

Where should you go for care?

When illness, accidents, and injuries happen, where should you go for care?

The answer depends on the seriousness and type of illness. Some options for health care include doctor's offices and clinics, urgent care clinics, and hospital emergency rooms.

If you're unsure where to go for help, call your doctor or a health help line.

Help lines

During regular office hours, call your doctor's office. Many insurance companies and hospitals have a 24/7 nurse help line to help you decide where to go for care after hours.

After hours help line numbers

For those with insurance from one of the following:

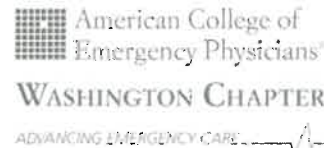
Group Health Cooperative
(800) 297-6877

Molina
(Basic Health, Healthy Options, Medicaid)
(888) 275-8750 (English)
(866) 648-3537 (Spanish)

Premiera Blue Cross
(877) 728-9020

Those with other insurance carriers should check their insurance cards for information.

This information is provided by:



Doctor's Office, Urgent Care Clinic, or Emergency Room?

A guide to help you choose the best place to go for health care



Where you go for your care matters

For most medical problems, you should go to your regular health care provider first. You get the best care because they know you and your medical history.

Doctor's Office or Clinic

Unless you have a life threatening emergency, you should start with a doctor's office or clinic. They deliver basic care for common illnesses, minor injuries, and routine health exams. Your doctor can also help you manage your health over time.

You should make an appointment with your doctor's office for:

- Common illnesses such as colds, flu, ear aches, sore throats, migraines, fever, rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries
- Regular physicals, prescription refills, vaccinations, and screenings
- A health problem where you need advice

Usually open during regular business hours. May have some extended hours and weekend appointments.



Urgent Care Clinics

When your doctor is not available, urgent care clinics provide attention for non-life threatening medical problems or that could become worse if you wait.

Urgent care provides walk-in appointments and are often open seven days a week with extended hours.

When your regular doctor or health care provider is not available, you should go to an urgent care clinic for:

- Common illnesses such as colds, the flu, ear aches, sore throats, migraines, fever, rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries

Usually open extended hours into the evening and on weekends. Some urgent care clinics are open 24 hours a day, seven days a week.

Hospital Emergency Rooms

You should use a hospital emergency room for very serious or life threatening problems.

If you are experiencing any of the following symptoms, don't wait! Call 911 or get to your nearest hospital emergency room.

- Chest pain
- Severe abdominal pain
- Coughing or vomiting blood
- Severe burns
- Deep cuts or bleeding that won't stop
- Sudden blurred vision
- Difficulty breathing or shortness of breath
- Sudden dizziness, weakness, or loss of coordination or balance
- Numbness in the face, arm, or leg
- Sudden, severe headache
- Seizures
- High Fevers
- Any other condition you believe is life threatening

Open 24 hours a day, seven days a week, 365 days a year.

No matter where you go for care, be sure to bring a list of the current medications you are taking.