

## KNOW WHERE TO GO

Confused about where to go for health care?

**In a life- or limb-threatening emergency, call 9-1-1**

Otherwise...

### 1 Primary Care Clinic

- your regular provider or clinic is the best place to start
- they know you, and have your medical records
- may offer walk-in appointments or help you decide where to go

### 2 Urgent Care Clinic

- walk-in services to treat most non-serious medical conditions: colds, allergies, cuts, sore throats
- often open evenings and weekends, sometimes 24/7
- accept many insurance plans
- lower costs than emergency room (out-of-pocket, cash, and/or insurance co-pays)

### 3 Emergency Room

- life or limb-threatening emergency
- free-standing or hospital emergency rooms available
- must have physician on staff and open 24/7
- higher costs than urgent care (out-of-pocket, cash, and/or insurance co-pays)

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## KNOW WHERE TO GO

**Before**  
you have an emergency or  
after-hours health issue...

Contact your primary care provider/  
clinic to find out:

their hours ♦ if they recommend another  
nearby facility ♦ if they have a 24/7 nurse  
help line you can call for advice

Contact your health insurance  
provider to find out:

which facilities are covered and in your  
network ♦ what co-pays would be ♦ if they  
have a 24/7 nurse help line that you can  
call for advice

Find/visit health facilities in your  
neighborhood to find out:

their hours ♦ the services they offer ♦  
whether they accept your insurance ♦  
their payment policies

Aurora Health Alliance (AHA) is a community-based health alliance that has been working in Aurora, Colorado since 2010. Our mission is to collaboratively improve access to health and create a healthier Aurora with a focus on the most vulnerable and underserved by increasing access, expanding coverage, and building collaboration.

This project supported by a grant from The Colorado Health Foundation.

To learn more, or to join AHA, please go to  
[www.aurorahealthalliance.org](http://www.aurorahealthalliance.org).



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