

# Determining What Level of Care is Best For your Needs



*A Guide to Care Options*

## Primary Care

Call your primary care provider first.

The primary care office is your first line of defense for medical care. Your primary care team has records of your health history, medications and current needs and is often best suited to handle non-urgent medical care. However, understanding your other options is important if your primary care team is unavailable or it is after hours.



### Urgent or Immediate Care



Urgent and Immediate Care facilities are for common health problems that need to be treated soon and cannot wait until the primary care clinic is available.

Urgent and Immediate Care is a good solution for minor illnesses and injuries. Although every situation is different, you will typically experience shorter wait times and lower costs at an urgent or immediate care facility compared to the emergency department.

*Please see the reverse for common conditions that can be seen at an Urgent or Immediate Care facility.*

### Emergency Department



Emergency Departments are for serious, life-threatening conditions that need to be treated immediately.

**If you are in a life-threatening situation and need assistance, please call 9-1-1.**

*Please see the reverse for common conditions seen in an Emergency Department.*

# Understanding Where to Receive Care

Knowing where to go in the event of an illness or injury can be a big decision. Your primary care provider is often your best resource, but in the event of an emergency, or if your primary care provider is unavailable, urgent/immediate care clinics or the emergency department may be your best option. **If you are in a life-threatening situation and need assistance, please call 9-1-1.**

## Symptoms and Conditions Best Treated at a Primary Care Provider, Immediate Care or Urgent Care Center

- Minor headaches/migraines
- Burning with urination/blood in urine
- Animal or insect bites
- Back pain or stiff neck
- Cuts requiring stitches (unless around the lip or eyes)
- Ear or sinus pain
- Eye swelling, irritation, redness or pain
- Minor fevers
- Nausea, vomiting, diarrhea
- Rashes, minor burns
- Sore throat
- Sprains, strains

## Symptoms and Conditions Best Treated at an Emergency Department

- New or sudden severe headache with or without loss of vision
- Fever in a newborn who is less than two months old
- Fever with seizure or loss of consciousness
- Chest pain or pressure
- Sudden difficulty speaking, dizziness or numbness in the face, arm or leg
- Severe difficulty breathing
- Chest pain or pressure
- Fractures with bones showing
- Gunshot or stab wounds
- Lethargic or hard to wake
- Loss of consciousness
- Severe asthma
- Severe allergic reactions
- Severe abdominal or pelvic pain
- Severe burn
- Turning blue or pale