




Know Before You Go -

# Urgent Care vs. Emergency Room



 <b>URGENT CARE CENTER</b>	 <b>EMERGENCY ROOM</b>
Cold, flu, or fever	Chest pain
Strains, sprains, or breaks	Abdominal pain
Infections	Stroke
Mild burns	Severe head injury
Allergies	Major trauma

**71%** of emergency department visits are unnecessary or could have been avoided.<sup>1</sup>



**LOWER**  
 copay applies<sup>2</sup>



**HIGHER**  
 copay applies<sup>2</sup>



You will usually be seen in under  
**20** minutes



Average length of time spent in the ER nationwide<sup>3</sup>  
**2** hours **15** minutes



EXTENDED HOURS  
**OPEN**  
 WEEKENDS



Open  
**24/7**

If you have a life-threatening illness or injury, go to the ER or call 911 right away.

1 2013 study completed by Truven Health Analytics <https://truvenhealth.com/news-and-events/press-releases/detail/prid/113/study-finds-most-emergency-room-visits-made-by-privately-insured-patients-avoidable>

2 Savings may vary depending on plan benefits and treatment you receive.

3 American College of Emergency Physicians, Emergency Department Wait Times, Crowding and Access Fact Sheet, [http://newsroom.acep.org/fact\\_sheets?item=29937](http://newsroom.acep.org/fact_sheets?item=29937)

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ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-352-2583 (TTY: 1-800-955-8770). 88660-0217