

# 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

**Nurse Care Manager/Navigator**  
Health care through the telephone

**Average Cost: No cost**

**Ages:** All  
**Hours:** Monday-Friday, 7am to 6pm  
Saturday-Sunday, 9am to 9pm  
**Phone:** 844.279.7589

**Assistance with:**

- Finding a place to get care
- Locating a Provider or Specialist within the BSWQA Network
- Making an appointment with your doctor
- Speaking to a Nurse Care Manager

**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  
Check with your insurance carrier to see if eVisits are an available option for you.

**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 Target, Minute Clinic inside CVS, Healthcare Clinic inside Walgreens, Convenient Care inside Tom Thumb  
**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 ER</b> <b>Average Cost:</b> \$\$\$\$	<b>Stand Alone ER</b> <b>Average Cost:</b> \$\$\$\$\$\$
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**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 **844.279.7589** or visit our website at **www.thequalityalliance.com**