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Urgent Care vs. Emergency Room
Help Your Patients Maximize Their Benefits

You can help your patients get the most out of their health care dollars by reminding them when to use an urgent care center versus when they should go to the emergency room. Remind your patients to visit an urgent care center instead of the emergency room for non-life threatening illnesses and injuries if they need urgent care when your office is closed.

Help your patients understand the differences between urgent care centers and the emergency room. Urgent care centers lighten the load of emergency rooms by treating non-life threatening injuries like lacerations, earaches, influenza and rashes.

Remind your patients they should call 911 or go to the nearest emergency room or hospital if they have a serious injury or illness or a life-threatening condition, such as chest pain, difficulty breathing or a broken bone.

Urgent Care Centers vs. Emergency Room Quick Guide
Use the following chart as a quick reference guide:

Urgent Care Centers	Emergency Room
Patients should use urgent care centers after hours and weekends to treat health issues such as colds, flu, fever, strains, sprains, infections, minor burns and allergies. They often have X-ray and other equipment to perform diagnostic tests.	When a patient has a life-threatening issue such as chest pain, severe abdominal pain, stroke, head injury, major trauma, major burns, or trouble breathing, they should go to the nearest emergency room or call 911.

You can find a helpful tip sheet to share with patients called, ***Urgent Care vs. Emergency Room – Know Before You Go,*** on the Marketplace Health Plans web page at floridablue.com> Providers (top of the page)> Tools & Resources. Just click on a blue product button and you'll find a link in the Member Communications section.

Your Florida Blue patients can search for local urgent care centers through our online provider directory at floridablue.com. They may also talk to one of our care consultants at a local Florida Blue Center. Patients can find a center closest to them by visiting floridablue.com.