

Always call 911 or go to the ER if you think you could put your health at serious risk by delaying care.

Which is better for sore throat and cough?

Emergency room (ER) vs Urgent care/retail health clinic



Emergency room



When your throat hurts or you can't stop coughing, where should you go?



Urgent care/retail health clinic

\$150-\$200

Average cost¹ for common conditions

\$20-\$75



You pay:

- Any copay
- Any additional deductible or coinsurance that may apply



You save up to

\$180

2 hours & 15min.²



Average visit time

1 hour³



You save over 1 hour



Enough time to go to the gym

Need to find care nearby?



Online: Go to anthem.com/ca and choose **Find a doctor**. Follow the steps to search for a doctor or health care provider in your plan.



By phone: Call the Member Services number on your ID card for help finding providers in your plan.

¹ Refers to average health plan copays, not the cost for the condition listed. For many members, deductibles and coinsurance may apply.

² American College of Emergency Physicians website: *ER Wait Times, Crowding & Access Fact Sheet* (accessed July 2017); newsroom.acep.org/index.php?s=20301&item=29937.

³ Urgent Care Association of America website: *2016 Benchmarking Report* (accessed July 2017); <http://c.yomdn.com/sites/www.ucaoa.org/resource/resmgr/benchmarking/2016BenchmarkReport.pdf>.

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