

# Where Should I Be Treated?

When you or someone in your family needs treatment, making the right decision as to where to go will save you valuable time and less frustration.

Emergency Departments, Urgent Care Clinics and Primary Care Offices are set up to care for your needs differently. Here are examples of where to go for various symptoms and treatment.



## Urgent Care

Choose an urgent care clinic for treatment of injuries and illnesses that are not life threatening, but still need immediate attention, such as:

- +** **Upper respiratory problems**  
sore throat, earache, sinus symptoms
- +** **Allergic reactions** non-life threatening
- +** **Minor skin infections and rashes**
- +** **Minor burns**
- +** **Insect bites, minor animal or human bites**
- +** **Urinary tract infections**
- +** **Minor lacerations, contusions, abrasions**

*You should always try to set up an appointment with your primary care physician before accessing urgent care.*

## Primary Care Physician

A primary care office handles patients on a scheduled basis. You need to call ahead to make an appointment.

Prescription refills for medicines you take on a continual basis are handled by your primary care provider.

Your provider may request an annual or bi-annual checkup in order to review your health status.

- +** **All of the above plus:**
  - +** Well child checkups
  - +** Preventive care
  - +** Physicals
  - +** Medication refills
  - +** Persistent cold symptoms
  - +** Sinus infections
  - +** Sprains
  - +** Ear infections
  - +** Rash or skin infection
  - +** Routine immunizations
  - +** Wart removals
  - +** Pap smears
  - +** Flu symptoms
  - +** Pinkeye

## Emergency Care

Do not hesitate to go to the ER or call 9-1-1 if you or a loved one experiences any of the following:

- +** **Chest pain or any symptoms of a heart attack**, including severe chest pain, sweating and shortness of breath. Heart attack symptoms can vary from one person to the next.
- +** **Symptoms of a stroke** including sudden dizziness, weakness, loss of coordination, balance or vision problems.
- +** **Loss of consciousness** (with or without head injury)
- +** **Abdominal pain** (sudden or severe)
- +** **Head pain** (sudden or severe)
- +** **Poisoning**
- +** **Head injuries**
- +** **Choking**
- +** **Open fractures**
- +** **Severe lacerations (cuts)**
- +** **Injuries as a result of a car accident**
- +** **Fever in the elderly or young children**
- +** **Foreign body in eye**

## Helpful Resources:



**Poison Control**  
Poison help 24/7  
FREE of charge  
800-222-1222



**UnityPoint Health**

*Be prepared to present an insurance card and/or current medical card at each visit.*

[unitypoint.org](http://unitypoint.org)

St. Luke's  
UnityPoint Clinic  
UnityPoint at Home