

# ER, Urgent Care, or HiDoc® ... Where Should I Go?



When you need to speak to a doctor and are unable to see your primary care physician, it can be difficult to decide where to go. Use the chart below to help decide which service best meets your needs.

## Emergency Room

Emergency rooms can handle trauma, x-rays, surgical procedures, and other life-threatening situations. Visit the ER when you experience any of the following:

- Allergic reactions
- Broken bones
- Chest pain
- Constant vomiting
- Continuous bleeding
- Severe shortness of breath
- Deep wounds
- Weakness or pain in a leg or arm
- Head injuries
- Unconsciousness

### How much will I have to pay?

Your out-of-pocket cost will depend on various factors such as the care you receive, what's covered by your plan, and the ER's charges.

### How can I find an ER?

If you have a true emergency, call 911 immediately or go to your nearest emergency room. ERs are found at most hospitals and are typically open 24/7. Visit [hwmg.org](http://hwmg.org) to search our online directory for a participating hospital.



Source: Cigna.com

## Urgent Care Center

Most urgent care centers have doctors and nurses equipped to handle non-life threatening situations typically treated at your doctor's office. A true urgent care center will also have x-ray and lab services onsite. Visit an urgent care center when you experience any of the following:

- Flu and cold
- Coughs and sore throat
- High fevers
- Vomiting, diarrhea, stomach pain
- Cuts and severe scrapes
- Broken bones
- Minor injuries and burns
- Sports injuries

### How much will I have to pay?

Your out-of-pocket cost will depend on various factors such as the care you receive, what's covered by your plan, and the urgent care center's charges.

### How can I find an urgent care center?

Most urgent care centers are open late and on weekends and holidays. Visit [hwmg.org](http://hwmg.org) to search our online directory for a participating urgent care center.



## HiDoc®

HiDoc® is HWMG's free telemedicine service, which enables you to see a doctor online or by phone for non-emergent medical situations whether you're at home or traveling. You may also access HiDoc® for prescription medications or urgent refills when your primary physician is unavailable. Commonly treated conditions include:

- Flu and cold
- Coughs and sore throat
- Vomiting and diarrhea
- Allergies
- Ear, eye or skin issues
- High blood pressure
- Urinary tract infection
- Mental health concerns

### How much will I have to pay?

There is **no** out-of-pocket cost for a HiDoc® consultation.

### How can I use HiDoc®?

Consultations by phone or video are available 24/7. To schedule an appointment, call **(888) 838-8075**, visit [hidoonline.com](http://hidoonline.com) or [hwmg.org/telemedicine](http://hwmg.org/telemedicine), or use the MDLIVE mobile app.

