

Physician, Convenient Care Clinic, Urgent Care or ER?

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

When you need care right away & our office is closed, where should you go? If your condition isn't life threatening, you have choices that can save you time & money.

• **Primary Care Physician** - we know you the best & can make arrangements to see you or direct you to the appropriate site. If your provider is not available & you need medical attention for a non-life threatening problem, visit an urgent care center.

CALL us first 972-377-0322.

• **Urgent Care Centers** – for conditions that are not life threatening. Could save you both time & money compared to ER.

CARE OPTION	HOURS	DESCRIPTION
Physician's Office	Mon – Thur 8:00 am – 5:00 pm Friday 8:00 am – 3:30 pm After Hours – On-call provider	For non-emergency care such as health exams, colds, flu, sore throats, headache, urinary tract infection, bronchitis vaccinations, chronic conditions 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, bronchitis, and some vaccinations.
Urgent Care	Generally include evenings, weekends and holidays	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	For true medical emergencies, call 911 or your local emergency services first. <ul style="list-style-type: none">• Any life-threatening or disabling condition• Sudden or unexplained loss of consciousness• Chest pain; pressure, tightness that may spread to your neck, jaw or back; cold sweat; nausea, lightheadedness, heartburn• Numbness in the face, arm or leg; difficulty speaking; trouble seeing; loss of balance, dizziness• Severe shortness of breath• High fever with stiff neck, mental confusion or difficulty breathing• Coughing up or vomiting blood• Cut or wound that won't stop bleeding• Major injuries• Possible broken bone

Urgent Care Center or Free Standing ER

KNOWING THE DIFFERENCE CAN SAVE YOU MONEY

Urgent Care Centers & Free Standing Emergency Rooms (ER) can be hard to tell apart. Free standing ERs often look 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