



EmblemHealth®

LOWER YOUR COST OF CARE

Are you injured or feeling ill? Know when to go to the Emergency Room.

Where you go for your care matters. Know your treatment options – if it's not an emergency you'll save money and time by visiting an in-network primary care or urgent care provider. Use your best judgment in evaluating the seriousness of your condition. Read below for common ailments and where to go for your health care needs.



Primary Care Physician (PCP)

Your PCP has full knowledge of your total health and is your best care option for:

- Common illnesses: cold, flu, ear ache, sore throat, migraine, fever or rash
- Minor sprains, back pain, cuts, burns, broken bones or eye injuries
- Routine health exams, prescription refills, vaccinations, and screenings
- A health problem where you need advice



Retail Health Clinics

Quick and convenient (no appointment required) health care in retail stores and pharmacies for:

- Common conditions like sore throats, sprains, strains and colds
- Minor cuts, wounds, sprains, and skin conditions such as poison ivy



Urgent Care Center (UCC)

Care for non-life-threatening injuries and illnesses when your PCP is not available, especially after hours or on weekends. No appointment or prior-approval required.

- Common illnesses: cold, flu, ear ache, sore throat, migraine, fever or rash
- Allergic reactions
- Minor sprains, back pain, cuts, burns, broken bones or eye injuries



Hospital Emergency Rooms (ER)

Go to the ER for very serious or life-threatening emergencies, not common illnesses or minor injuries.

- Severe chest or abdominal pain
- Coughing or vomiting blood
- Severe burns
- Deep cuts or bleeding that won't stop
- Sudden blurred vision, dizziness or weakness
- Difficulty breathing or shortness of breath
- Numbness in the face, arm, or leg
- Sudden, severe headache (not a migraine)
- Seizures
- High fevers

- 1 No matter where you go for care, bring a list of the current medications you are taking.
- 2 **Unsure where to go for help?** Call your PCP or EmblemHealth's 24-hour nurse line at **1-877-444-7988**.
- 3 Find an in-network doctor, UCC, and other health care facility online at **emblemhealth.com**. Click *Find a Doctor* for the most current provider information.
- 4 Download the myEmblemHealth mobile app to keep useful benefit and plan information right at your fingertips.
- 5 In the event of a life-threatening situation call **911** or go to the nearest emergency room.