



Emergency and Urgent Care

When it's an emergency

An emergency is an accident or sudden, unexpected injury or illness that must be treated right away. Without immediate care, serious medical complications, permanent disability or even death may result.

Examples of emergency medical conditions include:

- Heart attack, severe chest pain or stroke
- Loss of consciousness
- Bleeding that does not stop
- Severe abdominal pain

What to do

In an emergency, always seek medical care immediately. Call 911 or go directly to the nearest emergency facility. As a Providence Health Plan member, you and your covered family members can receive emergency medical services anywhere, 24 hours a day, even when you're away from home.

Follow-up care

Call your personal physician or provider for further assistance and follow-up care.

For specific details about your emergency and urgent care coverage, refer to your benefit summary and member handbook.

Find participating emergency and urgent care facilities at [ProvidenceHealthPlan.com](https://www.ProvidenceHealthPlan.com).

When it's urgent

Many situations are not emergencies but do require immediate medical attention. Urgent care is treatment you need right away for an illness or injury that is not life-threatening.

Examples of conditions for which urgent care would be appropriate include:

- Minor cuts or burns
- Sinus, ear and eye infections
- Sprains, strains or allergies
- Headaches or dizziness

What to do

Not sure what to do? Call your medical provider or ProvRN for advice and to be directed to the most appropriate place for care. The registered nurses at ProvRN are available free for members 24/7, 365 days a year, at 503-574-6520 or 800-700-0481 (TTY: 711).

Follow-up care

Call your personal physician or provider for further assistance and follow-up care. Or use Providence Express Care Virtual – no appointment needed and covered in full on most plans. Express Care Virtual lets members have live, secure video visits with a Providence nurse practitioner using a computer, smartphone or tablet. Express Care Virtual is available seven days a week, 8 a.m. to midnight (Oregon and Washington). Learn more and create a free account at Virtual.Providence.org.

