

# 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

<b>Hospital</b>	<b>Stand Alone</b>
<b>Average Cost:</b>	<b>Average Cost:</b>
\$\$\$\$	\$\$\$\$\$\$

**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](http://www.thequalityalliance.com)**