

# KNOW BEFORE YOU GO



## A guide for where you can go when you need medical care in Texas.

In Texas, there are many “freestanding” emergency room (ER) locations. Because these ERs are not inside hospitals, they may look like urgent care centers. When you receive care at an ER, you’re billed at a much higher cost than at other health care facilities.

**Texas law requires that all “freestanding” emergency rooms post a sign inside their facility identifying themselves as an ER.**

**Emergency room (ER):** For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life threatening, call 911 or go to the nearest emergency room.

### Conditions treated\*

- › Sudden numbness, weakness
- › Uncontrolled bleeding
- › Seizure or loss of consciousness
- › Shortness of breath
- › Chest pain
- › Head injury/major trauma
- › Blurry or loss of vision
- › Severe cuts or burns
- › Overdose

### Your cost and time

- › Highest cost
- › No appointment needed

COST AND TIME IS GREATER

**Urgent care center:** For conditions that aren’t life threatening. Staffed by nurses and doctors and usually have extended hours.

### Conditions treated\*

- › Minor cuts, sprains, burns, rashes
- › Fever and flu symptoms
- › Headaches
- › Chronic lower back pain
- › Joint pain
- › Minor respiratory symptoms
- › Urinary tract infections

### Your cost and time

- › Costs lower than ER
- › No appointment needed
- › Wait times vary

**Convenience care clinic:** Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.

**Conditions treated\***

- › Common cold/flu
- › Rashes or skin conditions
- › Sore throat, earache, sinus pain
- › Minor cuts or burns
- › Pregnancy testing
- › Vaccines

**Your cost and time**

- › Same or lower than doctor's office
- › No appointment needed
- › Wait times vary, but can be about 15 minutes or less

**Doctor's office:** The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.

**Conditions treated\***

- › General health issues
- › Preventive care
- › Routine checkups
- › Immunizations and screenings

**Your cost and time**

- › May charge copay/coinsurance and/or deductible
- › Usually need appointment
- › Short wait times

COST AND TIME IS LOWER

## KNOW BEFORE YOU GO. WE CAN HELP.

Looking for an urgent care center? Not sure if it's an ER?



Call the number on the back of your Cigna ID card.



Go to [myCigna.com](http://myCigna.com)



Download the myCigna App.\*\*



\*List is not all-inclusive.

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