WHERE TO GO FOR HEALTH NEEDS: LEVELS OF CARE

You're sick or injured, and you need care. Where do you go for your health needs? Learn the difference between Primary Care Clinics, Urgent Care, and Emergency Departments, and the levels of care they each provide.



PRIMARY CARE CLINICS

Your first line of defense for a **non-emergency illness or concern**. Schedule an appointment with your primary care provider (PCP) to be seen in his or her office for:

- a new condition (i.e. sore throat, pink eye, ear infection, sinus infection, cough, sprain, UTI)
- to continue treatment for an existing condition (i.e. diabetes, high blood pressure, weight loss).

Your PCP can also refer you to other providers as needed.

URGENT CARES

Provides extended-hour clinic care for common, non-serious problems or concerns. An option for when you need care soon but your primary care physician's clinic isn't open. Visits can be scheduled or via walk-in.

Reasons to go to Urgent Care:

- allergic reaction (minor)
- bladder infection
- burn (minor)
- ear pain
- flu (minor symptoms)
- cuts (minor)
- pinkeye
- sinus infection
- suspected broken bone
- cough, fever, sore throat (be sure to check with your provider if you are experiencing symptoms like COVID-19)

EMERGENCY DEPARTMENTS

Emergency Departments (AKA Emergency Rooms) are open 24/7 without appointment to be treated for emergency injuries and illnesses. If you call 9-1-1, an Emergency Department is also where the ambulance would take you.

Reasons to go to the Emergency Department:

- allergic reaction (severe)
- abdominal pain (severe)
- burn (severe)
- broken or dislocated bone
- chest pains
- coughing up blood
- deep cut that won't stop bleeding
- difficulty breathing
- head injury
- loss of vision or sudden numbness in face, arms, legs
- seizures