KNOW BEFORE YOU GO

Your guide for where to go when you need medical care.

	Conditions treated*	Your cost and time
Emergency room (ER) For immediate treatment of critical injuries or illness. If a situation seems life-threatening, call 911 or go to the nearest emergency room. Open 24/7.	• Sudden numbness, weakness • Uncontrolled bleeding • Seizure or loss of consciousness • Shortness of breath • Chest pain • Head injury/major trauma • Blurry or loss of vision • Severe cuts or burns • Overdose	• Highest cost. • No appointment needed. • Wait times may be long, averaging over 4 hours.**
Urgent care center For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.	• Minor cuts, sprains, burns, rashes • Fever and flu symptoms • Headaches • Chronic lower back pain • Joint pain • Minor respiratory symptoms • Urinary tract infections	• Costs lower than ER • No appointment needed • Wait times vary
Doctor's office The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.	• General health issues • Preventive care • Routine checkups • Immunizations and screenings	• May charge copay/ coinsurance and/or deductible • Usually need appointment • Short wait times
Convenience care clinic Treats minor medical concerns that aren't life threatening. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.	• Common cold/flu • Rashes or skin conditions • Sore throat, earache, sinus pain • Minor cuts or burns • Pregnancy testing • Vaccines	• Same or lower than doctor's office • No appointment needed • Wait times about 15 minutes or less

*List is not all-inclusive. **Urgent Care Management Monthly, November 2010.

GO YOU℠

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The listing of health care professionals and facilities in the online directory does not guarantee that services rendered by that professional or facility are covered under your medical plan. Check your official plan document for information about services covered. The information provided here is for informational purposes only. During a medical emergency, go to the nearest hospital or call 911.

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