

# Making HEALTHY LIVING *Easy*

Summer 2016 Member Newsletter

## CONTENTS:

Welcome to Summer 2016 .....	2
Watch the Heat Index .....	2
Compliance Corner .....	2
Don't Get Bit .....	3
Senior Activities .....	3
Summer Focus on Asthma .....	3
Farmer's Market .....	3
Member Advisory Committee (MAC) Meeting .....	4
Quality Corner .....	4
Taking Your Medication as Directed – Medication Adherence .....	5
Storing Your Medications Safely .....	5
Sample Menus for a 2000 Calorie Food Pattern .....	6-7
Care Management .....	7
Coordination of Benefits .....	7
Emergency Room Visits .....	8

**Disponible  
en español**

## STORING YOUR MEDICATIONS SAFELY

It is important to take care of your medications. Keeping your medications in a safe place can prevent damage, loss or theft. Here are some tips for storing your medications safely:

- Store your medicine in a cool, dry place
- Don't keep your medicine in kitchens and bathrooms because heat and moisture can damage medicine
- Always keep your medicine in its original container
- Ask your doctor or pharmacist if there are specific storage needs for your medication
  - ~ For example, some medications need to be refrigerated
- Do not leave your medicine exposed to heat like near the stove or in your car
- Always store your medicine out of reach and out of sight of children
  - ~ Use a child-proof latch or a lock if needed

Damaged medicine may make you sick. Do not take your medicine if it has changed color, shape, or smell. Do not keep old or expired medicine because it goes bad and can lose its ability to work correctly. If you need to get rid of damaged or expired medicine, don't flush it down the toilet – instead, mix your medicine with something that ruins it, like coffee grounds or kitty litter. Then, put the entire mixture in a sealed plastic bag and into the trash. You can also call your local pharmacy or police department to find out about 'Drug Take Back' programs.

Taking care of your medication can help keep you healthy! If you have questions about your medication, be sure to call your doctor or pharmacist.

Source: <https://www.nlm.nih.gov/medlineplus/ency/patientinstructions/000534.htm>

# SUMMER 2016 RESOURCES

As we enter into another great summer we want to provide our members with a few resources to assure you all have a safe and healthy summer!

## Cooling Assistance

You can get help with your cooling needs from June 15, 2016 to August 15, 2016. To be able to get cooling assistance, you need to meet these requirements:

- 1) Your electric bill must be in your name
- 2) Your household must include one vulnerable individual 60 years or older, disabled or under six years old

You can get an application at your local Department of Social Services.

## Eating Healthy for Summer – For Kids

This summer, the Summer Food Service Program 2016 at the Up Center will provide free meals for kids up to 18 years. Call 211 or 1-866-348-6479.

## Eating Healthy for Summer – For Seniors

- Your local Aging/Meals on Wheels
  - ~ Senior Services Southeastern Virginia: 757-461-9481
  - ~ Peninsula Agency on Aging Inc.: 757-873-0541
- Senior Connections: 1-800-989-2286
- Commodity Supplemental Food Program (CSFP): 804-549-5678
- Foodbank of Southeastern Virginia and the Eastern Shore: 757-627-6599
- FeedMore: 804-521-2500

During the summer months try to take advantage of all the fresh fruits and vegetables in our area!

## WATCH THE HEAT INDEX

We love summer for the warmth and the variety of activities that can be done outdoors. However, we must respect the dangers of summer's heat. Dehydration, heat exhaustion, heat stroke, and sunburn are all real possibilities in the humid summers we have in Virginia. Drinking plenty of water and wearing sunscreen are two steps to preventing illness or injury. Another tip is to pay attention to the heat index each day.

The heat index is a measure of how hot it really feels when humidity is factored in with the air temperature. When moisture levels in the air are high (creating high humidity), your body's cooling system of sweat evaporation no longer functions well. This increases body temperatures and can make for dangerous heat related events. For example, if the actual air temperature is 90 degrees and the humidity is 75%, the heat index would be 109 degrees. The amount of time that you can be outside in 109 degree heat is substantial less than the time that you can be in 90 degree heat. If you have to be outside on days with a high heat index, try to limit activity to early morning and late evening.

It is likely that your local television station will include the heat index in the forecast each summer day. You can always find the heat index online at the National Weather Service and Weather Underground.

## COMPLIANCE CORNER

Compliance concerns such as fraud and abuse are important to Virginia Premier. Please help us reduce fraud in our Medicaid and CompleteCare programs by telling us about any abuses you see. Here are some examples:

- "Doctor shopping" and/or a lot trips to the ER to get controlled drugs
- Falsifying information on a Medicaid application to get benefits
- Loaning or sharing a Virginia Premier or CompleteCare ID card to others for them to get healthcare services or prescriptions
- Forging or altering prescriptions

Please let us know about suspected fraud and abuse by calling the Compliance Helpline at 1-800-620-1438. This line is safe, secure and completely confidential.

Si desea una copia en español, por favor llame al 1-800-727-7536 y oprima la opción número 7. Avísele al representante que desea una copia del boletín de noticias en español. Gracias.

# DON'T GET BIT

Summer brings warm weather, outdoor activities, and unfortunately biting bugs. Ticks, mosquitos, knats, chiggers, and fleas are just a few of the most common warm weather pests that we all want to avoid. These insects can carry malaria, west Nile virus, Lime disease, zika, Rocky Mountain spotted fever and many many more illnesses. While avoiding contact with these bugs may not be completely possible, you can limit the chance of coming in contact with them.

To avoid ticks; don't walk through areas of tall grass or wooded areas. Remove piles of brush or trash from your yard. This attracts rodents that carry ticks. Put a three foot wide barrier of mulch or gravel between wooden areas and your lawn to prevent migration of ticks. To avoid mosquitos; wear long pants and long sleeves if possible and don't hang around areas with lots standing water. The best way to protect you from biting bugs is to use insect repellent. Repellants that use 20-30% DEET will help deter ticks for several hours when applied to skin and clothing. The DEET containing products will also help prevent mosquitos but, so will natural products like oil of lemon eucalyptus. Summer is meant for fun in the sun but remember to protect yourself.

## SENIOR ACTIVITIES

### Senior Centers:

At senior's centers across the state of Virginia, seniors come together to enjoy each other's company and add enrichment to their lives. You'll find a senior center in most communities. Inside, seniors share meals, have exercise areas and often have game or movie nights. Several times a year, group outings are planned. This may include overnight visits to tourists' locations throughout the country or simply going to restaurant a few miles away.

### Religious Centers:

Similar the senior centers; most churches, synagogues, and mosques have groups and events throughout the week. Parishioners can participate in

homebound ministry, exercise classes, join men's or women's group, weekly luncheons, volunteer at food panty or soup kitchen.

### Family Cookbook:

Each family has traditions and meals that they cherish. As generations past, many of these are lost to time. Recording all your family's favorite recipes or holiday traditions to pass down to children or grandchildren could connect the family to their roots for many many years. Simply start by recording all the recipes and events you can remember. Then interview family members on the meals or traditions they cherish.

## SUMMER FOCUS ON ASTHMA

Summer is a time to take a break from school, take a vacation, and have fun. But don't take a break from managing and controlling your asthma!

If you are traveling this summer, make sure you don't forget your asthma medication. Even if you do not use it daily, still bring it along. Also pack your asthma action plan and your doctor's phone number. If you have one, pack your dust-mite proof pillow or pillow case. Avoid tobacco smoke and request a "no-smoking" hotel room.

If you take daily medicines or inhalers for asthma, take your asthma medicines all summer long. Stopping your asthma medicines during the summer may increase your chances of having more asthma symptoms in the fall. So keep taking your asthma medicine as directed by your doctor! Schedule an appointment with your doctor if you have questions about your asthma medicines and symptoms.



## FARMER'S MARKETS

**Did you know that you can use your electronic benefit transfer (EBT) card at farmer's markets!?**

*Here's how:*

1. Find the market manger's information table.
2. They will swipe your EBT card in the amount you request. You will then receive \$1 tokens which can be used throughout the market like cash to buy meat, fruit, vegetables, eggs, baked goods, herbs and more!

You can also ask your local farmer's market if they take part in the Wholesome Wave program. If they do, you have the chance to double your spending power. This program will match the EBT amount spent dollar for dollar. For example, if you use your EBT funds to purchase \$10 worth of food goods, Wholesome Wave will give you an extra \$10 to spend for food goods. Now THAT is savings your body will thank you for!

Si desea una copia en español, por favor llame al 1-800-727-7536 y oprima la opción numero 7. Avísele al representate que desea una copia del boletín de noticias en español. Gracias.



# Member Advisory Committee (MAC) Meeting

You are invited to attend the Virginia Premier Member Advisory Committee (MAC) Meeting

This meeting is a way for you to tell us how you feel about Virginia Premier Health Plan and how we can better serve you.

<b>Wise</b> Sheila Lampkins	<b>July 14, 2016</b> (800) 727-7536	Ext. 55618	<b>11:30am</b>
<b>Tidewater</b> Simone Copes	<b>August 10, 2016</b> (800) 828-7989	Ext. 55573	<b>11:30am</b>
<b>Richmond</b> William Short	<b>August 24, 2016</b> (800) 727-7536	Ext. 55496	<b>11:30am</b>
<b>Danville</b> Audra Spector	<b>September 14, 2016</b> (800) 727-7536	Ext. 55099	<b>11:30am</b>

## QUALITY CORNER

Virginia Premier cares about your health. We work hard to make sure that the quality of care given to you continues to improve. The better the care we offer, the healthier our members. That's why we also work to make the areas where our members live better by working on both national and local public health initiatives. Also, we work towards meeting public health goals.

In the prior year, Virginia Premier accomplished the following Quality HEDIS improvement activities:

Effectiveness of Care	Benchmark	Result	Met/ Exceeded Goal
Appropriate Testing for Children with Pharyngitis	70.0	76.78	Met
Cervical Cancer Screening	63.33	64.96	Met
Childhood Immunization Status (Combo 3)	72.33	72.41	Met
Comprehensive Diabetes Care (overall rate)	57.0	59.47	Met
Antidepressant: Acute Phase	50.0	51.29	Met
Antidepressant: Continuation	34.0	35.89	Met
Follow-up Children Prescribed ADHD Medication: Initiation	47.0	51.41	Exceeded
Follow-up Children Prescribed ADHD Medication: Continuation	64.0	64.5	Exceeded
Prenatal Care & Postpartum Care: Met all Criteria	43.36	57.78	Met
Adult BMI Assessment	78.81	89.62	Met
Adolescent Well Care (AWC 15)	48.51	49.67	Met
Childhood Immunizations (total)	27.59	35.10	Met
Well Child 15 (6+ visits)	62.86	69.32	Met

To learn more about the Quality Program and Initiatives visit our website at [www.vapremier.com](http://www.vapremier.com) and download a full copy of the Quality Program Description or call Member Services.

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# TAKING YOUR MEDICATION AS DIRECTED – MEDICATION ADHERENCE

Taking medication as directed can be difficult. There are many reasons you or your loved ones may not be taking medications as directed:

- Unable to get medication refilled at the pharmacy
- Forgetting when to take the medication
- Worried about side effects
- Unsure of how to take the medication
- Hard time understanding how to use the medication (injections and inhalers)

Not taking your medication as your doctor directed can do more harm, especially if you suffer from a continuing condition like Diabetes, High Blood Pressure, High Cholesterol or other diseases. For example, not keeping your blood pressure in check by taking any prescribed medication regularly can lead to trip to the Emergency Room for heart disease, stroke or kidney failure. (American Heart Association, 2013)

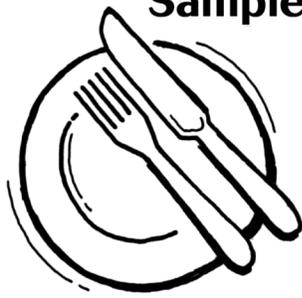
It is always good practice to write down all the medications you take and show it to your doctor or pharmacist at every appointment. If you have questions about your medications, call your doctor or local pharmacist. This will help your trusted healthcare team know your medication schedule. Here are some questions you may want to ask your doctor or pharmacist:

- When is the best time to take my medication?
- How often should I be taking my medication?
- What is the medication to help with?
- What side effects can I expect?
- What do I do if my medication isn't helping?

Making the decision to take your medication as prescribed gives you the best opportunity to manage any condition(s) you may have. Sticking to your medication schedule also helps you take charge of your health.



# Sample Menus for a 2000 Calorie Food Pattern



Use this 7-day menu as a motivational tool to help put a healthy eating pattern into practice, and to identify creative new ideas for healthy meals. Averaged over a week, this menu provides the recommended amounts of key nutrients and foods from each food group. The menus feature a large number of different foods to inspire ideas for adding variety to food choices. They are not intended to be followed day-by-day as a specific prescription for what to eat.

Spices and herbs can be used to taste. Try spices such as chili powder, cinnamon, cumin, curry powder, ginger, nutmeg, mustard, garlic powder, onion powder, or pepper. Try fresh or dried herbs such as basil, parsley, cilantro, chives, dill, mint, oregano, rosemary, thyme, or tarragon. Also try salt-free spice or herb blends.

While this 7-day menu provides the recommended amounts of foods and key nutrients, it does so at a moderate cost. Based on national average food costs, adjusted for inflation to March 2011 prices, the cost of this menu is less than the average amount spent for food, per person, in a 4-person family.

DAY 1	DAY 2	DAY 3
<p><b>BREAKFAST</b> Creamy oatmeal (cooked in milk): ½ cup uncooked oatmeal 1 cup fat-free milk 2 Tbsp raisins 2 tsp brown sugar Beverage: 1 cup orange juice</p> <p><b>LUNCH</b> Taco salad: 2 ounces tortilla chips 2 ounces cooked ground turkey 2 tsp corn/canola oil (to cook turkey) ¼ cup kidney beans* ½ ounce low-fat cheddar cheese ½ cup chopped lettuce ½ cup avocado 1 tsp lime juice (on avocado) 2 Tbsp salsa Beverage: 1 cup water, coffee, or tea**</p> <p><b>DINNER</b> Spinach lasagna roll-ups: 1 cup lasagna noodles (2 oz dry) ½ cup cooked spinach ½ cup ricotta cheese 1 ounce part-skim mozzarella cheese ½ cup tomato sauce* 1 ounce whole wheat roll 1 tsp tub margarine Beverage: 1 cup fat-free milk</p> <p><b>SNACKS</b> 2 Tbsp raisins 1 ounce unsalted almonds</p>	<p><b>BREAKFAST</b> Breakfast burrito: 1 flour tortilla (8" diameter) 1 scrambled egg ½ cup black beans* 2 Tbsp salsa ½ large grapefruit Beverage: 1 cup water, coffee, or tea**</p> <p><b>LUNCH</b> Roast beef sandwich: 1 small whole grain hoagie bun 2 ounces lean roast beef 1 slice part-skim mozzarella cheese 2 slices tomato ¼ cup mushrooms 1 tsp corn/canola oil (to cook mushrooms) 1 tsp mustard Baked potato wedges: 1 cup potato wedges 1 tsp corn/canola oil (to cook potato) 1 Tbsp ketchup Beverage: 1 cup fat-free milk</p> <p><b>DINNER</b> Baked salmon on beet greens: 4 ounce salmon filet 1 tsp olive oil 1 tsp lemon juice ½ cup cooked beet greens (sauteed in 2 tsp corn/canola oil) Quinoa with almonds: ½ cup quinoa ½ ounce slivered almonds Beverage: 1 cup fat-free milk</p> <p><b>SNACKS</b> 1 cup cantaloupe balls</p>	<p><b>BREAKFAST</b> Cold cereal: 1 cup ready-to-eat oat cereal 1 medium banana ½ cup fat-free milk 1 slice whole wheat toast 1 tsp tub margarine Beverage: 1 cup prune juice</p> <p><b>LUNCH</b> Tuna salad sandwich: 2 slices rye bread 2 ounces tuna 1 Tbsp mayonnaise 1 Tbsp chopped celery ½ cup shredded lettuce 1 medium peach Beverage: 1 cup fat-free milk</p> <p><b>DINNER</b> Roasted chicken: 3 ounces cooked chicken breast 1 large sweet potato, roasted ½ cup succotash (limas &amp; corn) 1 tsp tub margarine 1 ounce whole wheat roll 1 tsp tub margarine Beverage: 1 cup water, coffee, or tea**</p> <p><b>SNACKS</b> ¼ cup dried apricots 1 cup flavored yogurt (chocolate)</p>

DAY 4
<p><b>BREAKFAST</b> 1 whole wheat English muffin 1 Tbsp all-fruit preserves 1 hard-cooked egg Beverage: 1 cup water, coffee, or tea**</p> <p><b>LUNCH</b> White bean-vegetable soup: 1 ¼ cup chunky vegetable soup with pasta ½ cup white beans* 6 saltine crackers* ½ cup celery sticks Beverage: 1 cup fat-free milk</p> <p><b>DINNER</b> Rigatoni with meat sauce: 1 cup rigatoni pasta (2 oz dry) 2 ounces cooked ground beef (95% lean) 2 tsp corn/canola oil (to cook beef) ¾ cup tomato sauce* 3 Tbsp grated parmesan cheese Spinach salad: 1 cup raw spinach leaves ½ cup tangerine sections ½ ounce chopped walnuts 4 tsp oil and vinegar dressing Beverage: 1 cup water, coffee, or tea**</p> <p><b>SNACKS</b> 1 cup nonfat fruit yogurt</p>

DAY 5
<p><b>BREAKFAST</b> Cold cereal: 1 cup shredded wheat ½ cup sliced banana ½ cup fat-free milk 1 slice whole wheat toast 2 tsp all-fruit preserves Beverage: 1 cup fat-free chocolate milk</p> <p><b>LUNCH</b> Turkey sandwich 1 whole wheat pita bread (2 oz) 3 ounces roasted turkey, sliced 2 slices tomato ½ cup shredded lettuce 1 tsp mustard 1 Tbsp mayonnaise ½ cup grapes Beverage: 1 cup tomato juice*</p> <p><b>DINNER</b> Steak and potatoes: 4 ounces broiled beef steak ¾ cup mashed potatoes made with milk and 2 tsp tub margarine ½ cup cooked green beans 1 tsp tub margarine 1 tsp honey 1 ounce whole wheat roll 1 tsp tub margarine Frozen yogurt and berries: ½ cup frozen yogurt (chocolate) ¼ cup sliced strawberries Beverage: 1 cup fat-free milk</p> <p><b>SNACKS</b> 1 cup frozen yogurt (chocolate)</p>

DAY 6
<p><b>BREAKFAST</b> French toast: 2 slices whole wheat bread 3 Tbsp fat-free milk and ⅔ egg (in French toast) 2 tsp tub margarine 1 Tbsp pancake syrup ½ large grapefruit Beverage: 1 cup fat-free milk</p> <p><b>LUNCH</b> 3-bean vegetarian chili on baked potato: ¼ cup each cooked kidney beans,* navy beans,* and black beans* ½ cup tomato sauce* ¼ cup chopped onion 2 Tbsp chopped jalapeno peppers 1 tsp corn/canola oil (to cook onion and peppers) ¼ cup cheese sauce 1 large baked potato ½ cup cantaloupe Beverage: 1 cup water, coffee, or tea**</p> <p><b>DINNER</b> Hawaiian pizza 2 slices cheese pizza, thin crust 1 ounce lean ham ¼ cup pineapple ¼ cup mushrooms 1 tsp safflower oil (to cook mushrooms) Green salad: 1 cup mixed salad greens 4 tsp oil and vinegar dressing Beverage: 1 cup fat-free milk</p> <p><b>SNACKS</b> 3 Tbsp hummus 5 whole wheat crackers*</p>

DAY 7
<p><b>BREAKFAST</b> Buckwheat pancakes with berries: 2 large (7") pancakes 1 Tbsp pancake syrup ¼ cup sliced strawberries Beverage: 1 cup orange juice</p> <p><b>LUNCH</b> New England clam chowder: 3 ounces canned clams ½ small potato 2 Tbsp chopped onion 2 Tbsp chopped celery 6 Tbsp evaporated milk ¼ cup fat-free milk 1 slice bacon 1 Tbsp white flour 10 whole wheat crackers* 1 medium orange Beverage: 1 cup fat-free milk</p> <p><b>DINNER</b> Tofu-vegetable stir-fry: 4 ounces firm tofu ¾ cup chopped Chinese cabbage ¼ cup sliced bamboo shoots 2 Tbsp chopped sweet red peppers 2 Tbsp chopped green peppers 1 Tbsp corn/canola oil (to cook stir-fry) 1 cup cooked brown rice (2 ounces raw) Honeydew yogurt cup: ¾ cup honeydew melon ½ cup plain fat-free yogurt Beverage: 1 cup water, coffee, or tea**</p> <p><b>SNACKS</b> 1 large banana spread with 2 Tbsp peanut butter* 1 cup nonfat fruit yogurt</p>

## Notes:

\*Foods that are reduced sodium, low sodium, or no-salt added products. These foods can also be prepared from scratch with no added salt. All other foods are regular commercial products, which contain variable levels of sodium. Average sodium level of the 7-day menu assumes that no salt is added in cooking or at the table.

\*\*Unless indicated, all beverages are unsweetened and without added cream or whitener.

Italicized foods are part of the dish or food that precedes it.



# Sample Menus for a 2000 Calorie Food Pattern (cont'd)

## Average amounts for weekly menu:

Food group	Daily average over 1 week
<b>GRAINS</b>	<b>6.2 oz eq</b>
Whole grains	3.8
Refined grains	2.4
<b>VEGETABLES</b>	<b>2.6 cups</b>
Vegetable subgroups (amount per week)	
Dark green	1.6 cups per week
Red/Orange	5.6
Starchy	5.1
Beans and Peas	1.6
Other Vegetables	4.1
<b>FRUITS</b>	<b>2.1 cups</b>
<b>DAIRY</b>	<b>3.1 cups</b>
<b>PROTEIN FOODS</b>	<b>5.7 oz eq</b>
Seafood	8.8 oz per week
<b>OILS</b>	<b>29 grams</b>
<b>CALORIES FROM ADDED FATS AND SUGARS</b>	<b>245 calories</b>

Nutrient	Daily average over 1 week
Calories	1975
Protein	96 g
Protein	19% kcal
Carbohydrate	275 g
Carbohydrate	56% kcal
Total fat	59 g
Total fat	27% kcal
Saturated fat	13.2 g
Saturated fat	6.0% kcal
Monounsaturated fat	25 g
Polyunsaturated fat	16 g
Linoleic Acid	13 g
Alpha-linolenic Acid	1.8 g
Cholesterol	201 mg
Total dietary fiber	30 g
Potassium	4701 mg
Sodium	1810 mg
Calcium	1436 mg
Magnesium	468 mg
Copper	2.0 mg
Iron	18 mg
Phosphorus	1885 mg
Zinc	14 mg
Thiamin	1.6 mg
Riboflavin	2.5 mg
Niacin Equivalents	24 mg
Vitamin B6	2.4 mg
Vitamin B12	12.3 mcg
Vitamin C	146 mg
Vitamin E	11.8 mg (AT)
Vitamin D	9.1 mcg
Vitamin A	1090 mcg (RAE)
Dietary Folate Equivalents	530 mcg
Choline	386 mg

## CARE MANAGEMENT

Virginia Premier care managers can help you get all of the care you need. A care manager is a registered nurse who will assess your medical needs and help you get access the care you need. They can help you find doctors, get medical equipment and help you take care of your health at home.

Care managers can help you identify health goals, and give you the tools and knowledge you need to meet these goals. They will check in with you from time to time to see how you are doing. You can always call your care manager for help.

## COORDINATION OF BENEFITS

Virginia Premier works hard to help you understand the benefits you have through your health plan. We understand that it can be very confusing when you have to figure these things out on your own. You can call Member Services to help you get a new ID card, change your primary care doctor, and find other doctors. At Virginia Premier we use our own vans to get members to their doctor visits and the pharmacies if set up ahead of time.

We also encourage use of our care managers who can help you create a personal care plan and connect you with others on our team who can assist you including social workers, health educators and disease management.

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## EMERGENCY ROOM VISITS

Whenever an illness or injury happens, you have to make the choice on when and where to get care. You have a few options to think about. You can call our Nurse Advice Line or your doctor. You can also go to your doctor, an urgent care clinic or the ER.

### So how do you make this choice?

If it is not an emergency, (life or death) you can call our Nurse Advice Line. A nurse can help you figure out what to do. You can also call your primary care provider and let them know what's going on. Your doctor can also help you find out what to do.

If your problem is not life threatening but you are worried and can't get to your doctor soon enough, go to an urgent care clinic. At an urgent care clinic, a doctor can run lab work, write prescriptions and perform x-rays. An urgent care center is good for common illnesses like a cold, the flu, earaches, sore throats, migraines, low-grade fevers and limited rashes. They can also treat minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones or minor eye injuries.

If you need to get care fast, call 911 or go to the ER. If you are choking, having trouble breathing or have a head injury, severe burns, chest pain, seizures, heavy bleeding, broken bones, or suicidal thoughts, call 911 or go to the ER right away. These can be life threatening conditions and need to be looked at right away.

A large, illuminated sign with the word "EMERGENCY" in bold, red, 3D block letters with yellow outlines. The sign is mounted on a dark metal frame against a blue sky with light clouds. The building's facade is visible at the bottom corners.

**EMERGENCY**