



# Emergency Room Alternatives

You have options when you have an illness or injury that requires a medical evaluation and/or treatment and you can't reach your primary care physician.

## WALK-IN DOCTOR'S OFFICE

- No appointment is needed at these offices
- You usually aren't required to be an existing patient
- This alternative is a good choice when you need simple medical care in a hurry, like for mild asthma or minor allergic reactions

## URGENT CARE CENTER

- A treatment option when you can't reach your doctor
- Focus on diagnosing and treating conditions that aren't life-threatening but need to be taken care of right away
- Offer quality care on a walk-in basis
- Have extended evening and weekend hours

**Advantages of going to an urgent care center** - In most situations, you'll find that you save time and money by going to urgent care instead of an emergency room. You will receive quality care, and often pay much less than you would for emergency care. Most are open evenings, weekends and sometimes holidays, and can cost about the same as a doctor visit.

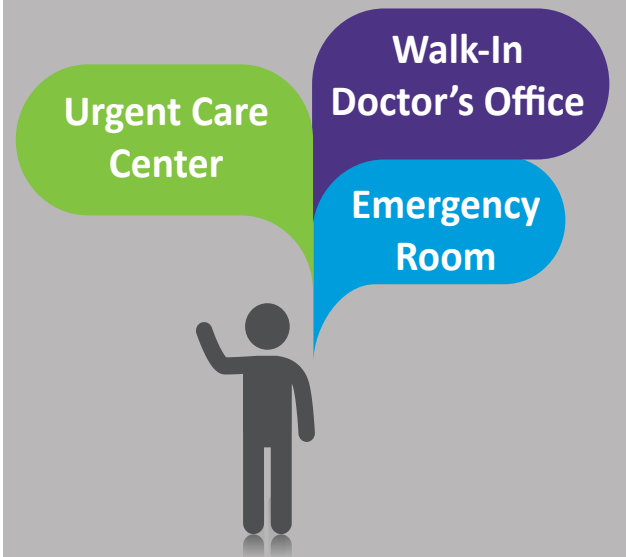
## EMERGENCY ROOM

- Treat severe and life-threatening conditions
- Have specially trained doctors, paramedics, nurses, and other support staff that can recognize, diagnose and make recommendations on a wide variety of medical issues
- Open 24 hours a day, seven days a week and holidays

## STATISTICS

- Out of 6.5 million emergency visits, only 29% required emergent care
- The average cost of an emergency room visit is \$1,316
- The average cost of a doctor visit is \$145

Source: Truven Health Analytics research



Questions? Call Telligen at  
**1-877-654-1375**

# Deciding Which Care Option is Best

## Walk-In Doctor's Office

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| <ul style="list-style-type: none"> <li>• Bumps, cuts, scrapes</li> <li>• Burning with urination</li> <li>• Cough, sore throat</li> <li>• Ear or sinus pain</li> <li>• Eye swelling, irritation, redness or pain</li> <li>• Minor allergic reaction</li> <li>• Minor fever, colds</li> </ul> | <ul style="list-style-type: none"> <li>• Rash, minor bumps</li> <li>• Back pain</li> <li>• Mild asthma</li> <li>• Minor headache</li> <li>• Sprain, strain</li> <li>• Nausea, vomiting, diarrhea</li> </ul> |
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## Urgent Care Center

Everything listed for walk-in doctor's office can be treated at an urgent care center as well as:

- Animal bites
- Stitches
- X-ray

## Emergency Room

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| <ul style="list-style-type: none"> <li>• Sudden or unexplained loss of consciousness</li> <li>• Signs of a heart attack, such as sudden/severe chest pain or pressure</li> <li>• Signs of a stroke, such as numbness of the face, or numbness/tingling or weakness on one side of the body or in an arm or leg, difficulty talking, sudden loss of vision</li> <li>• Severe shortness of breath</li> <li>• High fever with any of the following: stiff neck, mental confusion, and/or difficulty breathing</li> </ul> | <ul style="list-style-type: none"> <li>• Coughing up or vomiting blood</li> <li>• Cut or wound that won't stop bleeding</li> <li>• Possible broken bones</li> <li>• Poisoning</li> <li>• Stab wounds</li> <li>• Sudden, severe abdominal pain</li> <li>• Trauma to the head</li> <li>• Suicidal feelings</li> <li>• Partial or total amputation of a limb</li> </ul> |
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## WEIGHING THE COSTS

Below are a couple of examples of non emergency reasons to seek medical attention and the cost difference you can expect to see when using the emergency room vs. a walk-in clinic or urgent care clinic.

Diagnosis	Emergency Room Charge	Emergency Room Member's Cost	Walk-In Clinic/ Urgent Care Charge	Walk-In Clinic/Urgent Care Member's Cost	Cost Savings for Member
Sinus Infection	\$1,200	\$555 <i>(\$300 deductible, \$180 w/20% coinsurance, \$75 ER copay)</i>	\$170	\$20 <i>(\$20 office copay)</i>	<b>\$535</b>
Ankle Sprain with X-Ray	\$1,900	\$695 <i>(\$300 deductible, \$320 w/20% coinsurance, \$75 ER copay)</i>	\$270	\$120 <i>(\$20 office copay, \$100 X-Ray charge)</i>	<b>\$575</b>