

# When is it an Emergency?

## Urgent Care, Emergency Care

### *Which one, when?*

Accidents happen. Understanding what choices you have and creating a personal emergency care plan are the keys to getting the most appropriate treatment, in the best setting, with the least hassle.

**Knowing when to go to an urgent care center or an emergency room can save you time, money and stress.**

## Levels of Care

1

### **LEVEL 1 - Self-Care**

*Use a home remedy or first-aid kit, or get help from family members.*

Examples: bee sting; minor cut; upset stomach; head cold

2

### **LEVEL 2 - Doctor**

*Have your doctor's phone numbers on hand.*

Examples: fever; non-life-threatening illnesses; vomiting; skin rash; diarrhea; dehydration

3

### **LEVEL 3 - Urgent Care Center**

*Know where they are located.*

Examples (if your doctor is unavailable): ear infection; bronchitis; allergic reaction; sprain or suspected fracture; general wound care

4

### **LEVEL 4 - Emergency Room**

*Know how to get there fast.*

Examples: reasonable belief that your condition is life threatening; sudden, sharp abdominal pain; uncontrolled bleeding; complicated fracture

5

### **LEVEL 5 - Ambulance**

*Call 911.*

Examples: chest pain; difficulty breathing; suspected heart attack or stroke; extended loss of consciousness

To find a listing of Urgent Care Centers look in your AvMed Provider Directory, call AvMed's Member Services or go to AvMed's Web Site at **www.avmed.org**. At the Web site, select "Urgent Care Centers" to the right of the home page.

## Important Phone Numbers

- Member Services: Call the number listed on your AvMed ID card.
- TTY assistance is available: (TTY 711)  
In Miami 1-305-671-4948      All other areas 1-877-442-8633
- AvMed's Nurse On Call: 1-888-866-5432, 24 hours a day, 7 days a week.



**Embrace better health.**