

When you or a loved one have an illness or injury

# Primary Care, Urgent Care or Emergency Care?

When you are having a medical problem, it can be difficult to determine the level of care you need. Use the lists below to help you determine whether to go to your primary care physician, urgent care or the emergency room.

You may also contact **Blues on Call**, a free service through Highmark Blue Cross Blue Shield. Registered nurses are available 24 hours a day, seven days a week, to speak with you and your family and help you decide where to go for care. Call Blues on Call toll-free at 1 (888) 258-3428.

## PRIMARY CARE

*St. Mary's medical plan co-payment: \$25*

If you have a minor illness or injury that does not require immediate attention, you should first contact your primary care physician. Your doctor can usually see you during normal business hours.

**If you do not have a primary care physician for you or your family, contact Jan Kirby, health advocate nurse, at (304) 526-1215. She can help you schedule an appointment with a physician.**

### St. Mary's Primary Care Physicians:

Dr. Timothy Saxe	Dr. Ben Allen
Dr. Janet Wallace	Dr. Clifton Bolinger
Dr. David Life	Dr. Kathy Saber
Dr. Andrea Lauffer	



*St. Mary's medical plan co-payment: \$50*  
*Short wait and prompt care*  
*No appointment necessary*  
*Open 9 a.m.-9 p.m., 7 days a week*

### Common illnesses

Colds and flu  
 Earaches  
 Sore throats  
 Migraines  
 Low-grade fevers  
 Limited rashes

### Minor injuries

Sprains  
 Back pain  
 Minor cuts and burns  
 Minor broken bones  
 Minor eye injuries



*St. Mary's medical plan co-payment: \$150*  
*For illnesses and injuries that need immediate care*

### Call 911 for an ambulance to the ER:

- Choking
- Stopped breathing
- Severe burn
- Trouble breathing
- Passing out, fainting
- Head injury with passing out, fainting or confusion
- Injury to neck or spine, especially if there is loss of feeling or inability to move
- Electric shock or lightning strike
- Pain in the arm or jaw
- Seizure that lasted 3-5 minutes
- Severe chest pain or pressure
- Pain in the arm or jaw
- Unusual or bad headache, especially sudden
- Suddenly not able to speak, see, walk or move
- Suddenly weak or drooping on one side of the body

### Go to the ER or call 911:

- Dizziness or weakness that does not go away
- Inhaled smoke or poisonous fumes
- Sudden confusion
- Heavy bleeding
- Possible broken bone with loss of movement
- Deep wound
- Serious burn
- Coughing or throwing up blood
- Severe pain anywhere on the body
- Severe allergic reaction with trouble breathing, swelling, hives
- High fever with headache and stiff neck
- High fever that doesn't get better with medicine
- Throwing up or loose stool that does not stop
- Poisoning or overdose of drug or alcohol
- Suicidal thoughts
- Seizures