

Know Before You Go -

Urgent Care vs. Emergency Room



URGENT CARE CENTER

Cold, flu, or fever

Strains, sprains, or breaks

Infections

Mild burns

Allergies



EMERGENCY ROOM

Chest pain

Abdominal pain

Stroke

Severe head injury

Major trauma

71% of emergency department visits are unnecessary or could have been avoided.¹



LOWER
copay applies²



HIGHER
copay applies²



You will usually
be seen in under
20 minutes



Average length of
time spent in the ER
nationwide³
2 hours
15 minutes



EXTENDED HOURS
OPEN
WEEKENDS



Open
24/7

**If you have a life-threatening illness or injury,
go to the ER or call 911 right away.**

¹ 2013 study completed by Truven Health Analytics <https://truvenhealth.com/news-and-events/press-releases/detail/prid/113/study-finds-most-emergency-room-visits-made-by-privately-insured-patients-avoidable>

² Savings may vary depending on plan benefits and treatment you receive.

³ American College of Emergency Physicians, Emergency Department Wait Times, Crowding and Access Fact Sheet, http://newsroom.acep.org/fact_sheets?item=29937

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ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-352-2583 (TTY: 1-800-955-8770). 88660-0217