Center's model.

Will there be a cost increase for patients with this change to urgent care?

NO! New Ulm Medical Center is dedicated to improving affordability of health care for our communities. We will be billing for these urgent care services as a clinic visit, not as an urgent care visit. As such, the pricing and billing will be the exact same as our Walk-in Clinic services today.

Why are we relocating the urgent care?

New Ulm Medical Center has had a long-standing goal to better integrate our walk-in care and urgent care service with our Emergency Department. With a shared entrance, closer proximity to emergency services, and a parallel check-in process, we can better guide patients to the appropriate level of care.

With COVID-19 concerns, we want to create a safer environment for patients and staff. By locating the urgent care next to the Emergency Department, we can keep patients with COVID symptoms in a designated and contained area, while minimizing traffic flow through the space. This will protect patients and staff.

What entrance should urgent care patients use?

All patients seeking emergent or urgent care services should park in the hospital lot and enter through the Emergency Department entrance. Signage will be available inside and outside the building to help guide you. ALL OTHER patients without COVID respiratory symptoms should be using the main clinic entrance.

Is it safe for me to use the urgent care?

Yes! We will continue our current process of providing masks to all patients as well as keep respiratory and non-respiratory patients physically separated.

Will there be options to receive same day care from primary care providers?

Yes, we will continue to do our best to guide you to primary care services by scheduling a virtual video visit, or seeing a primary care provider for an in-person visit for non-COVID-19 symptoms.