



COMMUNITY HEALTH PLAN
of Washington™

The power of community

Emergency room, urgent care, telehealth: Where do I go?

When you have a medical issue, you can get care in many ways. Find out which one is right for your needs.

Urgent Care

Non-emergency care

Some examples of when you might go to urgent care:

- Your child wakes up in the middle of the night with a fever or vomiting
- You have an issue you want to see your primary care doctor about, but they're not available
- Sprains and strains
- Stomachache
- Small cuts that might need stitches

24 hours a day, 7 days a week

Hospital/Emergency Room

Serious injuries or life-threatening symptoms

Some examples of issues that need emergency care are:

- Severe burns
- Auto accidents
- Suicide attempts
- Shortness of breath
- Chest pain
- Severe stomach pain
- Bleeding that won't stop

24 hours a day, 7 days a week





Primary Care Provider

Non-emergency care

Some examples of when to visit your primary care provider:

- For routine care, like checkups and immunizations
- Managing a chronic illness
- If you need a referral to see a specialist
- With problems like mild allergies or a cold

Hours vary, and may not include nights or weekends



Virtual Care

Non-emergency care by phone or video call

CHPW offers virtual care; your primary care doctor may offer it too

Some examples of health issues that can be addressed with virtual care:

- Cold and flu
- Sore throat
- Stomachache
- Pink eye
- Allergies
- Rash
- Prescription refills

24 hours a day, 7 days a week



Nurse Advice Line

Non-emergency care by phone

General Health, childcare, or substance abuse questions

Advice on what further care you need based on your symptoms

*Call 24 hours a day, 7 days a week at **1-866-418-2920** (TTY: Dial 711)*

To find the right doctor for your health needs, visit: chpw.org/find-a-doctor/



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