



Call Your Doctor

Have you ever been sick or injured to the point where you thought you needed to go to the emergency room, or have you been uncertain if your pain or illness is a medical emergency?

Calling your doctor should be the first thing you do if you're unsure.

Your doctor may instruct you to go to the nearest urgent-care center for treatment.

Doctor's Name: _____

Doctor's Phone #: _____

Doctor's Address: _____

As a Priority Partner member, you also have access to our nurse chat lines 24 hours a day, 7 days a week, to speak with a nurse about your illness or injury!



Nurse Chat

Call this FREE nurse chat line before you go to the emergency room. 1-877-839-5414 #380

Available 24 hours a day, 7 days a week!



{ Did you know? Priority Partners members have secure, online access to their health information... 24 hours a day, 7 days a week! **}**

1-800-654-9728 • www.ppmco.org



Is This an Emergency?
What should I do?



🔗 When to See Your Doctor

If you have a problem that is not a medical emergency, or if you are not sure, you should call your doctor to discuss the problem. Depending on the situation, your doctor may decide to see you right away or may schedule an appointment for another day.

You should visit your doctor for the following:

- Sprains and strains
- Minor cuts and burns
- Colds and coughs
- Fever
- Rashes or minor swelling
- Check-ups and vaccinations

If you need immediate care after normal business hours, you should still call your doctor. Your doctor's answering service will give you specific instructions on what actions to take. You may need to see you and will make those arrangements, or you may be referred to an urgent care center for treatment.

🔗 When to Use Urgent Care

Urgent care centers mainly treat injuries or illnesses that are not serious enough to require an ER visit. Most urgent care centers are open 365 days a year; call ahead for hours of operation.

Examples of non-emergency situations include:

- Back pain
- Headache
- Earache
- Minor illnesses
- Fever
- Minor injuries
- Sore throat
- Frequent urination
- Flu and colds

🔗 When To Go to the ER

Only If you are experiencing a medical emergency, you should go to the nearest hospital emergency room or call 911 for an ambulance.

Some examples of a medical emergency are:

- Trouble breathing; shortness of breath
- Chest pain
- Symptoms of stroke, including dizziness, weakness on one side, slurred speech
- Uncontrollable bleeding
- Sudden or severe pain
- Severe vomiting
- Poisoning
- Seizure
- Broken bones
- Serious accidents that occur in a vehicle
- Head or neck injury
- Drug overdose
- Allergic reaction
- Bleeding during pregnancy