

# Health Literacy Education on Emergency Room Visits, Urgent Care and Virtual Visits

*Presented by Marea Filmer*



# Emergency Room Visits

- The emergency room is one of the most expensive possible places to be seen for medical care
- Most ER's are designed to treat life or death emergencies like car accidents, gun shot wounds, and heart attacks
- ER's are overcrowded and have long wait times
- Many still use the ER for non-emergency visits because
  - they are always open
  - they don't turn patients away



# When should I go to the Emergency room?

- Chest pain or heart attack
- Convulsions or seizures
- Difficulty breathing
- Loss of limb or severe broken bone
- Moderate to severe burns
- Severe abdominal pain
- Severe bleeding
- Serious head, back, or neck injury
- Unconsciousness



# What if my symptoms don't warrant an ER visit?

## Urgent Care

- Walk-in clinic
- Focuses on caring for patients who need care right away but are not having a life-threatening emergency
- Offers extended hours
- Conditions that can be treated
  - Accidents and falls
  - Mild to moderate asthma
  - Cuts and abrasions that don't involve much blood but might need stitches
  - Back problems
  - Insect and animal bites
  - Sprains, fractures, and broken bones



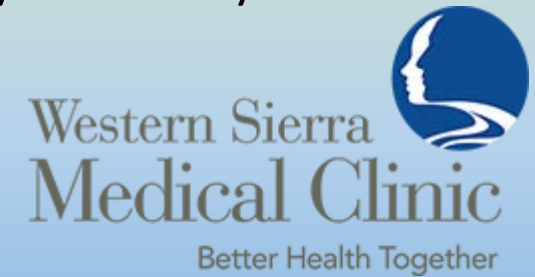
# Urgent Care in Nevada County

## Yuba Docs

- 8 AM – 6PM Weekdays
- 9 AM – 4 PM Weekends & Holidays

## Western Sierra Medical Clinic

- 8AM – 5PM Monday – Saturday



# Urgent Care in Placer County ....plus many more

## Med 7 Roseville

8 AM – 7PM Daily  
701 Sunrise Avenue  
(916) 772-6337



## Sutter Urgent Care Auburn

1 PM – 8:30 PM Mon – Fri  
10 AM – 5:30 PM Weekends & Holidays  
11795 Education Street, Suite 201  
(530) 889-7470



# What are my other options?

## Virtual Visit

- Telemedicine services gives you access by phone or videoconference available 24/7 anytime, anywhere.
- Low cost alternative to an urgent care or emergency room visit
  - ER visit \$1,700
  - Doctor's visit \$140
- Board-certified doctor can diagnose your condition and even write a prescription
- Reduces travel time and related stresses for the patient
- Comfort of your own home
- As good or better through virtual care
- Prevents unnecessary hospitalizations or ER visits
- May also be used for your dependents
  - If under 18, adult must be present during virtual visit appointment



# Common conditions virtual visits can treat

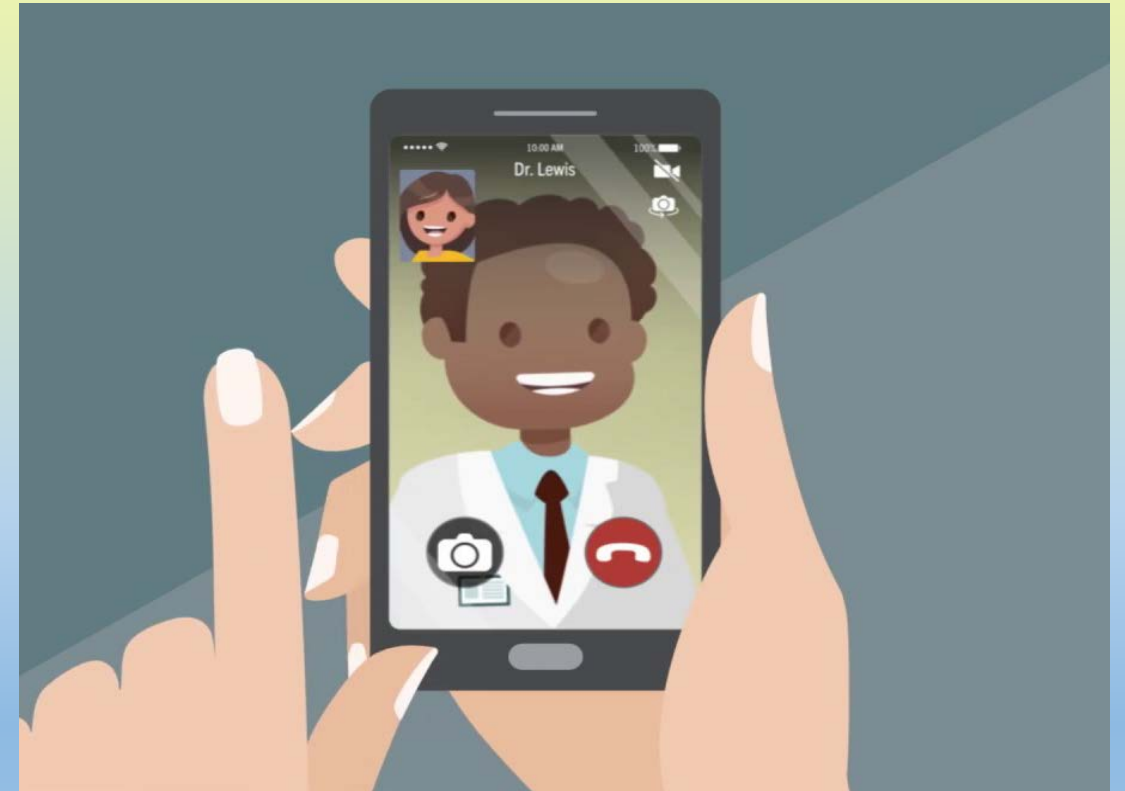
- Cold and flu symptoms
- Allergies
- Asthma
- Bronchitis
- Diarrhea
- Ear infections
- Fever
- Headache
- Infections
- Insect bites
- Joint aches
- Pink eye
- Rashes
- Respiratory infections
- Sinus infections
- Sore throat
- Urinary tract infections





# When should I use a virtual visit?

- Instead of going to the emergency room or an urgent care center for a non-emergency issue
- During or after normal business hours, nights, weekends and even holidays
- If your primary care doctor is not available
- If traveling and in need of non-emergency medical care



# Virtual visits....know before you show

- Set up your account and complete your medical history before you need services
- Signing up is free and you only pay per consult
- Available on your mobile device, tablet or computer
- Must have a reliable internet connection



# How to register for a virtual visit

## BLUE SHIELD:

Web: <https://member.teladoc.com/bsc>

Mobile: Teladoc app

Phone: 1-800-Teladoc (835-2362)

Contact: [membersupport@teladoc.com](mailto:membersupport@teladoc.com)

or Facebook.com/Teladoc

HMO - \$5 per consultation

HDHP - \$40 per consultation

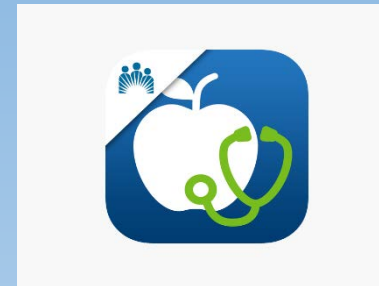


## KAISER:

Web: <https://mydoctor.kaiserpermanente.org/ncal/videovisit/#/>

Mobile: My Doctor Online app

Contact: [ncalmobile@kp.org](mailto:ncalmobile@kp.org)



# How to register for a virtual visit cont.

## SUTTER HEALTH PLUS:

Web: <https://mho.sutterhealth.org/>

Mobile: Sutter My Health Online app

Phone: 1-800-972-5547

No more than \$49

Available daily from 8:00 a.m. – 8:00 p.m.

Holiday hours 8:00 a.m. – 2:00 p.m.

## WESTERN HEALTH ADVANTAGE:

Nurse 24/7 access to a nurse advise

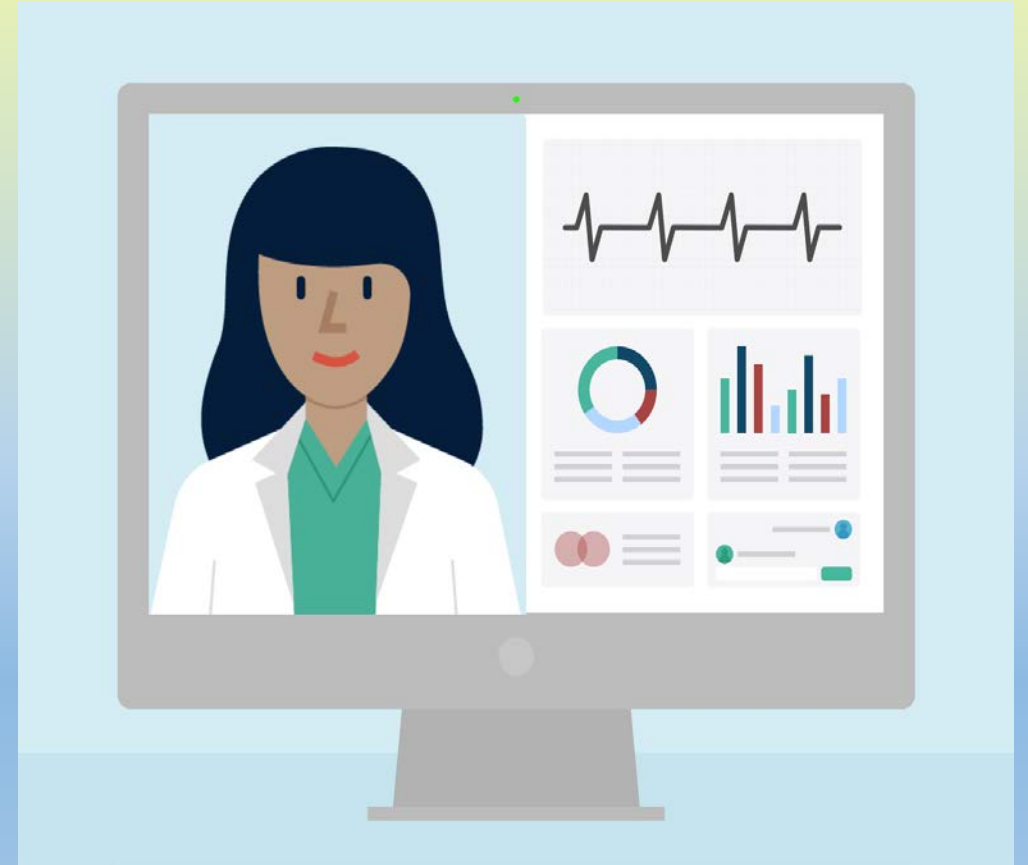
Web: <https://www.westernhealth.com/health-and-wellness/secure/health-living/nurse24/>

Phone: 1-877-793-3655 or use chat feature



# What if I don't have medical insurance through SIG?

- Most insurance companies offer virtual visits
- Check your medical insurance card
- Log-on to your medical provider's website
- Call the 1-800 number and inquire about virtual visits



Download your virtual visit app today

