

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

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