Two-Minute Tuesday Video Script: Alternatives to the Emergency Room
http://www.pinellascounty.org/hr/two/videos/er-room-alternatives/er-room-alternatives.html

Slide 1: Welcome to Two Minute Tuesday. I’m Amy Hertog, your UnitedHealthcare nurse and today’s topic is choosing the right level of care.

Slide 2: Going to an Emergency Room is a serious event.

Slide 3: You would go to an emergency room for major issues which include but are not limited to...

Slide 4: ...chest pain, stroke symptoms such as sudden weakness or blurred vision, and spinal injuries.

Slide 5: And things like difficulty breathing, heavy bleeding, large open wounds, major broken bones, and major burns.

Slide 6: Of course, in an emergency, call 9-1-1.

Slide 7: But where should you go when you need care but your health problem isn’t as severe?

Slide 8: Your primary care physician is always a good place to start. However, your physician isn’t always available.

Slide 9: When you are ill or injured and the doctor’s office is closed, you need a Plan B for healthcare.

Slide 10: When in doubt, Nurseline is a good place to get a first opinion. You can talk to an experienced registered nurse for an assessment of your situation at no cost to you.

Slide 11: Nurseline is open 24 hours per day, 7 days per week.

Slide 12: Use the Nurseline phone number on your member ID card OR you can find the number on the Health4Me app on your smart phone.

Slide 13: Urgent Care Centers can handle more than you might think.

Slide 14: Including minor broken bones, minor burns, x-rays, sprains, strains, and stiches for small cuts.

Slide 15: Don’t confuse Urgent Care Centers with free-standing Emergency Rooms.

Slide 16: A newer option in health care, free-standing emergency rooms are affiliated with a hospital but not directly connected to a hospital building. They are still emergency rooms and bill accordingly.

Slide 17: Convenience Care Clinics, found at Walgreen’s or CVS, can treat minor injuries and illnesses such as strep throat and earaches.

Slide 18: Convenience Care Clinics can also administer flu vaccinations and conduct biometric screenings.
**Slide 19:** Virtual Visits are also available. The Virtual Doctor is a licensed physician who will see you via your mobile device or computer and is available when your regular doctor is not.

**Slide 20:** Conditions such as pinkeye, bladder infections, urinary tract infections, bronchitis, stomach aches, and sinus problems can all be treated by the Virtual Doctor.

**Slide 21:** The Virtual Doctor can even call in prescriptions.

**Slide 22:** So as you can see, in a non-emergency situation, the ER is not your best choice. Next time you have an issue such as a sprained ankle, bronchitis, or broken finger, weigh your options to find the right place at the right price.

**Slide 23:** For more information, please contact UnitedHealthcare or visit the employee benefits section of the Pinellas County Government website. And thanks for tuning in to Two-Minute Tuesday. To subscribe or watch previous episodes, visit us online.