

# Determining What Level of Care is Best for Your Needs

## A Guide to Care Options



### Primary Care

Call your primary care provider first.



The primary care office is your first line of defense for medical care. Your current provider and care team have records of your health history, medications and current needs, and often are best suited to handle non-urgent medical care. However, if your primary care team is unavailable or it is after hours, understanding your other options is important.

### Urgent Care



Urgent Care facilities are for common health problems that need to be treated soon and cannot wait until the primary care clinic has an appointment available.

Urgent Care is a good solution for minor illnesses and injuries. Although every situation is different, you typically will experience shorter wait times and lower costs at an urgent care facility versus the emergency department.

Please see the back of this page for common conditions that can be seen at an Urgent Care facility.



### Emergency Department



Emergency Departments are for serious, life-threatening conditions that need to be treated immediately!

Please see the back of this page for common conditions that can be seen in an Emergency Department.

**CALL 9-1-1**

If you find yourself in a life-threatening situation and need assistance, please call 9-1-1.

**Trying to decide where to go? Know your options before you need them.**

Talk to your primary care provider about your personal conditions and when you should seek urgent or emergent care.

Conditions that should be considered:

- High fevers
- Persistent vomiting
- Shortness of breath
- Blood sugar changes
- \_\_\_\_\_

My primary care provider is: \_\_\_\_\_ and the number to call is: \_\_\_\_\_.

In the event of an illness or injury, knowing where to go can be a big decision. Especially if your primary care provider is not available. The chart below walks you through common conditions and where you should consider going for your care.

If you experience...	Primary Care Provider \$	Urgent Care Clinic \$\$	Emergency Department \$\$\$
Animal or insect bites	X	X	
Back pain or stiff neck	X	X	
Burning with urination	X	X	
Chest pressure			X
Cuts requiring stitches	X	X	
Dehydration	X	X	
Difficulty speaking, sudden dizziness or numbness in the face, arm or leg			X
Ear or sinus pain	X	X	
Eye swelling, irritation, redness or pain	X	X	
Fractures with bones showing			X
Gunshot wounds			X
Lethargic or hard to wake			X
Loss of consciousness			X
Severe asthma			X
Severe allergic reactions			X
Minor fevers	X	X	
Minor headaches	X	X	
Nausea, vomiting, diarrhea	X	X	
Rashes, minor burns	X	X	
Severe abdominal or pelvic pain			X
Severe burn			X
Severe difficulty breathing or shortness of breath			X
Sore throat	X	X	
Sprains, strains	X	X	
Sudden, severe headache or loss of vision			X
Stab wounds			X
Turning blue or pale			X

For a complete list of urgent care and emergency department locations, visit [bryanhealth.org/connect](http://bryanhealth.org/connect)