What do you do when you need care right away, but it’s not an emergency?

When you’re not feeling well, the last thing you want to do is sit and wait for hours in the emergency room (ER). Aside from the long wait, going to the ER can cost you more than you might pay if you could get care from somewhere else quickly.

So what other options do you have other than going to the ER?

First call your primary care doctor

Your primary care doctor is like a homeroom teacher. With UC SHIP, your primary care doctor will be located at the Student Health Services on campus and he or she is the doctor you will see for most of your care. When you call your primary care doctor, he or she will ask you to go in for an appointment or tell you to go to the ER. Your doctor may even be able to give you advice over the phone, see you if it’s later in the day or a weekend or suggest you go to a retail health clinic or urgent care center.

But if your doctor is unavailable you can choose an option below. It often takes less time than the ER and costs about the same as a doctor visit. Plus, most are open outside of class hours.

Choose a care option that could save time and money

Below are other options you can check out. Not all types of care and facilities are available in all areas.

Retail health clinic — This is a clinic staffed by health care experts who give basic health care services to “walk-in” patients. Most often it is in a major pharmacy or retail store.

Student Health Services — Student Health Services is your first source of care. With little or no copay, they handle all primary care and some specialty services.

Urgent care center — This is a group of doctors who treat conditions that should be looked at right away but aren’t as bad as emergencies. These centers can often do X-rays, lab tests and stitches.

Pick a care facility and call before you go

Questions you should ask:

- What are your hours?
- Tell them what has happened (for example, “I fell off my bike or scooter” or “I twisted my ankle”). Then ask if they can give you the services you might need.
- Are you a network provider?

Average copay

<table>
<thead>
<tr>
<th></th>
<th>ER visit</th>
<th>Retail health clinic, Student Health Services, Urgent care center</th>
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<tbody>
<tr>
<td>$150 – $300</td>
<td>$35 – $55*</td>
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*Average health plan copays, your actual cost may vary depending on your plan. Refer to your benefits for your exact cost. For many members, deductibles and coinsurance may apply, which can make an even greater difference in the cost between an emergency room and alternate site of care.

When to use the ER

Always call 911 or go to the ER if you think you could put your health at serious risk by delaying care.

Why not be prepared now?

You can learn more at anthem.com/ca for:

- Urgent care that's not an emergency — Go to anthem.com/ca/findurgentcare. You can even take a quiz to learn how to save time and money.
- ER alternatives — Go to anthem.com/ca and select Find Urgent Care. Choose Search for Urgent Care and enter the information to find a facility near you.

Where to get care when you need it now

See the other side for examples of when to go to the ER and when to consider other options.
### Deciding where to go

<table>
<thead>
<tr>
<th>Who usually provides care</th>
<th>Sprains, strains</th>
<th>X-rays</th>
<th>Stitches</th>
<th>Mild asthma</th>
<th>Minor headaches</th>
<th>Back pain</th>
<th>Nausea, vomiting, diarrhea</th>
<th>Minor allergic reactions</th>
<th>Coughs, sore throat</th>
<th>Bumps, cuts, scrapes</th>
<th>Rashes, minor burns</th>
<th>Minor fevers, colds</th>
<th>Ear or sinus pain</th>
<th>Burning with urination or pain</th>
<th>Eye swelling, irritation, redness or pain</th>
<th>Vaccinations</th>
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<tbody>
<tr>
<td>Retail health clinic</td>
<td>Physician assistant or nurse practitioner</td>
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<tr>
<td>Student Health Services</td>
<td>Family practice doctor</td>
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<tr>
<td>Urgent care center</td>
<td>Internal medicine, family practice, pediatric and ER doctors</td>
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### When to go to the ER

<table>
<thead>
<tr>
<th>Some examples of ER medical emergencies are:</th>
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<tbody>
<tr>
<td>Any life-threatening or disabling condition</td>
<td>Severe shortness of breath</td>
<td>Cut or wound that won’t stop bleeding</td>
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<tr>
<td>Sudden or unexplained loss of consciousness</td>
<td>High fever with stiff neck, mental confusion or difficulty breathing</td>
<td>Major injuries</td>
</tr>
<tr>
<td>Chest pain; numbness in the face, arm or leg; difficulty speaking</td>
<td>Coughing up or vomiting blood</td>
<td>Possible broken bones</td>
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Options have different services and copays. Call and ask before you go.

### 24/7 NurseLine

If you’re not sure where to go for care and your doctor is not available, you can also call 24/7 NurseLine at the phone number listed on your ID card. You can call 24 hours a day, seven days a week. A registered nurse can help you answer the following types of questions:
- Can the problem be treated at home?
- Do I need to see my doctor?
- Should I head straight to the emergency room?

Making the right call can help you avoid extra worry and expense.