

# HAVE A FAMILY GAME PLAN

What you need to know before something happens

## Why do I need a game plan?

It can be alarming when you or a family member gets sick or is injured, especially if you don't have a regular doctor or they are not available. On occasion, you may need to make a choice quickly about where to get the medical attention you need. That is why it is important to not only map out the closest medical location to you, but also be aware of the types of facilities nearby, their hours of operation, and the costs associated with them.

## How do I develop a game plan?

### 1. Choose a Primary Care Physician (PCP)

We will all need the services of a Physician or hospital at some point in our lives. It is important to choose a PCP to direct and understand all of your needs. A PCP may be a Family Practitioner, General Practitioner, Pediatrician, or Internist.

### 2. Check the hours of your Physician

Know the hours your Physician is available. Does he or she have a back-up available to you?

**3. What to do after 5 p.m. or for an Urgent or Emergent scenario?** Ask your Physician or clinic ahead of time if they have after hours care or Urgent Care. If Urgent Care is available, ask what the hours are during the week and on weekends. If your PCP doesn't provide Urgent Care, centers can often be found attached to a hospital, or maybe separate facilities.

### 4. UMR Nurseline and Live Nurse Chat

UMR has a **FREE 24/7** phone number with experienced registered nurses or master's-level specialists available to confidentially answer your health related questions and personal concerns. You can find a doctor or hospital, understand treatment options that you can discuss with your doctor, seek answers to medication questions, seek help with personal, family or financial issues, and locate available resources. **Call 1-877-950-5083** (TTY/TDD) or log in to **myumr.com** to access Live Nurse Chat.

### 5. Convenience Care Clinic

If you can't get to your doctor's office, but your condition is not urgent or an emergency, convenience care clinics accept walk in patients with no appointments. They often are located in malls or retail stores offering services for minor health conditions and are staffed by nurse practitioners and physician



assistants. Sometimes, these clinics can be less expensive than seeing your PCP. Find locations nearest to you.

### 6. Emergency Room

Emergency rooms are open 24 hours a day for potentially life-threatening emergencies. Prior to an emergency, you should find out which hospital is closest to you. If you have a choice of more than one, find out which hospital your Physician has admitting privileges to and which hospital is in your network's health plan.

### 7. Make sure the rest of the family knows the game plan.

Generally, one person coordinates the health care for the rest of the family. Now that you have your game plan set, you need to make sure the rest of the family knows what to do.

Keep a list of emergency numbers and hours of operation by the phone or on the refrigerator for:

- Your Physician
- Convenience Care Clinics
- Urgent Care Center
- UMR Nurseline