

# When to Use the ER...

## And when other options are better!

You should always call 911 or go to the emergency room (ER) if you have an urgent, life-threatening injury or illness such as severe bleeding, prolonged vomiting, trouble breathing or chest pain. However, going to the ER for non-emergency situations can cost you unnecessary time and money. But there are alternatives, and a Personal Health Advocate can help guide you to the right options for care in non-emergency situations.



### In an Emergency situation

- Call 911
- Go to the nearest emergency room

### In a NON-emergency situation

- **Call your doctor.** Your primary care doctor is a valuable resource who can determine if emergency care is needed. If you don't currently have a doctor, call us and we will help locate one that's right for you!
- **Visit an in-network urgent care center.** They quickly and more affordably treat sprains, cuts and breaks, colds, fevers and other non-life threatening conditions.
- **Manage your health.** If you or a family member goes to the ER often for a chronic condition such as asthma or diabetes, you may need more extensive care to help you manage your condition.

### How Health Advocate can help

- Find a provider who is right for you, or one who offers after-hours care
- Schedule an appointment to get you in right away
- Locate an in-network urgent care clinic closest to your location
- Find specialists and arrange for second opinions
- Prepare you for doctor visits and explain treatment recommendations
- Explain your coverage and address any insurance issues
- Research treatments and medications

**Remember...** Your Personal Health Advocate can address a full range of clinical and insurance-related issues. Eligible employees, their spouses, dependent children, parents and parents-in-law can all use this valuable benefit. Just call or email [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com).

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