



Right Care at the Right Time

You'll usually wait less and pay less at a primary care or urgent care center than at the emergency room (ER). Seeking care at the right place also helps keep the ER open for true emergencies and those who need it most. Need help deciding? You can always call your primary care provider first. In the case of a life-threatening emergency, dial 9-1-1.

	Primary Care	Urgent Care	Emergency Room	
WHY	<p>Appointments for Routine and Ongoing Needs</p> <ul style="list-style-type: none"> Enroll in primary care so that you have a health care resource and advocate when you need it. You need: <ul style="list-style-type: none"> A check-up, annual physical or annual wellness visit. Vaccines or screening tests. A prescription refilled. 	<p>Same-Day or Walk-In Options for When You Need Quick, Basic Care</p> <ul style="list-style-type: none"> You feel sick or have a minor injury and need care today. You have a change in a chronic condition. 	<p>When You Can't Wait, But It's Not An Emergency</p> <ul style="list-style-type: none"> You are sick or have had a non-life-threatening injury that needs attention today. Your problem may require an X-ray image. 	<p>Serious and Life-Threatening Problems</p> <ul style="list-style-type: none"> You are severely ill or injured. You are experiencing a life-threatening emergency.
EXAMPLES OF SYMPTOMS & CONDITIONS	<ul style="list-style-type: none"> You have a new health problem or an old problem that's getting worse, but is not urgent. Ongoing health guidance and care coordination. Management of chronic conditions. Support for healthy living. 	<ul style="list-style-type: none"> Cold or mild flu symptoms Sore throat Ear pain Fever without a rash Painful urination Diarrhea Sprains and strains 	<ul style="list-style-type: none"> Cuts that may require stitches Suspected fractures of small bones (fingers, toes) Cold or mild flu symptoms Sore throat Ear pain Fever without a rash Painful urination Diarrhea Sprains and strains Mild to moderate abdominal pain 	<ul style="list-style-type: none"> Chest pain Difficulty breathing Weakness/numbness on one side Slurred speech, fainting/change in mental state/confusion Serious burns Head or eye injuries Broken bones/dislocated joints Fever with a rash Seizures Severe cuts/uncontrollable bleeding Severe cold or flu symptoms Severe abdominal pain Severe asthma attack Severe allergic reaction Poisoning

Offerings and services may differ across locations and organizations.