

GET CARE FAST

CALL YOUR DOCTOR

1 You may be able to make a same day appointment! If it's after hours you should still call your doctor. Your doctor's answering service will give you specific instructions or may contact your doctor for you. Your doctor may need to see you and will make those arrangements, or you may be referred to an urgent care center for treatment.

Doctors Name: _____

Doctors Phone Number: _____

Doctors Address: _____

GO TO THE NEAREST URGENT CARE CENTER (UCC)

2 Avoid long lines and high costs by going to the nearest urgent care center. If you have a problem that is not a medical emergency, or if you are not sure, you should first discuss the problem with your doctor. Depending on the situation, your doctor may refer you to an urgent care center. (Turn over for a list of urgent care centers)

UCC Name: _____

UCC Phone Number: _____

UCC Address: _____

ONLY GO TO THE EMERGENCY ROOM IF YOU HAVE A REAL EMERGENCY

Some examples of a medical emergency are:

- Trouble breathing
- Uncontrolled bleeding
- Poisoning
- Seizure
- Head or neck injury
- Allergic reaction
- Symptoms of stroke, including dizziness, weakness on one side, slurred speech
- Chest pain
- Sudden or severe pain
- Severe vomiting
- Broken bones
- Drug overdose
- Bleeding during pregnancy
- Confusion or loss of consciousness especially after a head injury

NURSE CHAT

A FREE Nurse Hotline
1-877-839-5414 pin #380
Available 24 hours a day
7 days a week!



IS THIS AN EMERGENCY?
What should I do?

Did you know? Priority Partners members have secure, online access to their health information... 24 hours a day, seven days a week!

www.ppmco.org

PRIORITY
partners

WHEN TO SEE YOUR DOCTOR

If you are experiencing an injury or illness that is not serious enough for an emergency room or urgent care visit, your doctor is your best option. Your doctor knows you best and can provide you with the right treatment. You may even be able to make a same-day appointment.

You should visit your doctor for the following:

- Sprains and strains
- Minor cuts and burns
- Colds and coughs
- Fever
- Minor injuries
- Rashes or minor swelling
- Check-ups and vaccinations

If you need immediate care after normal business hours, you should still call your doctor. Your doctor's answering service will give you specific instructions or may contact your doctor for you. Your doctor may need to see you and will make those arrangements, or you may be referred to an urgent care center for treatment.

WHEN TO USE URGENT CARE

If you have a problem that is not a medical emergency, or if you are not sure, you should call your doctor to discuss the problem. Depending on the situation, your doctor may decide to see you right away or may schedule an appointment for another day.

Examples of non-emergency situations include:

- Back pain
- Ear ache
- Fever
- Sore throat
- Flu and colds
- Headache
- Minor illnesses
- Minor injuries
- Frequent urination



WHEN TO GO TO THE EMERGENCY ROOM

If you are experiencing a medical emergency, go to the nearest hospital emergency room, or call 911 for an ambulance.

Some examples of a medical emergency are:

- Trouble breathing; shortness of breath
- Chest pain
- Symptoms of stroke, including dizziness, weakness on one side, slurred speech
- Uncontrollable bleeding
- Sudden or severe pain
- Severe vomiting
- Poisoning
- Confusion or loss of consciousness, especially after a head injury
- Seizure
- Broken Bones
- Serious accidents that occur in a vehicle
- Head or neck injury
- Drug overdose
- Allergic reaction
- Bleeding during pregnancy