

## When illness, accidents, and injuries happen, do you know where to go for care?

For most medical problems you should go to your regular health care provider first. You get the best care because they know you and your medical history. But if you are unsure, here are some tips to help you decide. Remember, no matter where you go for care; be sure to bring a list of the current medications you are taking.

### Doctor's Office or Clinic (\$)

The best place to get care is a doctor's office or clinic for common illnesses, minor injuries, and routine health exams. Your doctor can also help you manage your health over time. You should make an appointment with your doctor's office for:

- ✓ Common illnesses such as colds, flu, earaches, sore throats, migraines, fever or rashes
- ✓ Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries
- ✓ Regular physicals, prescription refills, vaccinations, and screenings
- ✓ A health problem where you need advice

*Usually open during regular business hours. May have some extended hours and weekend appointments.*



**Bronson offers its employees and their families telemedicine benefits accessible through Bronson MyChart. This service allows you to access virtual care for acute illnesses such as colds, flu, strep throat, ear infections, allergies, to name a few. To access this service, go to:**

**<https://www.bronsonhealth.com/services/need-care-now>**

### Urgent Care Clinics (\$\$)

When your doctor is not available, urgent care clinics provide attention for non-life threatening medical problems or problems that could become worse if you wait. Urgent care clinics provide walk-in appointments and are often open seven days a week with extended hours. When your regular doctor or health care provider is not available, you should go to an urgent care clinic for:

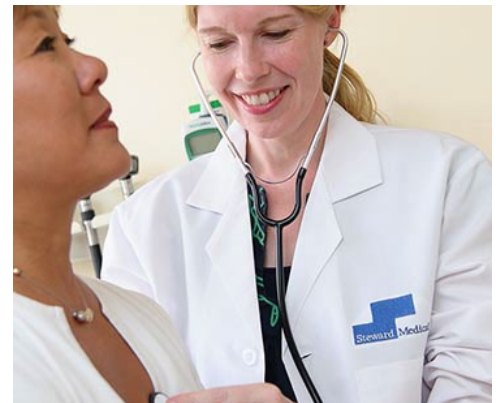
- ✓ Common illnesses such as colds, the flu, ear aches, sore throats, migraines, fever, rashes
- ✓ Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones, or minor eye injuries

*Usually open extended hours into the evening and on weekends. Some urgent care clinics are open 24 hours a day, seven days a week.*

### Hospital Emergency Rooms (\$\$\$)

You should use a hospital emergency room for very serious or life threatening problems. Hospital emergency rooms are not the place to go for common illnesses or minor injuries. If you are experiencing any of the following symptoms, don't wait! Call 911 or get to your nearest hospital emergency room.

- Chest pain
- Severe abdominal pain
- Coughing or vomiting blood
- Severe burns
- Deep cuts or bleeding that won't stop
- Sudden blurred vision
- Difficulty breathing or shortness of breath
- Sudden dizziness, weakness, or loss of coordination or balance
- Numbness in the face, arm, or leg
- Sudden, severe headache (not a migraine)
- Seizures
- High fevers
- Any other condition you believe is life threatening



*Open 24 hours a day, 7 days a week, 365 days a year.*






**For Additional Assistance, Contact:**

**Automated Benefit Services: (844) 501-3466**

**ABS** Automated  
Benefit Services



*Preferred Tier 1 Options for Medical Care*

Care Options	Hours
 <p><b><u>On Demand Video Visit</u></b> See a doctor online using your smartphone, tablet or computer from the comfort of your home for <u>minor illnesses</u> (patients 18 months or older).</p> <p><b>Cost: \$</b></p>	<p>Every day: 7 a.m. - 7 p.m. Holiday hours may vary</p>
 <p><b><u>Scheduled Video Visit</u></b> Established patients can schedule online video visits with your primary care provider or specialist for some conditions.</p> <p><b>Cost: \$ - \$\$</b></p>	<p>Varies</p>
 <p><b><u>FastCare®</u></b> Walk-in care for <u>minor illnesses</u> for patients (18 months or older) in Kalamazoo.</p> <p><b>Cost: \$</b></p>	<p>Every day: 8 a.m. - 8 p.m. Holiday hours: 10 a.m. - 2 p.m. Christmas Eve 8 a.m. - 6 p.m.</p> <p>Closed Christmas day.</p> <p>Registration closed daily between 2-2:30pm for lunch (time may vary)</p>
 <p><b><u>Urgent Care</u></b> Walk-in care for <u>non-life threatening illnesses or injuries</u> in Battle Creek.</p> <p><b>Cost: \$ - \$\$</b></p>	<p>Every day: 8 am - 8 pm Holiday hours may vary</p>
 <p><b><u>Emergency Care</u></b> Walk-in care for <u>serious or life-threatening injuries or illnesses</u>. If you are unable to walk-in, dial 911 for emergency assistance.</p> <p><b>Cost: \$\$\$</b></p>	<p>24/7</p>