Emergency Room Utilization
The Goal

- Educate employees about appropriate, quality and cost effective care options

- Stress the importance of choosing a primary care physician who knows your medical history and has immediate access to employee health records.

- Increase awareness of ER utilization – why it may not be the most appropriate care facility

- Decrease unnecessary trips to the ER
Did you know?

- ER utilization in the Mid-Atlantic is nearly 21% higher than the national average
- 19% of Americans do not have a primary care physician
- 25% of Americans do not know the difference between an ER and an Urgent Care Center
- 25% of Americans do not know where their nearest Urgent Care Center is located

Source: UnitedHealthcare Opinion Research 2011 Omnibus Survey
Did you know?

- A significant number of health care consumers mistakenly believe that many common medical problems must be treated in the ER:
  - 58% believe abdominal pain must be treated in the ER
  - 28% believe they must go the ER for an ear infection
  - 72% believe a sprain, strain or fracture must be treated in the ER
  - 20% go to the ER to treat cold, fever and flu-like symptoms

Source: UnitedHealthcare Opinion Research 2011 Omnibus Survey
Where should you go for care?

- **Physician Offices** provide routine care and treatment for a current health issue. Your physician knows your history, can access medical records, provide preventive and routine care, manage medications and if necessary refer you to a specialist. Make an appointment with a **primary care physician** for:
  
  - Routine checkups
  - Immunizations
  - Preventive Services
  - Manage your general health
Where should you go for care?

- **Convenience Clinics** are designed to provide fast, appointment-free health care for minor illness and injuries. When you can not see your Primary Care Physician fast enough, **Convenience Clinics** can help with:

  - Common infections (example: strep throat)
  - Minor skin conditions (example: poison ivy)
  - Flu shots
  - Physicals
  - Minor cuts
  - Ear aches
Where should you go for care?

- **Urgent Care Centers** are equipped to handle the same ailments that Convenience Clinics can handle and more. When you may need more care than a Convenience Clinic provides and your Primary Care Physician is not available, **Urgent Care Centers** can help with:
  - Sprains and strains
  - Minor broken bones (example: finger)
  - Minor infections
  - Minor burns
  - X-rays
Where should you go for care?

• **Emergency Rooms** are designed for people with serious health events. Go immediately to the **Emergency Room** for:
  - Heavy bleeding
  - Large open wounds
  - Sudden change in vision
  - Chest pain
  - Sudden weakness or trouble talking
  - Major burns
  - Spinal injuries
  - Severe head injury
  - Difficulty breathing
  - Major broken bones
How do fewer trips to the ER benefit employees?

- Strengthens your relationship with your primary care physician
- Supports employee and employer cost savings by using less expensive, but still appropriate resources

A directory of Primary Care Physicians, Convenience Clinics and Urgent Care Centers is available on myuhc.com
How do fewer trips to the ER benefit employers?

• Helps reduce ER utilization and associated costs
• Helps reduce costs associated with absenteeism and presenteeism
• Identifies chronic conditions more easily
• Encourages higher member satisfaction
Where to find the nearest care center

Click to search for Primary Care Physicians, Convenience Clinics and Urgent Care Centers in your area

My Coverage
- Account Balances
- Benefit Details

Deductible
$300 individual
$600 family

Out-of-Pocket Max
$500 individual
$1,000 family

Find a Doctor

Hello Chris
What would you like to do today?
Questions