Where to go for care when you need help.

Your symptoms or condition determine your best setting for care.

	Telemedicine	Doctor's Office	Urgent/Express Care	Emergency Room (ER)
When and where to visit	Convenient, at-home care for minor illnesses and behavioral health care	Sick visits, checkups, and care for chronic conditions	Urgent, but not life-threatening	Serious, life-threatening, or involving severe pain
Symptoms/ conditions	Cold, flu, and other minor illnesses that don't require an office visit	Cold/sinus symptoms, stomach problems, high blood pressure, other chronic conditions	Headaches/ migraines, asthma/ breathing conditions, flu, urinary tract infection	Difficulty breathing, uncontrolled bleeding, chest pain, severe injury stroke symptoms*
Estimated cost by comparison	Lowest	Lower	Moderate	Highest
Hours of operation	24/7 (behavioral health care must be scheduled)	Business hours (generally)	Mornings, evenings, and weekends	24/7

If you believe you are having a medical emergency and you need immediate treatment, **go directly to any hospital emergency room or call 911.**

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* Numbness or weakness in your face, arm, or leg, especially on one side. Confusion or trouble understanding other people. Difficulty speaking. Trouble seeing with one or both eyes.

Source: Vorvick, L. J, Sieve, D.,& Conaway, B. (2019). When to use the emergency room-adult. Retrieved from: https://medlineplus.gov/ency/patientinstructions/000593.htm.

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