

Hurt or Sick? Get help quick.

Whether it's a medical emergency or you just aren't feeling well, knowing where to go for the proper care for injuries or illnesses can potentially save you a lot of time and money. But knowing where to go for treatment isn't always clear. Recognizing the difference between an "emergency" and "urgent" medical issue can be difficult, this flyer will help you make a quick decision on which care provider to use if you are unsure.



Emergency Room

In the event of a life threatening medical emergency you should always call 911 or head to the closest emergency room (ER). Consider the ER if you or someone you're with is experiencing the following:

- Loss of consciousness
- Difficulty breathing
- Severe blood loss
- Joint dislocation
- Compound bone fracture (bone through skin)
- Seizure
- Sudden weakness or paralysis
- Fever in a newborn baby (3 months or less)
- Head or eye injuries
- Fever with a rash
- Serious burns



Urgent Care Centers

Urgent care centers are for non-life threatening urgent medical conditions that can't wait for an appointment with your family doctor. They can help with medical issues like:

- Vomiting
- Ear pain
- Fever without rash
- Sprains or shallow cuts
- Sore throat
- Painful urination
- Persistent diarrhea
- Bites and stings
- Allergic reactions, hives, skin infections
- Colds, flu and fever



Telemedicine

Your Health Advocate Telemedicine program gives you and your family members access to medical help in the event your primary doctor is unavailable, if you are traveling, or don't feel like driving to an urgent care center. Telemedicine physicians can address all of the issues an urgent care center can treat, plus can be drastically less expensive, and shorter than a visit to urgent care or the ER.

Remember... Your Personal Health Advocate can help you make the right decision, as well as help you find an in-network provider, transfer medical records, answer questions about medications or your doctor's directions and manage a variety of healthcare and insurance-related issues on your behalf. Eligible employees, their spouses, dependent children, parents and parents-in-law can use this benefit.

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