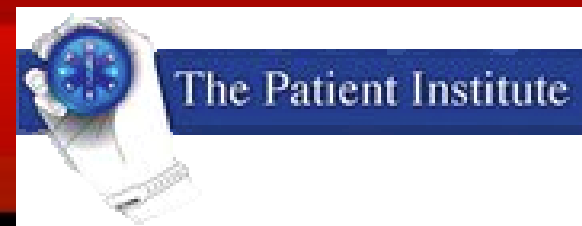




Emergency Room or Urgent Care? A Caregiver's Decision



Presenters



Linda Ratner, RN

Owner and CEO of Impact Urgent
Care



Evan Ratner, MD

Owner, Medical Director of Impact
Urgent Care

What the ER offers

- Complete radiology services including CT Scan, MRI, Ultrasound
- Complete laboratory services
- Access to specialty services including Surgery, Cardiology, Critical Care, Hospitalists, Labor and Delivery, and specialty services such as Psychiatry
- Higher costs per patient to have all the above available

Emergency

What Urgent Care Offers

- **It Depends ! Not all Urgent Care facilities are the same.** Urgent Care can serve an important role in the community by reducing the load on the emergency department and on primary practitioners in a cost effective, convenient setting
- Generally Urgent Care offers
- Limited Radiology – Plain X-Rays



Continue...

What Urgent Care Offers

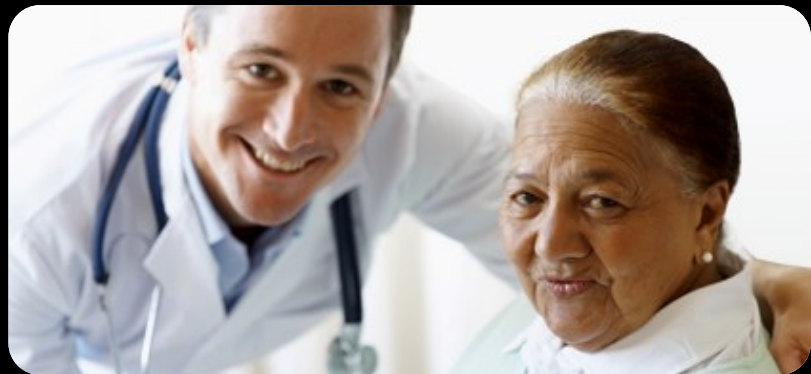
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- Limited, but Common Laboratory
- Procedures that do not require an operating room
- Convenient Location
- Convenient Hours and Access



Why Use Urgent Care at All?

- Dramatically Shorter Wait Times
- Dramatically Less Expensive
- Calmer, Pleasant Environment

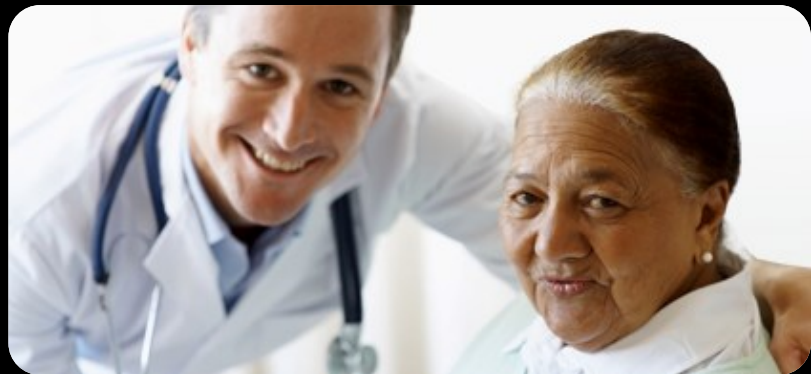


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Why Use Urgent Care at All?

(continued)

- More Personalized Setting
- More Continuity of Care, Stable Group of Providers



Examples of Recommended ER Visits

- Suspected New Onset Stroke
- Cardiac Arrest
- Severe Traumatic head Injury
- Severe Traumatic Injuries
- Any Condition Believed to Require Urgent Surgery
- Septic Shock / Overwhelming Infection



Examples of Recommended Urgent Care Visits

- Injuries that do not require EMS, including broken bones, lacerations, dislocated joints, bruises, sprains, and strains
- Upper Respiratory Infections including asthma, bronchitis, strep throat, walking pneumonia, sinusitis, ear infections, and tonsillitis



Continue...

Examples of Recommended Urgent Care Visits *(continued)*

- Environmental Complaints such as allergic reactions, burns, dehydration, insect bites, skin infections and boils
- Uncomplicated Chest Pain



Continue...

Examples of Recommended Urgent Care Visits *(continued)*

- Exacerbation of Chronic Pain such as migraine headaches and intermittent back pain
- Urinary Tract Infections
- Immunizations including tetanus, meningitis, flu



Continue...

Examples of Recommended Urgent Care Visits *(continued)*

- Special Services vary per facility such as Concussion Management, travel medicine, immigration exams, weight loss, smoking cessation

All Urgent Care is Not the Same!

- Are you seen by a Physician, or Nurse Practitioner or PA (Physician Assistant)
- Are the X-Rays taken by an MA (Medical Assistant) or by a licensed Radiology Technician



Continued...

All Urgent Care is Not the Same!

(continued)

- Are the X-Rays reviewed by a Radiologist
- Are the medications administered by an MA or by a Nurse (RN or LVN)
- Is the facility Certified



Continue...

All Urgent Care is Not the Same!

(continued)

- Wide variety of “Urgent Care” practices in Texas with wide extremes of quality
- Staffing models from no physicians on site to experienced Emergency Physicians and Primary Care Physicians
- Very limited, focused scope to very broad
- No or limited lab to moderate complexity labs



Helpful Advice

- Ask your Primary Physician for an Urgent Care recommendation
- Spend a few minutes investigating an Urgent Care Facility that is convenient to you



Continued...

Helpful Advice *(continued)*

- Before you need one, ask about their services, staffing, certification, and hours
- Ask what insurance is accepted

