



Choosing the right health setting

Primary Care Physician, Urgent Care, or Emergency Room

Primary Care Physician

When you or a loved one is hurt, you want the best care. Your doctor knows you and your health history. He or she can access your medical records. And, he or she can provide you follow-up care or refer you to specialists. If it's not urgent, it's usually best to go to your own doctor's office.

Urgent Care

Sometimes, you may need care fast. But, your Primary Care Physician may be unavailable. You may want to try an urgent care center. They can treat many minor ailments. Chances are, you won't have to wait as long as at the ER. You may pay less, too.

An urgent care center can help with:

- Sprains
- Strains
- Minor broken bones (example: finger)
- Minor infections
- Small cuts
- Sore throats
- Rashes

Emergency Rooms

You may be tempted to go to the emergency room (ER). But, this may not be the best choice. At the ER, true emergencies are treated first. Other cases must wait—sometimes for hours. And, it may cost you more.

Go to the ER for:

- Heavy bleeding
- Large open wounds
- Sudden change in vision
- Chest pain
- Sudden weakness or trouble talking
- Major burns
- Spinal injuries
- Severe head injury
- Difficulty breathing
- Major broken bones

Care24SM services offer you access to a wide range of health and well-being information—seven days a week, 24 hours a day. Call 1-888-887-4114 at any time if you have questions about choosing the right care for your situation.