

Did you know that many trips to the emergency room could be avoided?

42% of patients needed care within 12 hours but **could have safely been treated by their primary care doctor**

24% of patients did not need care within 12 hours and **could have gone to their primary care doctor instead**

6% of patients needed care within 12 hours but **could have avoided an ER visit with appropriate care before the situation became an emergency**

Less than 30% of patients had an emergent need that required treatment in an ER setting

*Truven Health Analytics

When you need care right away but it's not serious or life threatening, you have options.

1st Choice

Primary Care Doctor

Your best option – even if it's after hours

- Treatment of urgent and long-term health needs
- Appointments for urgent visits
- Available by phone 24/7 for guidance
- Average out-of-pocket cost \$10 - \$50*

2nd Choice

Urgent Care Center

Next best option – if your doctor's not available

- Treatment of urgent needs
- Drop in appointments
- Many open nights and weekends – some 24/7
- Average out-of-pocket cost \$50 - \$75*

**Actual costs will vary depending on your health plan specifications such as copayment, deductible, and coinsurance amounts that may apply. Contact your health plan for benefit details and cost of care.*

Not sure what to do?
Your doctor's office can help guide you to the appropriate care option.

Why save the ER for emergencies?

- Short-term fix for health and medication needs
- No record of your medical history
- Long wait times for non-emergent cases
- Average out-of-pocket cost \$150 - \$750 and up*

If you have a life or limb threatening medical emergency, call 911 or go to the nearest hospital-based ER.

Need additional guidance? The PHP Care Coordination Team can help.

720.612.6700, option 2 | Monday – Friday | 8 am – 5 pm

