Emergency vs. Urgent Care: "Where do I go?"

PrimeCare
Part of OptumCare®

Is it an emergency? An emergency is a sickness or injury that will harm you if not treated fast.

In the past, visiting the emergency room (ER) was the only way to get necessary medical care when your doctor was not available. Today, urgent care centers offer a quality care alternative with shorter wait times when faced with a non-life-threatening illness or injury. How do you decide which health care setting is best for you?

EMERGENCY
Immediately **dial 911**

Hospital emergency room

Go to the emergency room for:
- Heavy bleeding
- Chest pain
- Spinal injuries
- Major broken bones
- Large open wounds
- Major burns
- Severe head injury
- Severe allergic reaction
- Sudden change in vision
- Difficulty breathing
- Loss of consciousness
- Sudden weakness or trouble talking

If you visit the emergency room, please follow-up with a visit to your primary care physician within five days after your ER visit.

URGENT CARE
Not an emergency but still needs attention
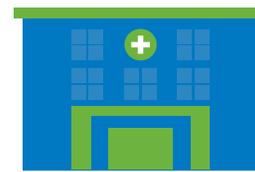
Urgent care center

Go to an urgent care center for:
- Minor injuries
- Eye redness
- Fever or flu symptoms
- Minor broken bones (e.g., finger)
- Minor fractures
- Urinary tract infections
- Sore throat
- Minor sprains and strains
- Minor cuts (that may require a few stitches)
- Upper respiratory tract infection
- Skin rashes and infections
- X-rays

Not an emergency?
Your primary care physician (PCP)
Not only is your PCP the best choice for when you are sick, injured or needing vaccinations, but also when you are feeling well. It is important to see your PCP at least once a year to go over your medical history and create a preventive care plan to keep you healthy.

For more information on PrimeCare, call our toll-free number at **1-888-313-7929** or visit our website at **primecare.com**.