

# your HEALTHUPDATE

Know Where to Go for Care

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## KNOWING WHERE TO GO WHEN YOU NEED HEALTH CARE WILL SAVE YOU TIME AND MONEY.

**Need health care right now? Not sure where to go?** Start by calling your primary care physician (PCP). Your PCP knows your health history and can help you assess the urgency of your medical problems and direct you to the best place to receive care. If it is outside of normal office hours, visit your health plan's website to locate an alternative place for treatment.

← **LEAST EXPENSIVE** ————— **MOST EXPENSIVE** →



### Use Telehealth Services\*

When you need care and your doctor's office is closed or you are out of town, try telemedicine. To connect with a doctor, all you need is a smart phone or computer with video.

**To get care without leaving your house, make an appointment for:**

- Cold and flu symptoms
- Rashes
- Sinus infections
- Urinary tract infections



### Go to Your PCP

For care during normal office hours, it's usually best to go to your primary care physician. He or she can provide follow-up care and refer you to a specialist, if needed.

**Visit your PCP for:**

- Preventive care
- Annual flu shot and other immunizations
- Non-emergency illnesses



### Go to an Urgent Care Center

If you need care now and your PCP is unavailable, try a network urgent care center, which will be faster and less expensive than the ER.

**Go to an urgent care center for:**

- Sore throats
- Rashes
- Small cuts
- Minor broken bones



### Go to the Emergency Room

In the case of a true medical emergency, go to the ER or call 911 immediately.

**Seek immediate attention at an ER for:**

- Chest pain
- Sudden weakness or trouble talking
- Difficulty breathing
- Spinal injuries
- Severe head injury
- Major broken bones

\*May be available through your medical insurance plan.

## Urgent care facility versus a freestanding emergency room

It's easy to confuse a freestanding emergency room with an urgent care facility; pay close attention when you are seeking urgent care. Otherwise, you may end up paying 4 to 5 times more for care. And to further complicate the matter, some freestanding emergency rooms may also offer urgent care. Before you receive treatment at a freestanding facility, confirm whether it is an emergency room or an urgent care center.

The information in this document is not intended as a substitute for professional medical advice.

