



# THE DIFFERENCE BETWEEN YOUR PROVIDER'S OFFICE AND THE EMERGENCY DEPARTMENT

PRIMARY CARE PROVIDER	EMERGENCY DEPARTMENT
You'll <b>pay your primary care copay</b> , if you have one. This may cost you between \$0 and \$50.	You'll likely pay a <b>copay, co-insurance, and have to meet your deductible</b> before your health plan pays for your costs, especially if its not an emergency. Your copay may be between \$50 and \$150.
You go when you <b>feel sick and when you feel well</b> .	You should only go when you're <b>injured or very sick</b> .
You <b>call ahead</b> to make an appointment.	You <b>show up when you need to and wait</b> until they can get to you.
You may have a short wait to be called after you arrive but you will generally <b>be seen around your appointment time</b> .	You may <b>wait for several hours</b> before you're seen if it's not an emergency.
You'll usually see the <b>same provider each time</b> .	You'll see the <b>provider who is working that day</b> .
Your provider <b>will</b> usually have access to your health record.	The provider who sees you probably <b>won't</b> have access to your health records.
Your provider works with you to <b>monitor your chronic conditions</b> and helps you improve your overall health.	The provider <b>may not know what chronic conditions you have</b> .
Your provider will <b>check other areas of your health</b> , not just the problem that you brought in that day.	The provider <b>will only check the urgent problem</b> you came in to treat but might not ask about other concerns.
If you need to see other providers or manage your care, <b>your provider can help you make a plan</b> , get your medicines, and schedule your recommended follow-up visits or find specialists.	When your visit is over you will be <b>discharged with instructions to follow up</b> with your primary care provider and/or specialist. There may not be any follow-up support.
In some areas, you may be able to go to an <b>Urgent Care Center</b> . If Urgent Care is available in your area, call your health plan before you go to find out how much you will have to pay.	

Call 810.406.4246 or visit [HamiltonCHN.org](http://HamiltonCHN.org) for more information.