

# Where Should I Go?



**24/7 Nurse Line<sup>1</sup>**



**Telehealth**



**Doctor's Office<sup>2</sup>**



**Urgent Care<sup>2</sup>**



**Emergency Room**

Average Wait Time					
<b>When you need help with</b>	<ul style="list-style-type: none"> <li>Allergies.</li> <li>Cold or flu symptoms.</li> <li>Earache.</li> <li>Fever.</li> <li>Headaches.</li> <li>Sore throat or cough.</li> <li>Urinary tract infection.</li> </ul>	<b>Your child's</b> <ul style="list-style-type: none"> <li>Cold and flu symptoms.</li> <li>Sinus infections and allergies.</li> <li>Skin rashes or bites.</li> <li>Anxiety and depression.</li> <li>Medication refills.</li> <li>Digestive and stomach issues.</li> <li>Breastfeeding and newborn questions.</li> </ul>	<ul style="list-style-type: none"> <li>Annual and sports physicals.</li> <li>Anxiety and depression.</li> <li>Coughs and colds.</li> <li>Health screenings.</li> <li>Medicine refills.</li> <li>Pink eye.</li> <li>Sinus problems.</li> <li>Sore throat.</li> <li>Vaccines.</li> </ul>	<ul style="list-style-type: none"> <li>Asthma.</li> <li>Concussions.</li> <li>Cuts requiring stitches.</li> <li>Ear infections.</li> <li>Insect bites.</li> <li>Minor broken bones.</li> <li>Nausea/diarrhea.</li> <li>Sprains/strains.</li> </ul>	<ul style="list-style-type: none"> <li>Broken bones.</li> <li>Chest pain.</li> <li>Difficulty breathing.</li> <li>Head injury.</li> <li>Mental health crisis.</li> <li>Sudden dizziness.</li> <li>Sudden numbness.</li> <li>Uncontrolled bleeding.</li> </ul>
<b>This option offers</b>	Non-emergency care, advice, and diagnosis.	Same-day treatment for minor health issues.	Full-service care for things that don't need attention right away. A personal appointment to see your doctor.	Same-day treatment for non-life-threatening illness or injuries. Usually shorter wait times than the emergency room.	Treatment for life-threatening emergencies.
<b>Care is available</b>	24 hours a day, 7 days a week. <b>STAR Medicaid:</b> 214-266-8773 <b>CHIP/CHIP Perinate:</b> 214-266-8766	<b>KidzDocNow<sup>3</sup></b> For members age 0–20. Every day, 7 am – 11 pm. No appointment needed. Availability and requirements vary by provider.	Weekdays during the day. Providers are often on-call for late or weekend hours.	Usually every day; call for hours.	24 hours a day, 7 days a week.
	No appointment necessary.	Appointment times and requirements may vary.	Appointment required.	Appointment optional.	No appointment necessary.

<sup>1</sup>This service is only available to Parkland Community Health Plan members.

<sup>2</sup>Make sure your doctor and urgent care center are in the PCHP network.

<sup>3</sup>Available to STAR and CHIP members only. CHIP Perinate members are not eligible.