

Get the right care at the right place at the right time.

Before you sit for hours in an emergency room, learn more about your medical care options.



Primary Care

Unless it's an emergency, your primary care physician (PCP) **should be your first choice for care**. Your PCP is familiar with your medical history, and a scheduled office visit is the most cost-effective method of care. When necessary, your PCP's clinic can refer you to specialists within your health plan and ensure that you receive the right care in the right place, without higher out-of-network costs.

What if my PCP is unavailable?

If you need medical care after your PCP's office has closed but you aren't sure if the condition is an emergency, call your PCP's office to reach the medical professional on call.

That person can help you determine if you should wait for a priority visit at the clinic the next day, visit an urgent care center or go to an emergency room.



Urgent Care

Walk-in clinics, also called urgent care clinics, are for **medical conditions, signs or symptoms that require immediate medical attention but are not severe or life-threatening** and do not require a hospital or emergency room visit. Urgent care clinics are open for extended hours and are available on a first-come, first-served basis.

What conditions may require urgent care?

The following conditions may require urgent care:

- asthma and allergic reactions
- insect bites and stings
- cold, flu and viral illnesses
- diarrhea
- ear and eye infections
- minor injuries
- nausea and vomiting
- skin conditions, sprains and strains
- urinary tract infections



Emergency Room

An emergency room visit is needed **when you have an accident, condition, illness, sign or symptom that could place your health in jeopardy** if not treated immediately. Examples include badly broken bones, chest pain, loss of consciousness, poisoning, and serious burns.

When to go to the ER?

Go to an ER immediately if the answer is YES to any of these questions:

- Are the symptoms severe and/or life-threatening?
- Did the symptoms occur suddenly and unexpectedly?
- Is there uncontrolled bleeding, broken bones or extreme pain?
- Is there dehydration or a dangerously high fever?
- **Call 911** if you cannot drive yourself, if your life is in danger or if your condition is one in which every minute counts.