



# When to go to the ER

## Is it an emergency? Choosing the right level of care for your health needs.

It is important to know when a health condition is serious enough to visit the emergency room (ER) or when you should choose other care options, like visiting your primary care doctor, going to a convenience care clinic, or going to an urgent care clinic. You can follow these tips to help prevent unnecessary and costly trips to the ER:

### These situations typically do NOT typically require a visit to the ER:

- Sprains or strains
- Minor cuts or burns
- Rashes
- Tooth pain
- Back pain
- Flu
- Animal or insect bites
- Ear infection
- Sore throat
- Vomiting or diarrhea

*If your doctor's office is closed, but you need help for these or other symptoms, you should consider visiting an urgent care clinic or a convenience care clinic, like those found at CVS and Kroger.*



### If you experience an emergency like these listed below, call 911 or go to the nearest emergency room.

If you are not sure whether you need to go to the emergency room, you can call your primary care doctor or your insurance company's 24-hour nurse line. They can talk with you about your condition and make recommendations for where to seek help.



Severe chest pain



Shortness of breath or difficulty breathing



Poisoning



Uncontrolled bleeding



Injury to the head or neck



Major bone fractures or burns



Suicidal thoughts



Seizure or loss of consciousness



Numbness or paralysis of face, arms or legs.



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**Wayspring wants you to receive the right care from the right health care provider when you need it.**

If your primary care doctor's office is closed or if you are very sick or hurt, you still have options. If you have an emergency like those listed on the front page, please call 911 or go to the nearest hospital or emergency room. If you are not experiencing a health emergency, but still need help for a health condition or injury, you can use the information below to contact health care providers who can help:

**My Primary Care Doctor:**

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NAME

PHONE

**My Health Insurance Company:**

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NAME

PHONE

**My no-cost 24-Hour Nurse Line:**

*Your 24-Hour nurse line can help you decide when self-care, urgent care or the emergency room is appropriate, understand a recent medical condition, or learn about prescriptions and over-the-counter medicines.*

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NAME

PHONE

**Urgent Care Clinics near me:**

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NAME

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NAME

**Convenience Health Clinics near me:**

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NAME

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NAME