

# Physician, Convenient Care Clinic, Urgent Care or ER?

**IF YOU NEED EMERGENCY CARE, CALL 911 OR SEEK HELP FROM ANY PHYSICIAN OR HOSPITAL IMMEDIATELY**

When you need care right away and I'm not available, your first thought may be to go to the nearest emergency room (ER). Sometimes that's the right choice but if your condition isn't life threatening, you have other choices that can save you time & money.

- **Primary Care Physician** - we know you the best and can make arrangements to see you or direct you to the appropriate alternate site. If your physician is not available and you need quick medical attention for a non-life threatening problem, visit an urgent care center. CALL us first!
- **Urgent Care Centers** – for conditions that are not life threatening the most appropriate option, saving both time and money could be an urgent or convenient care center.

CARE OPTION	HOURS	DESCRIPTION
Physician's Office	Office hours vary	Your physician's office is generally the best place to go for non-emergency care such as health exams, colds, flu, sore throats, headache, urinary tract infection and minor injuries.
Convenient Care Clinic	Similar to retail store hours	Walk-in clinics are often located in stores and pharmacies to provide convenient, low-cost treatment for minor medical problems such as ear infections, urinary tract infection, athlete's foot, bronchitis, and some vaccinations.
Urgent Care	Generally include evenings, weekends and holidays	Urgent care centers can provide care when your physician is not available and you don't have a true emergency, but need immediate care. For example, they can treat sprained ankles, fevers, headaches, urinary tract infection and minor cuts and injuries.
Emergency Room (ER)	24 hours, seven days a week	<b>For medical emergencies, call 911 or your local emergency services first.</b>
24/7 Nurseline *	The 24/7 Nurseline can: <ul style="list-style-type: none"> <li>• Help you decide if you should call your physician, go to the ER or treat the problem yourself.</li> <li>• Answer many of your health-related questions.</li> <li>• Help you understand your condition.</li> </ul> Available 24 hours a day, seven days a week (Please contact your physician and/or insurance plan's customer service to verify if this service is available to you.)	

\* 24/7 Nurseline is not a substitute for the sound medical advice of your physician. If you have any questions or concerns regarding your health, please discuss with your physician.

## Urgent Care Center or Free Standing ER KNOWING THE DIFFERENCE CAN SAVE YOU MONEY

Urgent Care Centers and Free Standing Emergency Rooms (ER) can be hard to tell apart. Free standing ERs often look a lot like Urgent Care Centers, but costs are higher, just as if you went to the ER at a hospital. Here are some ways to know if you are at a Free Standing ER.

- Looks like Urgent Care Centers, but includes EMERGENCY in facility name.
- Are usually open 24-hours a day, seven days a week.
- Are physically separate from a hospital.
- Are equipped and operated the same as an ER.
- Are subject to the same ER copay and deductible.
- Are usually staffed by board certified ER physicians.



# Deciding Where to Go...

## PHYSICIAN, CONVENIENT CARE CLINIC, URGENT CARE OR ER?

	PHYSICIAN'S OFFICE	CONVENIENT CARE CLINIC	URGENT CARE CENTER	EMERGENCY ROOM
Who usually provides care	Primary Care Physician	Physician Assistant or Nurse Practitioner	Internal Medicine, Family Practice, Pediatric and ER Physicians	
Nausea, vomiting, diarrhea	X	X	X	<ul style="list-style-type: none"> <li>• Any life-threatening or disabling condition</li> <li>• Sudden or unexplained loss of consciousness</li> <li>• Chest pain; pressure, tightness or squeezing pain that may spread to your neck, jaw or back; cold sweat; nausea, lightheadedness, heartburn</li> <li>• Numbness in the face, arm or leg; difficulty speaking; trouble seeing; loss of balance, dizziness</li> <li>• Severe shortness of breath</li> <li>• High fever with stiff neck, mental confusion or difficulty breathing</li> <li>• Coughing up or vomiting blood</li> <li>• Cut or wound that won't stop bleeding</li> <li>• Major injuries</li> <li>• Possible broken bones</li> </ul> <p><i>Keep the ER available for emergencies and keep more money in your pocket.</i></p>
Minor allergic reactions	X	X	X	
Cough, sore throat	X	X	X	
Bumps, cuts, scrapes	X	X	X	
Rashes, minor burns	X	X	X	
Minor fevers, colds	X	X	X	
Ear or sinus pain	X	X	X	
Burning with urination	X	X	X	
Eye swelling, irritation, redness or pain	X	X	X	
Vaccinations	X	X	X	
Mild asthma	X		X	
Minor headaches	X		X	
Back pain	X		X	
Stitches			X	
Animal bites			X	
X-Rays			X	
Sprains, strains			X	

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