



Getting Care When You Need It Now.

Emergency Room (ER) wait times are at an all-time high.¹ Getting care doesn't have to take so long or cost so much. You have choices, even when you need care right away.

Using the ER for Emergencies

Many health problems need care right away but aren't true emergencies. When you can't see your doctor, you can still get quality care without going to the ER. Retail health clinics and urgent care centers can take less time and cost about the same as a visit to your doctor. Plus, most are open at night and on weekends.

Retail Health Clinic – A clinic staffed by health care professionals who give basic medical services to “walk-in” patients; often in a major drugstore or retail store.

Urgent Care Center – A group of doctors who treat conditions that should be checked right away but aren't as severe as emergencies; can often do X-rays, lab tests and stitches.

Walk-in Doctor's Office – Check if your doctor's office has this service.

ER Rule of Thumb

Call 911 or go to the ER if you think you could put your health at serious risk by waiting to get care.

Before you go

Call the office or clinic and ask:

- What are your hours?
- Do you have the services I need?
- Are you a provider with HealthLink?

Find a Retail Health Clinic or Urgent Care Center near you

- For ER alternatives in Missouri or Illinois visit healthlink.com/eralt
- You can search for a provider on healthlink.com. Click on “Find a Provider.” Under step 2, click on “An Ancillary Facility” and, from the drop down menu, choose “Retail Health Clinic” or “Urgent Care.”

Deciding Where To Go When You Need Care Right Away

	Retail Health Clinic	Urgent Care Center	Emergency Room
Animal bites		○	<ul style="list-style-type: none"> ○ Any life-threatening or disabling condition ○ Sudden or unexplained loss of consciousness ○ Chest pain, numbness in face, arm or leg; difficulty speaking ○ Severe shortness of breath ○ High fever with stiff neck, mental confusion or difficulty breathing ○ Coughing up or vomiting blood ○ Cut or wound that won't stop bleeding ○ Major injuries ○ Possible broken bones
Stitches		○	
X-rays		○	
Back pain		○	
Mild asthma		○	
Minor headaches		○	
Sprains, strains		○	
Nausea, vomiting, diarrhea		○	
Bumps, cuts, scrapes	○	○	
Burning with urination	○	○	
Coughs, sore throat	○	○	
Ear or sinus pain	○	○	
Eye swelling, irritation, redness or pain	○	○	
Minor allergic reactions	○	○	
Minor fevers, colds	○	○	
Rashes, minor burns	○	○	
Vaccinations	○	○	
Typical copay*	\$15 – \$75	\$15 – \$75	\$150 or more

Each clinic or center may have different services available. Be sure to call and ask before you go.

Still Not Sure?

We can help you find excellent care near you. For more locations, call the Customer Service number on your ID card.

* For many members, deductibles and coinsurance may also apply, which can make an even greater difference in the cost between the emergency room and other options.

1. Press Ganey, Emergency Department Pulse Report 2010.

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