

Skip the ER

When it's not an emergency, patients can get quick care with these options



When patients need care right away and their doctor isn't available, the emergency room (ER) might be their first choice. As you know, many ER visits are unnecessary. ERs aren't the best choice in every situation, especially when patients can save about \$1,100 by going somewhere else when it's not an emergency.^{1,2} And, they probably won't have to wait as long.

Here's what your patients can do when they need care fast



Step 1: Call the primary care doctor or 24/7 NurseLine

Doctors can help patients decide where to get care whether it's a visit to his or her office, going to the ER or somewhere else. If the doctor isn't available, patients can call the 24/7 NurseLine at the number on the back of their ID card to help decide what to do.



Step 2: If it's not an emergency, choosing one of these options can save time and money

Depending on the need, there are choices:

- Retail health clinic — Usually in a major pharmacy or retail store where you can get basic health care services from a health care professional.
- Walk-in doctor's office — No appointment is needed for routine care and common illnesses.
- Urgent care center — For conditions that need care right away, such as stitches, lab tests or X-rays.
- LiveHealth Online — Have a video visit in minutes with a board certified doctor 24/7 using their smartphone, tablet or computer with a webcam. No appointment is needed. They would just go to livehealthonline.com or download the free app to register and get started.

These options are more convenient than the ER. They're often open at night and on weekends, so they don't have to wait to get treated.








When to head to the ER

When patients think it's a true emergency, they should call 911 or go to the nearest ER.

Remember

When patients go to the ER when it's NOT an emergency, they could be responsible for the full cost of treatment.

Where to get care quickly

	Estimated average cost ²	When to go
Emergency Room 	For non-emergencies: \$1,404	<ul style="list-style-type: none"> ○ Coughing up or vomiting blood ○ Symptoms feel life-threatening or disabling ○ Chest pain or severe shortness of breath ○ Major injury or broken bones ○ Sudden or unexplained loss of consciousness ○ Severe pain that cannot be controlled ○ If you're pregnant and having labor pain
Retail Health Clinic 	\$72	<ul style="list-style-type: none"> ○ Allergic reactions (minor) ○ Bumps, cuts, scrapes, rashes ○ Burning with urination ○ Burns (minor) ○ Cold, cough and sore throat ○ Sinus pain and fever (minor) ○ Eye or ear pain or irritation ○ Shots
Walk-in Doctor's Office 	\$124	Same as retail health clinic plus... <ul style="list-style-type: none"> ○ Asthma (mild) ○ Back pain ○ Nausea or diarrhea ○ Headache (minor)
Urgent Care Center 	\$143	Same as walk-in doctor's office plus... <ul style="list-style-type: none"> ○ Animal bites ○ Sprains and strains ○ Stitches ○ X-rays
LiveHealth Online (Board Certified Doctors) 	\$49 or less	<ul style="list-style-type: none"> ○ Allergic reactions (minor) ○ Headache (minor) ○ Nausea or diarrhea ○ Cold, cough and sore throat ○ Sinus pain and fever (minor) ○ Eye or ear pain or irritation ○ Burning with urination



Need care fast?

Rather than waiting at the ER, patients can save time by going to one of the quick care options shown above.



Be prepared

- Help patients get the right care. Whether that's finding the right doctor, specialist, therapist or something else altogether. Patients can use the Find a Doctor tool at anthem.com or call the Member Services number on the back of their ID card, and we'll guide them somewhere that's part of their plan.
- Finding care near whenever they need it. Patients can download the Anthem Anywhere app to find an urgent care center, retail health clinic or walk-in doctor's office quickly and get driving directions. They just need to search for "Anthem Anywhere" in the App Store[®] or Google Play[™].



Money-saving tip

Encourage patients to visit doctors and hospitals that are in plan. If they don't, they will often pay much more out of pocket for care.

¹ If you get care from a health professional or facility that is not in your health plan, you may have much higher out-of-pocket costs.

² National averages of the total cost, not what members paid based on Anthem members' paid claims from January 1, 2016 through December 31, 2016.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem.

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