



Emergency Room (ER)

vs.

Urgent Care

Right care • Right place • Right time



Not every illness or injury needs the ER. Knowing where to go can save time, lower costs and help you get the right care.

Emergency Room (ER)



Go to the ER if you have:

- Chest pain or trouble breathing
- Severe pain or serious injury
- Heavy bleeding or broken bones
- Seizures or loss of consciousness
- Severe allergic reaction
- Thoughts of harming yourself or others



Available 24-hours a day, 7 days a week



No appointment needed



Life threatening emergencies are treated immediately. Less serious concerns may have to wait longer.



Services include: full emergency medical care, special testing, emergency surgery and hospital admission if needed.



Cost is higher



Your health and safety come first in an emergency.

Urgent Care/Walk-In Clinic



Go to urgent care for:

- Fever
- Cold or flu symptoms
- Minor cuts or burns
- Sprains or minor fractures
- Ear or throat pain
- Skin rashes



Available extended hours (hours vary by clinic)



No appointment needed



Wait time is usually shorter



Services include: treatment for minor illnesses and minor injuries.



Cost is lower



Your primary care provider may also treat these concerns. Call their office first to ask if an appointment is available.

Quick advice:

- Call 911 for emergencies
- If you are unsure, call your doctor
- Bring: photo ID • insurance card • medicine list