

# Where To Go For Care



## PRIMARY CARE

Consider contacting or making an appointment with your primary care doctor in non-emergency situations. Your primary doctor helps you **manage your long-term health** needs, and **provides guidance** on specialists and treatment plans.

Some examples of treatment that may be performed by your primary care doctor:

- Allergy or cold symptoms
- Check-ups, routine screenings, and vaccinations
- Ear, nose, and/or throat infections
- General medical and behavioral health questions
- Management of ongoing/chronic conditions
- Medication questions and refills
- Mild to moderate pain or discomfort

**Hours:** Typical business hours, 8 a.m. to 5 p.m. Monday through Friday

**Wait Time:** Shortest wait on average, with an appointment

**Cost:** Lowest co-pay on average of the three options

## URGENT CARE

Urgent care centers provide easy access to healthcare for when your primary doctor's office is closed. Urgent medical conditions are **not considered emergencies** but still require care within 24 hours.

Some examples include:

- Eye irritation and redness
- Fever or flu symptoms
- Mild breathing difficulties
- Minor cuts, that might require stitches
- Minor injuries including cuts, burns, sprains, and strains
- Moderate pain or discomfort
- Sore throat, earache, and/or sinus symptoms
- Skin infections and rashes
- Urinary tract infections

**Hours:** Typically 7 days a week with extended hours, and all holidays with modified hours.

**Wait Time:** Wait times vary but often much shorter than ER wait times. Walk-ins accepted, no appointment required.

**Cost:** Lower co-pay than emergency room, higher than primary care

## EMERGENCY ROOM

Life-threatening emergencies require a visit to the emergency room. An emergency condition is one that can **permanently impair or endanger your life**. Dial 911 immediately for any medical problem that appears to be life-threatening.

Some examples include:

- Chest pain or difficulty breathing
- Convulsions, seizures, or loss of consciousness
- Confusion/disorientation
- Coughing blood
- Head, neck, and/or back injuries
- Other moderate to severe injuries, including cuts and burns
- Overdoses, poisoning
- Severe abdominal pain
- Uncontrollable bleeding

**Hours:** Open 24 hours, 7 days a week, and all holidays

**Wait Time:** Wait times vary but typically longer than urgent care. Shortest wait times for life threatening conditions

**Cost:** Higher co-pay than urgent care

