

# Save time and money

Four hours, seven minutes = the average waiting time at an emergency room\*

One hour or less = the average waiting time at an urgent care center†

Urgent care centers treat patients with conditions that need immediate attention, but are not life-threatening. They're a convenient alternative when your physician is not available to see you. Not only will urgent care centers save you hours of your time, they will also save you money. Your cost for visiting a preferred urgent care center within our network is just a 20% coinsurance. **If you visit an urgent care center that is in the network, you generally will pay less than you would at an ER.**

As a Blue Shield member, you can also call Blue Shield NurseHelp 24/7<sup>SM</sup> at **(877) 304-0504** to speak with a registered nurse anytime, day or night. If you believe you need emergency care, go directly to the nearest emergency room or call 911.

## Urgent care center

- Cough, sore throat, respiratory infections
- Earaches
- Back pain, body aches
- Burning with urination
- Colds, sinus infections, allergies
- Eye irritation, swelling or pain
- Sprains, muscle strains
- Rashes, minor cuts, scrapes, wounds
- Nausea, vomiting, diarrhea
- Animal bites

## Emergency room

- Any life-threatening or disabling condition
- Injury, with loss of consciousness or fainting
- Uncontrolled bleeding
- Sudden numbness of limbs or face, difficulty speaking
- Severe shortness of breath or difficulty breathing
- Sudden, severe chest pain or pressure
- Major injuries, vehicle accidents, stab wounds
- Poisoning
- Sudden, severe abdominal pain
- Vomiting blood

You can now access urgent care services near you at:

### Calexico Health Center

450 E. Birch St.  
Calexico, CA 92231  
(760) 768-6262

### Hours of Operation:

Monday through Friday  
from 7 a.m. to Midnight  
Saturday and Sunday  
from 10 a.m. to 10 p.m.

### Get the latest information on finding a Blue Shield preferred urgent care center

Go to [blueshieldca.com/findaprovider](https://blueshieldca.com/findaprovider). Under "Select a Plan," choose *Blue Shield of CA PPO Network* from the dropdown menu and click on *Set plan*. Then, under the "Provider Types" section, select the "Urgent care centers" checkbox. You can also call Blue Shield customer service at **(888) 235-1760** for assistance.

\* "2010 Emergency Department Pulse Report" from American College of Emergency Physicians and Press Ganey.

† John Hopkins Medicine Health Alerts, November 2009, "Urgent Care or the ER - Which is the Right Choice?"