




Where to Go When You Need Care Now

Doctor's office, urgent care center, hospital emergency room. It's great to have options for your care, but you may not know where to go when you need care that can't wait. Here's how to decide.

	EMERGENCY ROOM	DOCTOR'S OFFICE	URGENT CARE CENTER
	Copay generally higher than urgent care center	No or low office visit copay	Copay generally lower than emergency room
	Open 24 hours	Usual business hours » Some doctors have extended office hours for urgent care needs	Generally not open 24 hours » Call to find out the hours for the urgent care centers that work with your doctor's office
	For life- or limb-threatening emergencies, such as: » heart attack or stroke » a broken bone » sudden and severe pain	Not for emergencies, but your doctor may send you to urgent care or the emergency room, depending on the care you need	Not for emergencies; for care that "can't wait" for a regular appointment, such as: » urinary tract infection » a sprain » sinus infection

IS THIS AN EMERGENCY?

YES

NO

GO to ANY Emergency Room

Call 911 or have someone drive you ASAP.

BRING: Your SCAN member ID card and any important health documents, like an advance care directive.

CALL: Your emergency contacts. Let them know where you are and to look in on your house and your pets, if needed.

NOTE: If you are kept "for observation" but not admitted to the hospital, your copay will be higher.

If you are admitted to a hospital that is not in the SCAN network, you may be transferred to the hospital your doctor works with once you are stable.

CALL Your Doctor's Office

It's always a good idea to call your doctor's office if you have time.

DO: Describe your symptoms.

DO: Follow their directions for care.

Doctor's Appointment
You may be able to get a same-day or next-day appointment.

Urgent Care Center
Ask which urgent care centers work with *your* doctor.

Emergency Room

GO to Urgent Care Center

CALL the Urgent Care Center that works with your doctor to verify hours and check wait time (many centers have this information on their website).

GO: Directly to the nearest urgent care center that works with your doctor. Ask someone to take you if you don't think it's safe for you to drive.

BRING: Your SCAN member ID card.

NOTE: Does your SCAN plan include transportation? If so, call to find out if last-minute rides are available.

SEE YOUR PRIMARY CARE DOCTOR

If you go to an urgent care center or ER, follow up as soon as possible with your doctor. He or she will:

- Request your medical records from the urgent care or the ER.
- Arrange any follow-up care needed.
- Review any medications you may have been given.

