

# Primary Care, Urgent Care, or Emergency Room?

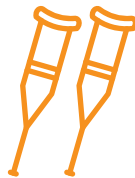
Know Before You Go!



## Primary care

Your main doctor for your health needs when it is not an emergency.

- Yearly checkups
- General health concerns
- Long-term conditions (like diabetes, allergies, or high blood pressure)
- Medicine refills
- Health screenings
- Vaccines
- Changes in weight



## Urgent care

Minor injury or illness that needs to be treated right away.

- Upper respiratory illnesses, like COVID-19, flu, and RSV
- Sprains or strains
- Sinus, sore throat, or ear pain
- Coughing
- Fever
- Earache
- Stomach pain, diarrhea and vomiting
- Pain or burning when using the bathroom
- Rashes and insect bites
- Stitches and care for minor cuts, burns, and accidents (like broken bones)

You can go to urgent care without making an appointment. To find an in-network urgent care near you, call Member Services at 1-888-756-0004 (TTY 1-866-428-7588) anytime, or visit [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) and click **Members** at the top, then click **Find a Provider**.



## Emergency room

For serious health problems that could cause death if you don't get care quickly.

- Blacking out
- High fever that does not get better with medicine
- Bad injury, especially to the head or neck
- Seizures
- Severe burns
- Heavy bleeding
- Bad allergic reaction (face swelling and trouble breathing)
- Severe chest pain or pressure
- Confusion, trouble waking up, abnormal behavior
- Trouble breathing
- Suddenly not able to feel an arm or leg
- Suddenly unable to move or speak
- Thoughts of harming self or others

If you need care but are not sure if it is an emergency, call the AmeriHealth Caritas Louisiana 24-hour Nurse Call Line:  
**1-888-632-0009**

## Out of town?

If you or a family member gets sick and needs medical care when out of town, call Member Services at 1-888-756-0004 anytime for assistance.

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You can have this information in other languages and formats at no charge to you. You can also have this interpreted over the phone in any language. Call Member Services 24 hours a day, seven days a week, at **1-888-756-0004 (TTY 1-866-428-7588)**.

Usted puede tener esta información en otros idiomas y formatos sin costo alguno para usted. También puede recibir la interpretación por teléfono en cualquier idioma. Llame a Servicios al Miembro al **1-888-756-0004 (TTY 1-866-428-7588)** las 24 horas del día, los siete días de la semana.

Quý vị có thể có thông tin này bằng các ngôn ngữ và định dạng khác miễn phí. Quý vị cũng có thể yêu cầu thông dịch thông tin này ra bất kỳ ngôn ngữ nào qua điện thoại. Xin gọi ban Dịch vụ Hội viên phục vụ 24 giờ/ngày, 7 ngày/tuần, theo số **1-888-756-0004 (TTY 1-866-428-7588)**.

For the full nondiscrimination notice, go to **[www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com)**.

