

Deciding where to go.

➤ Know your ER alternatives before you need them!

If you experience...	You should probably go to...					
	Telehealth	Your personal physician's office	Retail health clinic	Urgent care center	Emergency room	
Animal bites				✗	<ul style="list-style-type: none"> • Any life-threatening or disabling condition • Sudden or unexplained loss of consciousness • Chest pain, numbness in face, arm or leg; difficulty speaking • Severe shortness of breath • High fever with stiff neck, mental confusion or difficulty breathing • Coughing up or vomiting blood • Cut or wound that won't stop bleeding • Major injuries • Possible broken bones 	
Stitches				✗		
X-rays				✗		
Back pain	✗	✗		✗		
Mild asthma	✗	✗		✗		
Minor headaches	✗	✗		✗		
Sprains, strains	✗	✗		✗		
Nausea, vomiting, diarrhea	✗	✗		✗		
Bumps, cuts, scrapes	✗	✗	✗	✗		
Burning with urination	✗	✗	✗	✗		
Coughs, sore throat	✗	✗	✗	✗		
Ear or sinus pain	✗	✗	✗	✗		
Eye swelling, irritation, redness or pain	✗	✗	✗	✗		
Minor allergic reactions	✗	✗	✗	✗		
Minor fevers, colds	✗	✗	✗	✗		
Rashes, minor burns	✗	✗	✗	✗		
Vaccinations		✗	✗	✗		
Who usually provides care?	Choice of trusted, U.S. board-certified doctors	Primary care doctor	Physician assistant or nurse practitioner	Internal medicine, family practice, pediatric and ER doctors		ER doctors and nurses
Typical cost	\$	\$\$	\$\$	\$\$\$		\$\$\$\$\$

Telehealth and each medical center or clinic may have different services available. Be sure to ask before receiving services.