



the right care

When to go to the Emergency Room

You may be surprised to learn the ER isn't always the best choice for fast relief
Here are the top reasons to call 9-1-1 or go to the ER:

- › Strong chest pain
- › A headache that doesn't stop
- › Severe breathing problems
- › Numbness on one side or loss of movement
- › Sudden loss of vision or difficulty speaking
- › Seizures or loss of consciousness
- › Broken bone or severe cut or burn
- › Strong stomach ache, diarrhea or vomiting that won't stop
- › Possible poisoning or drug overdose
- › Fever higher than 100.3 in an infant under 3 months old

ERs treat the sickest patients first. Other patients may wait for hours. For less serious problems, your primary care provider (PCP) or an urgent care could get you the right care — right on time.



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NOT SURE IT'S AN EMERGENCY?

- › Call your PCP. If it's after regular business hours, someone will call you back.
- › Call our 24/7 Nurseline at **1-800-262-2873**.

For non-emergencies they may suggest home care remedies or over-the-counter medicine.

Your Other Care Options

YOUR PRIMARY CARE PROVIDER (PCP)

ADVANTAGE

They know you and your medical history best.

See them for routine, non-emergency care — checkups, colds, flu, minor injuries.

Many PCPs have walk-in appointments available for regular patients and are open late some days or weekends.

They'll always have someone on call to get back with their patients after hours.

URGENT CARE CENTER

ADVANTAGE

You don't need an appointment.
You can often get care quicker than at your PCP or the ER.

See them for quick, non-emergency care.

You can visit an urgent care center for anything you'd ask your PCP to treat.



ER Myth Busters

The ER is the best place to start getting a diagnosis for a health problem.

Not unless the symptoms are severe or life-threatening.

Your best option is your PCP. They can order tests or send you or your child to a specialist. If you're looking for a second opinion, you can ask for a referral to another doctor.

I'll get better care in the ER.

Not always.

Your PCP knows you or your child and can make decisions based on your medical history. Urgent care centers have doctors and staff ready to handle most care — or send you to the ER.



We're here for you.

Monday – Friday, 8 a.m. to 6 p.m., ET

CUSTOMER SERVICE

- › BlueCare **1-800-468-9698**
- › TennCare*Select* **1-800-263-5479**
- › CoverKids **1-888-325-8386**
- › TRS: Dial **711** ask for **1-888-418-0008**

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YOU HAVE A MEMBER CARE TEAM

Call us for support and information from nurses and other trained staff. It's free — whether you have a health issue or just want help stay staying healthy. You can join or leave the program at any time.



Do you need help with your health care, talking with us, or reading what we send you? If so, call us for free at:

BlueCare **1-800-468-9698**,
TennCare *Select* **1-800-263-5479**, or
CoverKids **1-888-325-8386**
(TRS: **711** ask for **888-418-0008**)



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Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare **1-800-468-9698**, TennCare *Select* **1-800-263-5479**, CoverKids **1-888-325-8386**, (TRS: **711**: **1-888-418-0008**).

یەدروک :Kurdish

ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دەخزێتە بەر دەستتان. پەیوەندی بکەن بە ژمارە (TRS: **711**: **1-888-418-0008**) **1-888-325-8386** CoverKids **1-800-263-5479** TennCare *Select* **1-800-468-9698** BlueCare