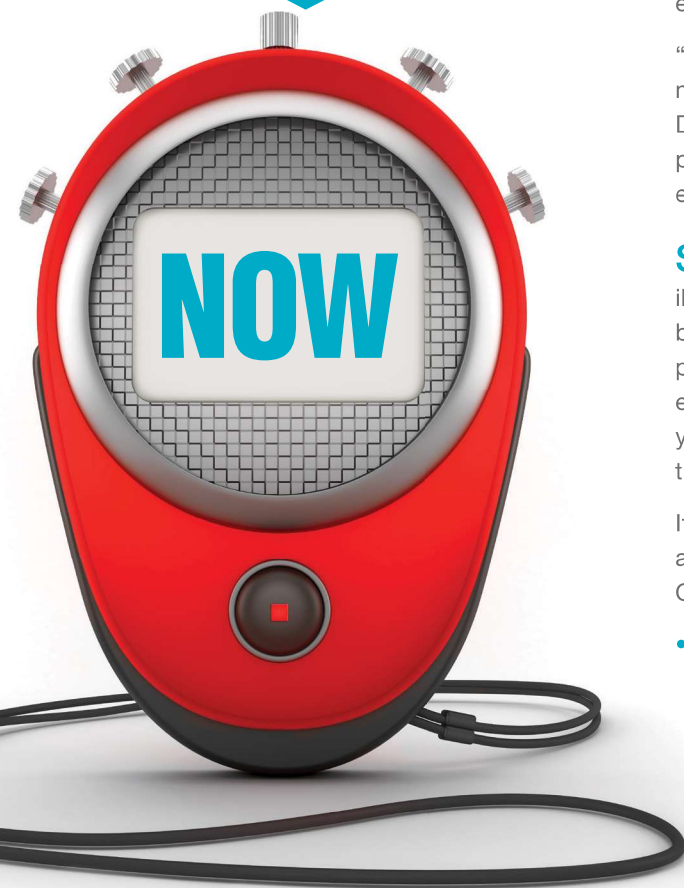


# WHEN YOU NEED CARE

NOW



## Life doesn't always go as planned,

so when you wake up in the middle of the night with sudden and severe abdominal pain or take a fall and can no longer bear weight on your leg, how do you know where to go for medical attention?

When you need care now, deciding whether to go to an urgent care center or an emergency center can be confusing—both names carry a meaning of needing prompt care for an unexpected ailment.

It is important to select the appropriate location for medical treatment so you—and others—can receive the right care at the right time.

**Lifesaving care** “The emergency department is for emergencies, such as sudden, complex medical and surgical care and trauma,” says Nancy Pook, MD, emergency physician at Kettering Health Network. “We are specially trained to rapidly identify and treat life-, limb-, or organ-threatening emergencies with expertise and efficiency.”

Providers at emergency centers are prepared and equipped to save lives at any time, day or night.

“The emergency department is the only high level of medical care that can be accessed 24/7/365,” says Dr. Pook. “We have the unique ability to connect patients of all ages to specialty care when an emergency condition is identified.”

**Same-day care** If you are experiencing an illness or injury that is interfering with your daily life but is not life-threatening, Kettering Health Network primary care offices offer same-day appointments for existing patients. Your primary care provider knows you best, so it is beneficial to call and schedule with them first, if possible.

If your primary care provider does not have any appointments readily available, urgent care or our On-Demand Care centers are your next options.

• **URGENT CARE CENTERS** evaluate and treat many of the same conditions that primary care providers do, but on a walk-in basis. Minor wounds, infections, and flu can all be treated at an urgent care center.

• **ON-DEMAND CARE CENTERS** are staffed by advanced practice providers who evaluate and treat ailments that need same-day care and are not life-threatening. On-Demand Care centers have the added benefit of providing walk-in care at the same affordable rates as primary care.

While it can be overwhelming to have so many options, each one has a specific purpose and level of care to help you get back to healthy. Going to the right place for treatment will help you receive the care you need, when you need it.

*Turn to page 12 to find out where to go for care.*



## On-Demand Care: Convenient and affordable

On-Demand Care is staffed by physician assistants and nurse practitioners who provide convenient access to urgent-care-like services at the same affordable rate as your primary care provider.

New and existing patients are welcome.

On-Demand Care centers treat the following:

- ✓ Fever, headache, and rashes
- ✓ Allergies, sinus, cough, flu, and bronchitis
- ✓ Pink eye, sties, ear infections, and earwax removal
- ✓ Minor wounds, cuts, scrapes, bug bites, bee stings, abscesses, and boils
- ✓ Injuries and pain from pulled muscles, sprains, strains, arthritis, and possible minor fractures
- ✓ Diarrhea, constipation, nausea, vomiting, and heartburn
- ✓ Bladder infections, STDs, and yeast infections

## ▼ BE PREPARED

In the event of an emergency, call 911.

Find your nearest emergency center at [ketteringhealth.org/emergency](https://ketteringhealth.org/emergency)

Find your nearest urgent care center and save your spot online at [ketteringhealth.org/urgentcare](https://ketteringhealth.org/urgentcare)

Find your nearest On-Demand Care clinic at [ketteringhealth.org/ondemand](https://ketteringhealth.org/ondemand)