

EMERGENCY ROOM: Determining when to use this option?

Emergency rooms are only for medical conditions that involve severe pain or symptoms that you believe can put your health or life at risk. **Some** things included in this category would be chest pain, problems breathing, choking, poisoning, broken bones, bleeding that won't stop, animal bites, or allergic reactions.

If you are not sure whether to go to the ER, the following steps may be helpful:

Step 1: Call your doctor for advice. He/she can advise if it is something that should be seen immediately or can wait until the office opens in the morning.

Step 2: Most insurance companies as well as Indiana Medicaid plans have 24 hour nurse lines, staffed by Registered Nurses. They can provide advice on home treatments or if you should go to the Emergency Room.

Numbers for Medicaid 24-hour nurse lines:

Anthem Medicaid: 1 866 800 8780

MHS: 1 877 647 4848

Medwise: 1 800 356 1204, ext 3

Urgent care centers are places to seek care when you need medical care within 24 hours. Calling your doctor or the 24-hour nurse line first may save you a trip.

It is important that you see your Primary Medical Provider, your main doctor, for all of your health care needs. He/she should be your "medical home", providing for your family's entire care.