At Southern State Community College, assurances your family the best possible health coverage is our highest priority. Unfortunately, in today’s trying times, the realities of higher deductibles and rising medical costs are making healthcare management more complex. To assist you in keeping out-of-pocket costs low while maintaining the highest level of care, we have created the Emergency Guide to address the most urgent concerns relative to Emergency Room usage. By educating yourself and your family to the correct protocol of ER use, you can avoid the expenses that arise from using emergency services for non-emergency purposes, while making sure you are well equipped with the information you need should an emergency situation arise.

ER 101

This Medical Guide was designed to help you determine the best options for responsible medical care for you and those you love.
Primary Care

Make sure you convey all details and symptoms of the medical issue so they can assess the urgency and provide instruction on treatment.

Primary Care (non-urgent, basic care)

- Immunizations
- Health maintenance/school checkups
- Colds/coughs/seasonal allergies
- Follow-up care for chronic diseases
- Management of chronic care
- Prenatal visits/mammograms

Primary Care Providers Can Include:

- Pediatrician
- Family Medicine
- Obstetrician/Gynecologist
- Internist

If You Do Not Have a Primary Care Provider:

You can locate a provider by contacting your local hospital physician referral line or United Healthcare’s website.

- Provider Locator: www.uhc.com

Many primary care physicians are open later in the evenings and on weekends to provide access for their patients.

Your primary care physician is your health advocate. They are aware of your health history and are best equipped to help you make a diagnosis.
The following checklists have been provided to assist you in determining the best source of responsible medical care.

**Urgent Care (immediate, not life-threatening)**

- Eye injuries
- Earaches
- Minor cuts where bleeding is controlled
- Sprains/strains
- Colds/coughs/sore throats
- Fevers (convulsions or Extreme fever in a child, go to ER)
- Chronic pain
- Urinary tract infections
- Tonsillitis
- Suture removal
- Flu-like symptoms
- Bronchitis
- Sinusitis
- Skin rashes

**Emergency Room (immediate, life threatening)**

- Loss of consciousness
- Seizures or convulsions
- Diarrhea with passing blood
- Immediate attacks of chest pain or pressure
- Unexplained numbness or paralysis
- Suspected broken bones
- Bleeding (after 10 minutes of direct pressure)
- Severe vomiting or vomiting up blood
- Allergic reaction, causing labored breathing
- Poisoning or overdosed
- Suicidal feelings

Most urgent care centers have extended hours, with no appointment needed.

**Urgent Care Centers** are a valuable resource when you need immediate medical attention or have non-emergency health concerns after hours.
Local Urgent Care Locations

**Highland County**
- Hillsboro Urgent Care
  160 Roberts Lane Suite A
  Hillsboro, OH 45133
- West Main Urgent Care
  231 W. Main St.
  Hillsboro, OH 45133

**Clinton County**
- Premier Urgent Care
  2845 Progress Way
  Wilmington, OH 45177

**Fayette County**
- Fayette County Urgent Care
  1510 Columbus Ave.
  Washington CH, OH 43160

**Clermont County**
- Doctor’s Urgent Care Office
  935 St. Rt. 28
  Milford, OH 45150
- Hometown Urgent Care
  1068 St. Rt. 28
  Milford, OH 45150

**Brown County**
- Urgent Medical Care
  111 Vandament Way #1
  Mt Orab, OH 45154
- The Little Clinic
  210 Sterling Run Blvd
  Mt Orab, OH 45154
By following the correct protocol for ER use you can avoid the penalties that arise from a non-emergency claim.

The 3 A’s of ER

Assess. How do I know if I am facing an emergency?
- Take a deep breath and assess the situation. Panic is a natural reaction when faced with a threat to our health or the health of a loved one. Yet panic alone can threaten our judgment. Identify and prioritize the injuries. The following can help you make the right decisions on what course of action to take.

Ask. Should I use the ER, Urgent Care or Call my physician?
- After identifying the injuries and symptoms, the next step is to ask, “Is it life-threatening?”
- If YES, call 911 immediately.
- If NO, then further questions will need to be asked to assure you seek the right medical care for the condition. The chart above will assist you in taking responsible action.

Take Action. Should I call 911?
- Victim’s condition is life-threatening
- Victim is unconscious
- Victim is unable to breathe
- Victim is bleeding severely
Medical emergencies don’t occur every day. But when they do, knowing how to handle the situation in a correct and timely manner can make all the difference in a patient’s recovery.

If the person is unconscious or unresponsive, check the ABC’s: Airway, Breathing, Circulation. Call 911.

An accessible well stocked first aid kit is key to being prepared for an emergency situation. Consider placing a kit in both your house and your car. Check your kit twice a year to avoid damaged or lost supplies. The above listed items should be included in your personal First Aid Kit.
<table>
<thead>
<tr>
<th>Broken Bones/Falls</th>
<th>Bleeding</th>
<th>Burns</th>
<th>Seizures</th>
</tr>
</thead>
</table>
| • Insect stings
  Remove stinger, wash the affected area with cold water, apply ice to reduce pain and swelling for no more than 20 minutes. | 1. Apply direct pressure for 10 minutes.
  2. **If bleeding persists, contact a medical provider.**
  3. Clean with soap and water.
  4. Apply bandage if needed. | 1. Expose the burn area. Cool burn with cool water.
  2. Apply a dry, sterile bandage.
  3. **DO NOT** break the blister and **DO NOT** apply ointments, butter or creams to affected area.
  4. Contact medical provider. | • Lay person down
  • **DO NOT** hold or restrain.
  • **DO NOT** place anything in person's mouth
  • If person has nausea or is vomiting, roll to side to allow airway to remain open and to prevent choking
  • Contact medical provider |

<table>
<thead>
<tr>
<th>Heart Attack</th>
<th>Stings</th>
<th>Burns</th>
<th>Fever</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common symptoms include but are not limited to chest pain, radiating pain into arms, back, neck and jaw and shortness of breath.</td>
<td></td>
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</tr>
</tbody>
</table>
  • **Have the person sit down and rest – call 911**
  • **Give person an aspirin and be prepared to administer CPR.** |
| • Remove clothing and jewelry or anything that could impede circulation.
  • Immobilize injury
  • Apply cold packs and elevate, if possible
  • Contact medical provider |

<table>
<thead>
<tr>
<th>First Aid Stings</th>
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</thead>
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<tr>
<td><strong>Remove stinger, wash the affected area with cold water, apply ice to reduce pain and swelling for no more than 20 minutes.</strong></td>
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</table>

<table>
<thead>
<tr>
<th>First Aid Bleeding</th>
</tr>
</thead>
</table>
| 1. **Apply direct pressure for 10 minutes.**
  2. **If bleeding persists, contact a medical provider.**
  3. Clean with soap and water.
  4. Apply bandage if needed. |

<table>
<thead>
<tr>
<th>First Aid Burns</th>
</tr>
</thead>
</table>
| 1. **Expose the burn area. Cool burn with cool water.**
  2. Apply a dry, sterile bandage.
  3. **DO NOT** break the blister and **DO NOT** apply ointments, butter or creams to affected area.
  4. Contact medical provider. |

<table>
<thead>
<tr>
<th>First Aid Fever</th>
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</thead>
<tbody>
<tr>
<td>Dampen skin with water, drink plenty of replenishing liquids, avoid caffeine, limit activity and remove extra layers of clothing. Give person appropriate amount of a fever reducing medicine like aspirin*, acetaminophen or ibuprofen.</td>
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</tbody>
</table>

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<tr>
<th>First Aid Fever</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For temps of 101.5 for more than 24 hours, contact your medical provider.</strong></td>
</tr>
</tbody>
</table>

*Do not give aspirin to children under the age of 19 years unless directed by doctor.
If your symptoms and the guidelines in this book suggest that you should seek emergency care, the following information will assist you in navigating the emergency room process.

A call to your primary physician can often save you a visit to the Emergency Room or help you decide if you need Urgent Care or a routine appointment.

What happens when I arrive at the ER?

1. **Triage**
   Upon arrival at the ER, patients will undergo a brief triage, or sorting interview to help determine the nature and severity of their illness. Individuals with serious illnesses are seen by a physician more rapidly than those with less severe symptoms or injuries.

2. **Registration**
   After triage, the next stop is registration. Here they obtain your vital statistics. You may also provide them with your insurance information, Medicare, Medicaid or HMO card. This step is necessary to develop a medical history so that lab tests, X-rays, etc., will all be located on one chart that can be referenced at any time. The bill will also be generated from this information.

   If the patient’s condition is life-threatening or if the patient arrives by ambulance, this step may be completed later at the bedside.

   After initial assessment and treatment, patients are either admitted to the hospital, stabilized and transferred to another hospital for various reasons, or discharged.

**How long will I have to wait in the ER?**
Unlike your doctor's office, the emergency room is not set up to care for routine services, and they do not work on a first-come, first-served basis.

Plan on a substantially long wait. During busy times, people with minor illnesses may wait for hours.
A call to your primary physician can often save you a visit to the Emergency Room or help you decide if you need Urgent Care or a routine appointment.

**Why are ER Rooms so busy?**

Unfortunately, many patients do not understand the correct protocol for visiting the Emergency Room.

Therefore, the waiting rooms are crowded with those medically needing emergency care, plus those whose needs would be better served through an Urgent Care physician.

**Should I go to the ER for an x-ray?**

NO. You should not go to the Emergency Room for a routine doctor-ordered test. X-Rays, blood tests, ST or MRI scans, etc., are diagnostic tests that should be ordered by your medical provider for a specific purpose only.

If it is not within an emergency situation, the test should be conducted at the request of your primary care provider. Don’t seek or agree to any medical test unless you understand how it will help you.

**Is a specialist available if needed?**

Specialists are doctors who have in-depth training and experience in a particular area of medicine. If a specialist is needed, you will be referred based on the urgency of your situation. You may be seen immediately or the following day.

A visit to the specialist often costs more than a visit to your regular doctor. Also, the tests and treatments may be more expensive and invasive.

**It is important that you be aware of the type of treatments you are receiving and that your primary care physician remains involved in your care.**

**Will my visit be covered?**

Before a medical emergency arises, call your health insurance company to find out which hospital emergency rooms and situations are covered under your plan.

Emergency Rooms charge two to three times more for routine services than a doctor’s office.

**The only good reason to do a test is that the benefits to you outweigh the risks and costs. No test can be done without your consent. Close communication with your doctor and your insurance provider will keep you on track for the best course of care.**

If you do not follow the correct protocol of ER use, you could face the financial burden of uncovered claims. Understanding the correct way to assess, ask and take action will help you make the right decision and avoid hefty penalties.
Health Resources

The more you know, the better equipped you will be to seek the most appropriate care for you and your family.

Medical Resources

General Resources
- WebMD – webmd.com
- Mayo Clinic – mayoclinic.com
- Centers for Disease Control and Prevention – cdc.gov
- Cleveland Clinic – my.clevelandclinic.org
- Real Age – realage.com
- Medline Plus – medlineplus.gov
- Merck Manuals – merck.com/pubs

Heart Health
- American Heart Association – americanheart.org
- American Heart Association (Go Red for Women) – goredforwomen.org

Family Health
- American Academy of Family Physicians – familydoctor.org
- American Academy of Family Pediatrics – aap.org
- Every Child by Two – ecbt.org

Heavy Weight
- Calculate your body mass index – nhlbisupport.com/bmi/bmicalc.htm
- Weight Watchers – weightwatchers.com

Miscellaneous
- National Institute of Arthritis and Musculoskeletal and Skin Diseases – niams.nih.gov
- Intoxometers Inc. – intox.com/wheel/drinkwheel.asp
- Smoke Free – smokefree.gov
- Healthy Ohio – healthyohioans.org
- Spine-Health – spine-health.com

Remember, you are your best health advocate. Seek the facts, and stay in close contact with your primary care physician.
Medical emergencies don't occur every day. But when they do, knowing how to handle the situation in a correct and timely manner can make all the difference in a patient's recovery.

<table>
<thead>
<tr>
<th>Emergency</th>
<th>Medical Contacts</th>
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<tbody>
<tr>
<td>Urgent Care:</td>
<td>Pediatrician:</td>
</tr>
<tr>
<td>Primary Care Physician:</td>
<td>Internist:</td>
</tr>
<tr>
<td>Emergency: 911</td>
<td>Family Practitioner:</td>
</tr>
<tr>
<td>Drug/Poison Information: 1.800.222.1222</td>
<td>Dentist:</td>
</tr>
<tr>
<td>Hospital Emergency Dept:</td>
<td>OB/GYN:</td>
</tr>
<tr>
<td>Emergency Contact Name:</td>
<td>Eye Doctor:</td>
</tr>
<tr>
<td>Phone:</td>
<td>Pharmacy:</td>
</tr>
</tbody>
</table>

Note: