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)

- **Premera Blue Cross**
  (877) 728-9020

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

- 365 days a year
  - Open 24 hours a day, seven days a week
  - Immediate care
    - Any condition you believe is life-threatening
    - High fever
    - Seizure
    - Sudden severe headache
    - Numbness in the face, arm, or leg
    - Coordination or balance difficulties, weakness, or loss of
      sudden dizziness
    - Difficulty breathing or shortness of breath
    - Severe burns
    - Severe bleeding that won’t stop
    - Chest pain
    - Diabetic symptoms of high or low blood sugar

Emergency care is available at your nearest hospital emergency room. If you are experiencing any of the following symptoms, don’t wait; call 911 or get to your nearest hospital emergency room. You should use a hospital emergency room for:

Urgent Care Clinics

- Open 24 hours a day, seven days a week
- Usually open extended hours on weekends
- Some urgent care clinics are usually open during regular business hours

Clinics provide attention for non-life-threatening illnesses and injuries. When your doctor is not available, urgent care clinics may have some extended hours and weekends.

Appointments:

- A health problem where you need advice
- Vaccinations, and screenings
- Regular physicals, prescription refills
- Minor eye injuries
- Minor cuts and burns, minor broken bones
- Minor bruises or sprains, back pain
- Minor illnesses such as colds, flu, ear infection

Clinic for:

- Eye injuries
- Cuts and burns, minor broken bones, minor injuries
- Minor bruises or sprains, back pain
- Minor illnesses such as colds, flu

Clinic for:

- Common illnesses such as colds, flu, ear infection

Doctor’s Office or Clinic

- You should make an appointment with your doctor’s office or clinic

In 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.

Where you go for your care matters.