

# Choosing the right health care setting

## Emergency room, urgent care or office visit

### Emergency Room (ER)

When you or a loved one is hurt, you want the best care, but deciding where to go isn't always easy. You may think you should go to the ER, but this may not be the best choice. At the ER, true emergencies are treated first. Other cases must wait. Sometimes you won't be seen for hours, and it may cost you more.

Some conditions that should be treated in the ER include:

- Heavy bleeding
- Large, open wounds
- Sudden change in vision
- Chest pain
- Sudden weakness or trouble talking
- Major burns
- Significant head injury
- Difficulty breathing

**Certain symptoms, such as chest pain, sudden weakness, sudden change in vision or trouble talking, need the attention of emergency medical services. In these cases, call 911 or your local emergency number immediately. If you think your life is in danger or that your symptoms could worsen quickly, take action right away.**

### Urgent Care

Sometimes you need care fast and your doctor may not be available. However, a trip to the ER may not be needed. You may want to try an urgent care center, where you can get treatment for many minor ailments. Chances are, you won't have to wait as long as at the ER. You may pay less, too.

An urgent care center can help with:

- Minor broken bones
- Mild asthma attacks
- Minor infections
- Small cuts
- Minor burns

### Office Visit

If it's not urgent, it's usually best to go to your doctor's office. He or she knows you and your health history. Your doctor can access your medical records, too. Plus, you can get follow-up care. Your doctor also can refer you to a specialist if needed.

Call any time for more information on choosing the right health care setting.

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