

# Know Where To Go Before You Go

## ER vs. Urgent Care vs. 911 vs. Primary Care



### Emergency Room

Go ONLY for serious life or limb threatening conditions. There are a number of medical conditions that are considered emergencies because they can require rapid or advanced treatments only available in a hospital setting. Symptoms that are best evaluated in the ER include:

- Chest pain or difficulty breathing
- Weakness/numbness on one side
- Slurred speech
- Fainting/change in mental state
- Serious burns
- Head or eye injury
- Concussion/confusion
- Broken bones and dislocated joints
- Fever with a rash
- Seizures
- Severe cuts that may require stitches
- Facial lacerations
- Severe cold or flu symptoms
- Vaginal bleeding with pregnancy

### Urgent Care

Go for common issues urgently needing to be treated, if your primary care provider isn't available. Urgent care centers are same-day clinics that can handle a variety of medical problems that need to be treated immediately, but are not considered true emergencies. Symptoms that can be evaluated and treated through urgent care include:



- Fever without a rash
- Vomiting or persistent diarrhea
- Abdominal pain
- Wheezing or shortness of breath
- Painful urination
- Cough and congestion symptoms
- Dehydration
- Moderate flu-like symptoms
- Sprains and strains
- Small cuts that may require stitches
- Sore throat
- Eye pain, redness, discharge, itchiness



### Call 911

Even if it's clear that you need emergency care, you may be unsure whether to drive yourself to the ER or call 911. You should never drive yourself if you're having severe chest pain or severe bleeding, if you feel like you might faint, or if your vision is impaired. If you're unsure about the severeness of your symptoms, always call 911. If you are experiencing any of the following symptoms, call 911:

- Shortness of breath
- Difficulty breathing
- Chest pain
- Pain in the left arm or the jaw
- Sudden dizziness
- Sudden weakness
- Numbness on one side of face or body
- Loss of consciousness
- Life- and/or limb-threatening injury
- Slurred speech and/or severe headache

### Primary Care

Call or see your provider for your regular medical problems or most urgent needs. Primary care providers help patients manage health and wellness and diagnose common illnesses and chronic conditions such as:



- Routine physicals and telehealth appointments
- Testing, immunizations and vaccinations
- Preventive care and wellness screens
- Diabetes management
- Obesity management
- Hypertension (high blood pressure)