Where to Go for Care

Deciding where the best place to get care can be hard, especially when you or a loved one is not well. Columbia Pacific CCO has created the following guidelines to help you decide if you should go to your primary care provider (PCP), an urgent care, or the emergency department.

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|  | **Primary Care**  **(Your Doctor)** | **Urgent Care** | **Emergency Department** |
| **What is it?** | Checkups, visits to maintain chronic conditions, or visits for low-urgency problems. | Medical issues such as minor injuries or severe infections which need attention but are less likely to lead to loss of life. | Emergencies are serious medical problems that need immediate care to prevent loss of life or more injury to yourself, your child or your unborn child. |
| **How quickly care is needed?** | It can wait longer than 2 days | Same day or sometime in the next couple of days | Immediately |
| **Examples** | Common cold  Constipation Diaper rash Back pain Toothache  Severe infections  Sprains | You can’t get in to see your PCP for a same day or ASAP appointment | Trouble breathing Bleeding that won't stop Chest pain  Possible heart attack Loss of consciousness Broken bones |
| **What should I do or not do?** | **Call your PCP.** Do not go to the Emergency Department. | **Call your PCP's office first.** If your provider is unavailable, ask to speak to the on-call or after-hours provider. They will either make an appointment or they will tell you what your next steps should be. | Call 911 and take an ambulance, or go directly to the nearest hospital. You do not need permission, and it will be covered. |