

Urgent care, ER or 911?

When you're facing a pressing health care issue, it's important to weigh your options carefully. Urgent care visits range from \$100 to \$200, depending on the level of treatment, and can be ten times less expensive than the ER for minor ailments. Additionally, urgent care wait times are often much shorter than at the ER. Use this guide when considering where to go for immediate care.*

Urgent care

If your problem is not life threatening or risking disability but you are concerned and cannot see your provider soon enough, consider going to an urgent care clinic. These are some common conditions that urgent care facilities can treat:

- Fever without a rash
- Vomiting or persistent diarrhea (where dehydration is not a concern)
- Abdominal or back pain
- Wheezing or shortness of breath
- Moderate flu-like symptoms
- Sprains and strains due to accidents, falls, etc.
- Small cuts that may require stitches
- Earaches
- Sore throats
- Migraines
- Minor broken bones (that have not broken through skin)
- Minor eye injuries
- Mild to moderate asthma
- UTIs
- Minor to moderate animal or bug bites

Emergency room/department

Emergencies are classified as events that could result in loss of life, serious physical harm, or impairment to a body part or organ if not immediately treated. Going to the emergency room should be a last resort when an urgent care facility or your primary care provider are not options. Reserve trips to the ER for serious situations such as:

- Difficulty breathing
- Passing out, fainting, change in mental state
- Fever with a rash, headache, stiff neck and/or that does not get better with medication
- Deep wound
- Serious burn
- Uncontrolled bleeding
- Severe pain anywhere in the body
- Suicidal thoughts
- Seizures without a diagnosis of epilepsy
- Broken bones or dislocated joints
- Vaginal bleeding with pregnancy
- Newborn with high fever (less than 3 months with a temp of 100° or higher)

When it's time to call 911

Calling for help if you are experiencing any of the following symptoms allows emergency medical services to begin life-saving treatment upon arrival and continue while en route to the hospital.

- Choking or stopped breathing
- Signs of heart attack such as pain in the arm or jaw
- Seizure that lasts 3-5 minutes
- Sudden, severe headache
- Life- or limb-threatening injury
- Poisoning or overdose of drugs/alcohol
- Injury to neck or spine, particularly if there is loss of feeling or inability to move
- Slurred speech
- Signs of stroke such as weakness on one side of the face
- Uncontrolled bleeding
- Unresponsive or lethargic person
- Head injury with loss of consciousness or confusion
- Severe burn
- Severe chest pain or pressure
- Fainting, sudden dizziness or weakness

Questions? Please contact us at the number on your ID card.

*This guide is for informational purposes only, and is not intended to represent a diagnosis or treatment of any condition, or to be considered as medical advice. Always consult with your physician before delaying or foregoing treatment.