

When is urgent care a better option than the emergency room?



When you're having an urgent health care concern and your usual provider is not available, your first thought may be to go to the emergency room (ER). But there's another option that may cost less with shorter wait times. You may consider an urgent care center. Many urgently needed services can be handled in this setting rather than the ER. Plus your nearest urgent care center is likely to be open on weekends and after hours.

Know before you go!

If you are not experiencing a true emergency and your condition is not severe or life threatening, consider calling an urgent care center and ask:

- Are you in the Anthem Blue Cross network and/or do you accept Medicare?
- Do you have the services I need?
- What are your hours?

Your cost for an urgent care visit may be much less than a trip to the ER. Check your *Evidence of Coverage (EOC)*.

Find your urgent care center before you need it:

1. For the most up-to-date list of in-network urgent care centers, you can visit www.anthem.com/ca/csj
2. Go to **Find a Doctor**
3. Select **Urgent Care** for your search

Consider an urgent care center* for:

- Sprains, strains
- Stitches
- Mild asthma
- Minor headaches
- Back pain
- Nausea, vomiting, diarrhea
- Minor allergic reactions
- Coughs, sore throat
- Bumps, cuts, scrapes
- Rashes, minor burns
- Minor fevers, colds
- Ear or sinus pain
- Burning with urination
- Eye swelling, irritation, redness or pain
- Vaccinations

Use the emergency room for:

- Any life-threatening or disabling condition
- Sudden or unexplained loss of consciousness
- Chest pain; numbness in the face, arm or leg; difficulty speaking
- Coughing up or vomiting blood
- Major injuries
- Possible broken bones



Still not sure whether to go to urgent care or the ER?

Call the 24/7 NurseLine to get help from a registered nurse at **800-700-9184**. TTY users can call **711** and Press 2 for assistance.

* Each urgent care center may have different services available. Be sure to go to www.anthem.com/ca/csj to find the list of participating urgent care centers closest to you. See your EOC for complete coverage details.

We do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability in our health programs and activities.

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (TTY: **711**)

Spanish: Tiene el derecho de obtener esta información y ayuda en su idioma de forma gratuita. Llame al número de Servicios para Miembros para obtener ayuda. (TTY: **711**)

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