

Did you know that 71% of Emergency Department Visits Are Avoidable?

This guide will help you choose a high-quality care option that best meets your health needs.

Your Doctor

Your first choice for non-emergent care

Average Costs: \$\$

Ages: All

Hours: Monday-Friday, 9am to 5pm
(Hours vary by practice, extended hours offered by some)

Examples of Health Issues:

Routine care: regular physicals, prescription refills, immunizations and health screenings

Common illnesses: colds, flu, ear pain, sore throat, minor headaches fever, rashes, urinary tract infections, behavior/school concerns

Chronic conditions: diabetes, high blood pressure, thyroid issues, high cholesterol, depression, asthma

Minor injuries: sprains, back pain, cuts and burns, suspected broken bones or eye injuries

Patient Advisory Line

Health care through the telephone

Average Cost: No cost

Ages: All

Hours: 24/7

Phone: 800.724.7037

Assistance with:

- Addressing non-life threatening symptoms
- Instructions on first aid and home/self-care
- Advice on the time and place to get care

eVisits

Using your smartphone or computer

Average Cost: \$

Ages: All

Hours: Monday-Sunday, 8am to 8pm

Examples of Health Issues:

Acne, allergies, cold, cold sores, constipation, diarrhea, pink eye, urinary tract infection, flu, yeast infection, irritable bowel syndrome

To Start an eVisit:

- Go to mybswhealth.org or download the mybswhealth app
- Register and answer a few questions about your symptoms
- Within 1 hour you will get a diagnosis and recommended treatment (next day for interviews submitted outside of 8am and 8pm CST)
- A prescription will be sent to the pharmacy of your choice if needed. To be eligible for an eVisit you must have seen a Scott & White doctor within the past 12 months

Walk-in Clinics

Same-day appointment when your doctor is closed

Average Cost: \$

Ages: 18 mos. and up (varies by location)

Hours: 7 days/week with extended hours (hours vary by location)

Walk-In Clinics Include:

- Minute Clinic inside CVS

Examples of Health Issues:

Common illnesses: colds, flu, earache, sore throat, minor headache, fever, allergies, rashes or hives

Minor injuries: sprains, back pain, minor cuts and burns, minor eye injuries

Others: ear or sinus pain, cough or upper respiratory symptoms and pain, asthma, pediatric illnesses, urinary tract infections

Urgent Care

Not a true emergency, but needs immediate attention

Average Costs: \$\$\$

Ages: All

Hours: Extended hours (vary by location)

Examples of Health Issues:

Common illnesses: Migraines, serious headaches, urinary tract infections

Minor injuries: sprains, back pain, minor cuts that may need stitches, minor eye injuries, minor burns, animal bites

Any minor emergency

Emergency Room

Life-threatening conditions

Hospital	Stand Alone
Average Cost:	Average Cost:
\$\$\$\$	\$\$\$\$\$\$

Ages: All

Hours: 24/7

Examples of Health Issues:

- **Any condition you believe to be life-threatening**
- Chest pain, stroke, sudden dizziness, sudden blurred vision, weakness or loss of coordination/balance, or numbness in face or arms
- Difficulty breathing/shortness of breath
- Severe abdominal pain, coughing or vomiting blood
- Deep cuts or wounds, bleeding that won't stop or amputation of limbs
- Severe burns
- Severe head injuries with loss of consciousness or new seizures
- Uncontrolled fevers
- Pregnancy over 20 weeks, including labor, fluid leakage, decreased fetal movement
- Poisoning, overdoses and suicidal behavior
- Smoke or chemical inhalation

Need help finding a doctor, urgent care, walk-in clinic or emergency room near you?

Call HealthAccess Center at 1.844.279.7589 or visit our website at www.thequalityalliance.com