



Emergency Room Urgent Care Telemedicine

Which option you should use, when to use it, and why.



Emergency Rooms¹

If you are experiencing chest, arm or jaw pain, loss of consciousness, trouble breathing, unable to speak, see, walk, or move then get to your nearest emergency room immediately, or call 911.

- The New England Health Institute said 56% of emergency room visits were “totally avoidable.”
- On average, emergency room visits are **77% more expensive than urgent care.**

Urgent Care¹

The average cost of an urgent care visit is **\$150 per patient.**

The conditions most commonly associated with Urgent Care centers are:

- Fevers, flu, or cold symptoms
- Ear infections
- Animal or insect bites
- Seasonal allergies
- Bronchitis
- Sprains and broken bones
- Cuts and bleeding that may require stitches
- Vomiting or diarrhea
- Breathing discomfort, such as moderate asthma
- Urinary tract infections
- X-rays and lab tests
- Abdominal pain
- Minor back pain



Telemedicine*

Almost 75% of all doctor, urgent care, and ER visits are either unnecessary¹ or could be handled safely over the phone or by video.

- Telemedicine visits help you skip the wait at Urgent Care and cost 60-70% less² than in-person visits, on average.

The More You
KNOW

The Less You
OWE

* If your employer includes this option in your benefits.
1 “Emergency Room vs. Urgent Care: Differences, Costs & Options.” Debt.org. May 24, 2018. Accessed February 13, 2019. <https://www.debt.org/medical/emergency-room-urgent-care-costs/>.
2 Becker, Scott, and Julie Spitzer. “The Growth of Telehealth and Virtual Care - Reimbursement and More - 8 Thoughts and Issues.” March 02, 2018. Accessed February 14, 2019. <https://www.beckershospitalreview.com/telehealth/the-growth-of-telehealth-and-virtual-care-reimbursement-and-more-8-thoughts-and-issues.html>.