




Where to Go When You Need Care Now

When you need healthcare, it's always good to know where to turn.

But sometimes, it isn't easy knowing whether to see your doctor, visit an urgent care center or go to the emergency room.

This grid will help you know which type of care to get when you need it. Be sure to fill in information in the blank spaces below and keep this grid handy for when you need to look at it. Remember to bring your SCAN Health Plan® member ID card with you wherever you seek care. Copays may vary depending on which service you use.

	DOCTOR'S OFFICE	URGENT CARE CENTER	EMERGENCY ROOM
Where to Go 	See your primary care doctor for non-emergency, non-urgent care for things like: <ul style="list-style-type: none"> • Routine and follow-up care • Chronic conditions • Anything that can wait for a scheduled appointment 	Urgent care centers are for when it's not an emergency but you can't get in to see your regular doctor quickly. Some examples are: <ul style="list-style-type: none"> • Urinary tract infections • Shortness of breath • Flu symptoms Urgent care can provide many of the same services as your doctor's office, like lab work and X-rays.	Emergency care visits are for any medical situation that cannot wait, like: <ul style="list-style-type: none"> • Chest pain or stroke symptoms • A broken bone • Sudden and severe pain If you're experiencing a medical emergency and/or cannot get yourself to a hospital, call 911 immediately.
Contact and Hours 	My doctor's office phone number: _____ Office hours: _____	Closest urgent care center my doctor works with: _____ Hours (usually open 24 hours a day): _____	Closest hospital emergency room: _____ Open 24 hours a day. If you're experiencing a medical emergency and/or cannot get yourself to a hospital, call 911 immediately.
What to Know Before You Go 	Call your doctor to schedule an appointment and describe your symptoms. Your doctor may tell you to go to an urgent care center or an emergency room or urgent care if your issue is more serious. Make a list of questions you have for your doctor and a list of medications you are taking. If needed, bring a friend or family member with you. Follow all of the care directions your doctor gives you.	Call your doctor first to describe your symptoms—he or she may be able to see you that day. He or she can also tell you if urgent care is the right option. If you are not able to drive yourself, ask someone else to drive you or check to see if your SCAN plan includes a transportation benefit. After you're finished at the urgent care center, call your doctor's office to update them on your condition, any prescriptions that were ordered for you and instructions you were given.	Call 911 or have someone drive you to the closest emergency room right away. If you're able, call your emergency contact and let him or her know what is happening or ask someone to do this for you. If you're able, call your doctor's office to let them know what's happened and to see if they need to give you any follow-up care or ask someone to do this for you.