



1831 Chestnut Street  
St. Louis, MO 63103

You, or a family member, may have received Emergency Room care at a hospital for a non-emergency condition. Using the hospital, rather than telemedicine or an urgent care facility is much more costly to your family, and your Health Plan, which translates to increasing premiums.

**Please  
consider  
using**

LeadWell Clinic  
Telemedicine Program  
Springfield Prompt Care  
Springfield Priority Care  
Memorial Expresscare  
or your Local Urgent Care



## Getting Care When You Need It Now.

ER wait times are at an all-time high.<sup>1</sup> Your care doesn't need to be so crowded and costly. You have options, even when you need care right away.

**Where can you go for care quickly while saving time and money?**

Look Inside ►



## Emergency Room Visits Can Cost More Than You Think

Many health problems need care right away but aren't true emergencies. You have options that can save you time and money when you need care right away without going to the ER.

**LeadWell Clinic** – A convenient way to get many of the same services you would receive from your primary care provider at no cost for you and your dependents who are 5 years or older. Located at **5220 S. 6th Frontage Road**.

**Telemedicine Program** – By speaking to a board certified doctor over the phone, you can get treatment for a wide-range of ailments and conditions. You can discuss your symptoms and get the care you need right away by calling **855-717-6800** to talk to a doctor today.

**Retail Health Clinic** – A clinic staffed by health care professionals who give basic medical services to “walk-in” patients; often in a major drugstore or retail store.

**Urgent Care Center** – A group of doctors who treat conditions that should be checked right away but aren't as severe as emergencies; can often do X-rays, lab tests and stitches.

## Your Average Copay

**\$250\***  
ER visit

**\$0-\$75\***  
LeadWell Clinic, Telemedicine  
Urgent Care Center,  
Retail Health Clinic

### ER Rule of Thumb

Call 911 or go to the ER if you think you could put your health at serious risk by waiting to get care.

### Before you go

Call the Telemedicine Program at **855-717-6800** to speak to a nurse 24/7 or find a Retail Health Clinic or Urgent Care Center near you:

- For ER alternatives in Missouri or Illinois visit [healthlink.com/eralt](http://healthlink.com/eralt)
- You can search for a provider on healthlink.com. Click on “Find a Provider.” Under step 2, click on “An Ancillary Facility” and, from the drop down menu, choose “Urgent Care.”

## Deciding Where To Go

	Sprains, strains	Animal bites	X-rays	Stitches	Mild asthma	Minor headaches	Back pain	Nausea, vomiting, diarrhea	Minor allergic reactions	Coughs, sore throat	Bumps, cuts, scrapes	Rashes, minor burns	Minor fevers, colds	Ear or sinus pain	Burning with urination	Eye swelling, irritation, redness or pain	Vaccinations	Your Average Cost
LeadWell Clinic	•						•		•	•	•			•	•	•	•	\$0 copay*
Telemedicine Program			•		•	•	•	•	•	•	•	•	•	•	•	•		\$10 copay*
Retail Health Clinic									•	•	•	•	•	•	•	•	•	\$15-\$75 copay*
Urgent Care Center	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$15-\$75 copay*
<b>Emergency Room</b>	<ul style="list-style-type: none"> <li>• Any life-threatening or disabling condition</li> <li>• Sudden or unexplained loss of consciousness</li> <li>• Chest pain, numbness in face, arm or leg; difficulty speaking</li> <li>• High fever with stiff neck, mental confusion or difficulty breathing</li> <li>• Severe shortness of breath</li> <li>• Coughing up or vomiting blood</li> <li>• Cut or wound that won't stop bleeding</li> <li>• Major injuries</li> <li>• Possible broken bones</li> </ul>																\$250 copay*	

Each clinic or center may have different services available. Be sure to call and ask before you go.

\* For many members, deductibles and coinsurance may also apply, which can make an even greater difference in the cost between the emergency room and other options.

### Still Not Sure?

We can help you find excellent care near you. For more locations, call the Customer Service number on your ID card.

1. Press Ganey, Emergency Department Pulse Report 2010.

Notice to City of Springfield employees and spouses participating in the City's HDHP/HSA plan: The City is not providing advice on whether and to what extent receiving near-site clinic services may impact HSA eligibility. Individuals should consult with their tax advisor with any questions or concerns. You may also visit the IRS link pertaining to the IRS tax guidance on HSAs at [irs.gov](http://irs.gov) and search for IRS Notices 2008-59 for IRS guidance on HSAs and IRS Publication 969 on HSAs and other tax-favored health plans.

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