




Know Before You Go -

Urgent Care vs. Emergency Room



 URGENT CARE CENTER	 EMERGENCY ROOM
Cold, flu, or fever	Chest pain
Strains, sprains, or breaks	Abdominal pain
Infections	Stroke
Mild burns	Severe head injury
Allergies	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