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## **Emergency vs. Urgent Care**

### ***To Our New Pueblo Medicine Patients:***

While we'd all like to avoid unexpected medical events, we know they happen every day to hundreds – even thousands – of people in our community. This advisory contains valuable information that will enhance your care during an urgent or emergency medical situation. Please take a few moments to review these procedures because they can expedite your access to urgent care treatment and help you avoid redundant tests and unnecessary costs if you require care in a hospital emergency room or other healthcare facility.

### ***How To Know If You Need Urgent Care Or Emergency Care***

Many patients express confusion over which medical conditions are urgent and which ones require emergency treatment. The following guidelines and examples are designed to help you distinguish between the two.

- **Urgent Care** is treatment for a non-life-threatening illness or injury that won't cause further disability or death if not treated immediately. Urgent problems require professional attention within 24 to 48 hours to prevent them from progressing into a more serious or more painful medical condition. Examples include severe cuts and sprains; strep throat; urinary tract infections; serious abdominal pain; coughs, colds and flu; persistent diarrhea; sinus infections; and earaches.
- **Emergency Care** is immediate treatment required for a sudden, unexpected medical condition or extreme pain that poses an immediate threat to life and limb. Treatment is provided in a hospital emergency room. Examples include passing out or losing consciousness; shortness of breath; chest pain; uncontrolled bleeding; sudden unexplained weakness or loss of feeling in your body (paralysis); severe pain; poisoning; and drug overdoses.

**IF IT IS AN EMERGENCY, CALL 9-1-1 IMMEDIATELY!**



***To Get Prompt Care For Urgent Medical Problems:***

**If you have an urgent problem, please call our office at (520) 290-0300.** During office hours (8am to 5pm, Monday through Friday), a member of our medical team will talk with you to determine if you need to see one of our Physicians or our Nurse Practitioners that day or the next. (We try to have immediate appointments available for urgent care.) After hours, you will be put in touch with our on-call Physician or Nurse Practitioner for assistance.

***If You Require Care in a Hospital Emergency Room:***

**If you are experiencing a life-threatening emergency, you are advised to call 911 immediately.** Emergency conditions require immediate treatment in a hospital emergency room that is equipped with life-saving equipment, surgical facilities and intensive care capabilities. Patients are encouraged to use Tucson Medical Center whenever possible. TMC is the primary hospital for New Pueblo Medicine. If you go to the TMC emergency room or are admitted by a specialist, let the hospital staff know you are a New Pueblo Medicine patient.

***The Enclosed Card Sleeve Can Enhance Your Care in a Medical Emergency***

New Pueblo Medicine created the enclosed card sleeve to hold your medical insurance card. We urge you to carry your card in this sleeve at all times. In a medical emergency or outside care situation, the contact information on this card sleeve will tell healthcare providers how to securely obtain your most current New Pueblo Medicine medical data, lab tests and X-Rays. This valuable information will help in your treatment and avoid the possibility of performing unnecessary and costly procedures. If you would like additional card sleeves for secondary or supplemental health insurance cards, please call us at 290-0300 and we will mail them to you.

***All of us at New Pueblo Medicine are committed to working with you to achieve your optimal health. If you have any questions or would like additional information about urgent care procedures at New Pueblo Medicine, please call us at 290-0300.***



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