How to decide when to go to an Urgent Care Center instead of the Emergency Room (ER)

If you need medical attention but it's not too serious or life threatening, you may not want to waste your time and money in an ER. An urgent care center provides quality care like an ER, but can save you hundreds of dollars. You also get shorter average wait times, extended hours and will be seen by an experienced doctor or nurse.

Considering where to go? Consider these savings:

$153  
Average urgent care center cost*

$1,757  
Average hospital ER cost*
What’s wrong?

How to decide where to go.

**Urgent Care Center (non-life-threatening)**

- Earaches and infections
- Minor cuts, sprains and burns
- Fever and flu symptoms
- Cough, cold and sore throat
- Animal bites
- Mild asthma
- Urinary tract infections
- Headaches
- Back and joint pain

Urgent care is not intended to be a substitute for a primary care physician (PCP). You should always consult your PCP for care and treatment recommendations. If you do not have a primary care physician, please access [myCigna.com](http://myCigna.com) to find a primary care physician near you.

**Emergency Room (life-threatening)**

- Sudden numbness or weakness
- Disorientation or difficulty speaking
- Sudden dizziness or loss of coordination
- Seizure or loss of consciousness
- Shortness of breath or severe asthma attack
- Head injury/major trauma
- Blurry or loss of vision
- Severe cuts or burns
- Heart attack, chest pain or chest pressure
- Overdose
- Uncontrolled bleeding
- Coughing or vomiting blood
- Severe allergic reactions

Still not sure where to go? Call your doctor or the toll-free number on your Cigna ID card. If it’s a medical emergency, go to the nearest hospital or call 911. Visit [myCigna.com](http://myCigna.com) to find an urgent care center or primary care physician near you.

Got time to wait?

Emergency room visits average over 4.5 hours

*Cost estimates are based on Cigna internal analysis of national 2013 averages of participating facilities; actual cost may vary by location, facility, and the type or level of services received.


The information provided here is intended to be general information on how you can get the most out of your plan and your health care dollars. Customers are encouraged to consider all relevant factors and to consult with their treating doctor when selecting a health care professional or facility for care. During a medical emergency, go to the nearest hospital or call 911.

“Cigna” and the “Tree of Life” logo are registered service marks, and “Together, all the way” is a service mark, of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries, and not by Cigna Corporation. Such operating subsidiaries include Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, and HMO or service company subsidiaries of Cigna Health Corporation.