

When to Use Urgent Care or Emergency Room Care



Community Care Alliance of Illinois wants you to be ready when a sudden illness or injury strikes and your Primary Care Provider (PCP) is not available. These are times you will need to make quick choices about where to get medical care.

What Are Your Options?

EMERGENCY ROOM	URGENT CARE
These are just a few of the conditions that are medical emergencies	Require medical attention, but are not life threatening and may include:
A Condition that is life or limb threatening	Condition is not life threatening
Chest pain	Symptom onset is gradual
Facial drooping	Earache
Sudden shortness of breath or difficulty breathing	Sore Throat
Head or eye injury	Cold and flu
Sudden numbness or weakness in arm or leg	Mild asthma
Uncontrolled bleeding or severe cut	Urinary tract infection
Coughing or vomiting blood	Rash without fever
High fever	Small cut(s) and bleeding has stopped
Rash with fever	Insect bite – unless it is difficult to breathe, then call 911
Fainting or loss of consciousness	Sexually transmitted diseases (STDs)
Severe burns	Joint sprains
Sudden onset of a seizure	Vomiting or diarrhea
Severe pain in abdomen or back	Chronic problems for diabetes and high blood pressure
Sudden change in mental status	
Broken bones that break the skin or need to be reset	
Vaginal bleeding with pregnancy	
Poisoning	
Suicidal Feelings	



Emergency Services are for sudden and serious injuries or illnesses.



Urgent care allows you to see a doctor without an appointment. Use an urgent care center for medical problems that require a doctors attention but are not serious enough for the emergency room.

When Should You Call 911?

- Shortness of breath or difficult breathing
- Sudden chest pain, pain in the arm or jaw, sudden weakness or dizziness
- Sudden numbness, slurred speech, severe headache, weakness on one side of the face or limbs and/or loss of consciousness
- Life or limb threatening injury

When Should I See My Primary Care Provider?

Your PCP office is the best place to go for situations that do not require immediate attention. Your PCP has your records, knows your health history, and can help determine which type of care is best for you. Use the PCP office for issues that can wait until the next day, or after the weekend. Some examples of when you would see your PCP are listed below.

1. Immunizations
2. Wellness check ups
3. Important health visits: Mammogram, Pap Smear, Prostate Screening, Colonoscopy, Pelvic Exam, Breast Exam
4. Follow up visits for chronic conditions such as diabetes, high blood pressure, congestive heart failure
5. Prenatal visits
6. Smoking cessation classes, wellness classes, group sessions
7. Medication renewal
8. Physical exam
9. Blood work

For more information on emergency care vs. urgent care:

- 1. Call Enrollee Services at 866-871-2305**
- 2. Call our 24/7 Nurse Line at 855-265-7285**
- 3. Talk to your PCP**