

# Where Should I Go For Care?

## Emergency Room vs. Urgent Care



### Emergency Rooms:

Emergency rooms are meant for severe and life threatening conditions

- They are equipped for almost any type of medical emergency.
- They can handle traumas, x-rays, surgical procedures and other life threatening situations.
- Emergency rooms are found at most hospitals and they are typically open 24 hours a day, 7 days a week.
- Will often have an extended wait time and cost three times more than a visit to an urgent care facility.

#### EMERGENCY ROOM

Visit the emergency room when you experience any of the following:

- Allergic reactions
- Broken bones
- Chest pain
- Constant vomiting
- Continuous bleeding
- Severe shortness of breath
- Deep wounds
- Weakness or pain in a leg or arm
- Head injuries
- Unconsciousness



### Urgent Care:

Urgent care is meant for conditions that are not life threatening but require immediate care

- Most urgent care centers are staffed with doctors and nurses.
- Many offer onsite diagnostic tests and have access to lab testing.
- Urgent care centers are usually open after normal business hours, including evenings and weekends.
- Often a less expensive alternative to receive immediate care compared to a visit to the ER.

#### URGENT CARE

Visit an urgent care facility when you experience any of the following:

- Flu and cold
- Coughs and sore throat
- High fevers
- Vomiting, diarrhea, stomach pain
- Cuts and severe scrapes
- Broken bones
- Minor injuries and burns
- Sports injuries

Consult with your provider to determine the urgency of your medical problems and for direction on the best place to receive care. If you or someone you know could experience significant harm without prompt attention, seek emergency care or call 911 immediately.

See other side for information on when to see your Primary Care Provider

# When to Use a Primary Care Provider?

## PCPs are usually the most cost effective option for care

A primary care provider (PCP) can provide care if you are healthy or help you get better when you are sick or injured. A PCP is your main healthcare provider in non-emergency situations.

### What is a PCP?

A PCP is a health care practitioner who sees people that have common medical problems. This person is most often a doctor. However, a PCP may be a physician assistant or a nurse practitioner. Your PCP is often involved in your care for a long time. There are several different types of doctors that will be identified as a primary care physician - typically Family Practice, Internal Medicine or General Practice. There are also doctors who focus on children, called Pediatricians, who will serve as the primary care physician for your child.

### YOUR PCP'S ROLE IS TO:

- Provide preventive care and teach healthy lifestyle choices
- Identify and treat common medical conditions
- Assess the urgency of your medical problems and direct you to the best place for that care
- Make recommendations to medical specialists when necessary
- Care for chronic conditions, such as diabetes, asthma and heart disease

### WHEN TO VISIT A PCP:

- Colds and sore throats
- Allergies and sinus problems
- Ear/eye infections
- Rashes
- Blood pressure checks and management
- Diabetes management
- Asthma management
- Sprains/strains

### SOME PCP OFFICES MAY PROVIDE SERVICES SUCH AS:

- Lab testing
- Minor surgical procedures
- Prescriptions
- X-rays
- Immunizations
- Telemedicine and/or virtual care
- After hours or weekend office hours may be available

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