When to use...
Emergency Care vs. Urgent Care

EMERGENCY CARE

A medical emergency is when a person is hurt very badly or could die if not seen right away. Go to the nearest emergency room (ER) or call 911 if you have a medical emergency or any of the following symptoms.

- **Non-responsive or no pulse**
- **Knife or gunshot wound (or severe bleeding)**
- **Broken bones**
- **Chest pain or severe breathing problems**
- **Heart attack**
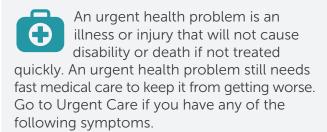- **Throwing up or coughing up blood**
- **Stroke**
- **Confusion or hallucinations**

● You should also *call your Primary Care Provider (PCP)* within 24 hours after you go to the ER. Your PCP will make sure you get the *follow-up care* you need.

URGENT CARE

An urgent health problem is an illness or injury that will not cause disability or death if not treated quickly. An urgent health problem still needs fast medical care to keep it from getting worse. Go to Urgent Care if you have any of the following symptoms.

- **Ear infection**
- **Allergic reaction (non-life threatening)**
- **Cough, cold or sore throat**
- **Fever higher than 100 degrees**
- **Sprains**
- **Minor burns**
- **Rashes**

● You can *call MeridianComplete* at **1-855-580-1689** (TTY users should call **711**), **Monday — Sunday, 8 a.m. — 8 p.m.**, or visit **www.mhplan.com** for *help finding an Urgent Care* near you.

WHY CHOOSE URGENT CARE OVER THE ER?

Get the care you need faster
The average ER has a wait time of over 2 hours.
Most Urgent Care centers see patients within 15-45 minutes.

More locations near you
There are about 4,874 ERs in the U.S. There are over 9,300 Urgent Care centers in the U.S.

meridiancomplete
A WellCare Company

MeridianComplete is a health plan that contracts with both Medicare and Illinois Medicaid to provide benefits of both programs to enrollees.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-855-580-1689** (TTY: **711)**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-580-1689** (TTY: **711**).