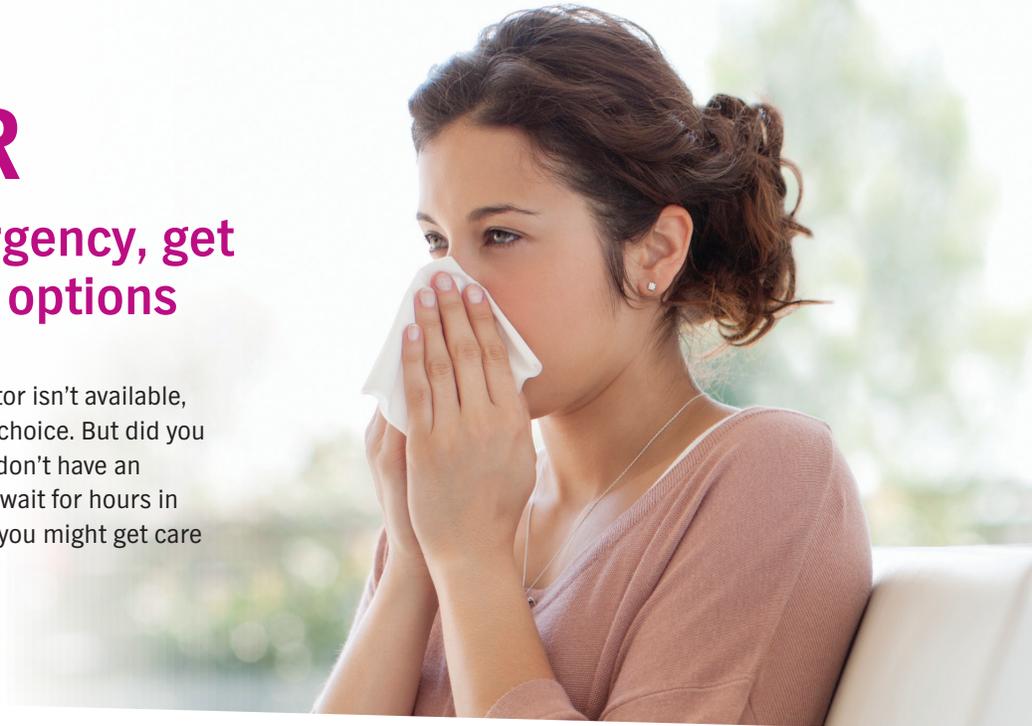


# Skip the ER

## When it's not an emergency, get quick care with these options

When you need care right away and your doctor isn't available, the emergency room (ER) might be your first choice. But did you know many ER visits are unnecessary? If you don't have an emergency, the last thing you'd want to do is wait for hours in the ER. Check out these other options where you might get care more quickly and easily.



### Here's what to do when you need care fast



#### Step 1: Call your primary care doctor

Your doctor can help you decide where to get care, whether it's a visit to his or her office, going to the ER or somewhere else.



#### Step 2: If it's not an emergency, choose one of these options to save you time and money

Depending on your needs, you've got these choices:

- **Retail health clinic** — Usually in a major pharmacy or retail store where you can get basic health care services from a health care professional.
- **Walk-in doctor's office** — No appointment is needed for routine care and common illnesses.
- **Urgent care center** — For conditions that need care right away such as stitches, lab tests or X-rays.
- **MDLIVE** — If you're a PPO member, you can use MDLIVE for 24/7 access to doctors who can answer health-related questions by phone, online video or secure email. They may also prescribe medicines if needed. Just call 1-888-632-2738 or go to [mdlive.com/sisc](http://mdlive.com/sisc). There's a \$5 consultation fee.<sup>1</sup>

These options are more convenient than the ER. They're often open at night and on weekends, so you don't have to wait to get treated.



#### When to head to the ER

When you think it's a true emergency, call **911** or go to the nearest ER.

See the other side for examples of when to go to the ER or if you should consider other options.

## Where to get care<sup>2</sup>

	Who usually provides care	Average wait time <sup>3</sup>	When to go
<b>Emergency room</b> 	Doctors trained in emergency medicine	<b>2.4 hours</b>	<ul style="list-style-type: none"> <li>• Coughing up or vomiting blood</li> <li>• Symptoms feel life-threatening or disabling</li> <li>• Chest pain or severe shortness of breath</li> <li>• Major injury or broken bones</li> <li>• Sudden or unexplained loss of consciousness</li> <li>• Severe pain that cannot be controlled</li> <li>• If you're pregnant and having labor pain</li> </ul>
<b>Retail health clinic</b> 	Physician assistants or nurse practitioners	<b>15-45 minutes</b>	<ul style="list-style-type: none"> <li>• Allergic reactions (minor)</li> <li>• Bumps, cuts, scrapes, rashes</li> <li>• Burning with urination</li> <li>• Burns (minor)</li> <li>• Cold, cough and sore throat</li> <li>• Sinus pain and fever (minor)</li> <li>• Eye or ear pain or irritation</li> <li>• Shots</li> </ul>
<b>Urgent care center</b> 	Doctors who treat conditions that should be looked at right away	<b>15-45 minutes</b>	<b>Same as walk-in doctor's office plus ...</b> <ul style="list-style-type: none"> <li>• Animal bites</li> <li>• Sprains and strains</li> <li>• Stitches</li> <li>• X-rays</li> </ul>
<b>MDLIVE</b> 	Board-certified doctors	<b>15-minute call back</b>	<ul style="list-style-type: none"> <li>• Allergic reactions (minor)</li> <li>• Headache (minor)</li> <li>• Nausea or diarrhea</li> <li>• Cold, cough and sore throat</li> <li>• Sinus pain and fever (minor)</li> <li>• Eye or ear pain or irritation</li> <li>• Burning with urination</li> </ul>



### Need care fast?

Rather than waiting at the ER, you can save time by going to one of the quick care options shown above.



### Be prepared

- **Get the right care.** Whether that's finding the right doctor, specialist, therapist or something else altogether. Just use the **Find a Doctor** tool at [anthem.com/ca/sisc](http://anthem.com/ca/sisc) or call the **Member Services** number on your ID card and we'll guide you somewhere that's part of your plan.
- **Find care near you whenever you need it.** Download the **Sydney Health** app to find an urgent care center, retail health clinic or walk-in doctor's office quickly and get driving directions. Just search for **Sydney Health** at the App Store® or Google Play.™



<sup>1</sup> For many members, deductibles and coinsurance may apply, which can make an even greater difference in the cost between an ER visit and other options for care. This is applicable for PPO members only.  
<sup>2</sup> If you use the ER and it's not a true emergency, your claim could be denied and you may be responsible for the full cost of your ER care.

<sup>3</sup> Urgent Care Locations website: Urgent Care Center vs. Emergency Room (accessed October 2017); [urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room](http://urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room).