

Need care now? Not sure what to do?

When sudden illness or a serious injury strikes you or your family, is your first thought to go to the Emergency Department? For a life-threatening problem, that is your best option. But if the problem is less urgent, other steps might get you appropriate care even faster—and with a smaller copay. Here are some guidelines.

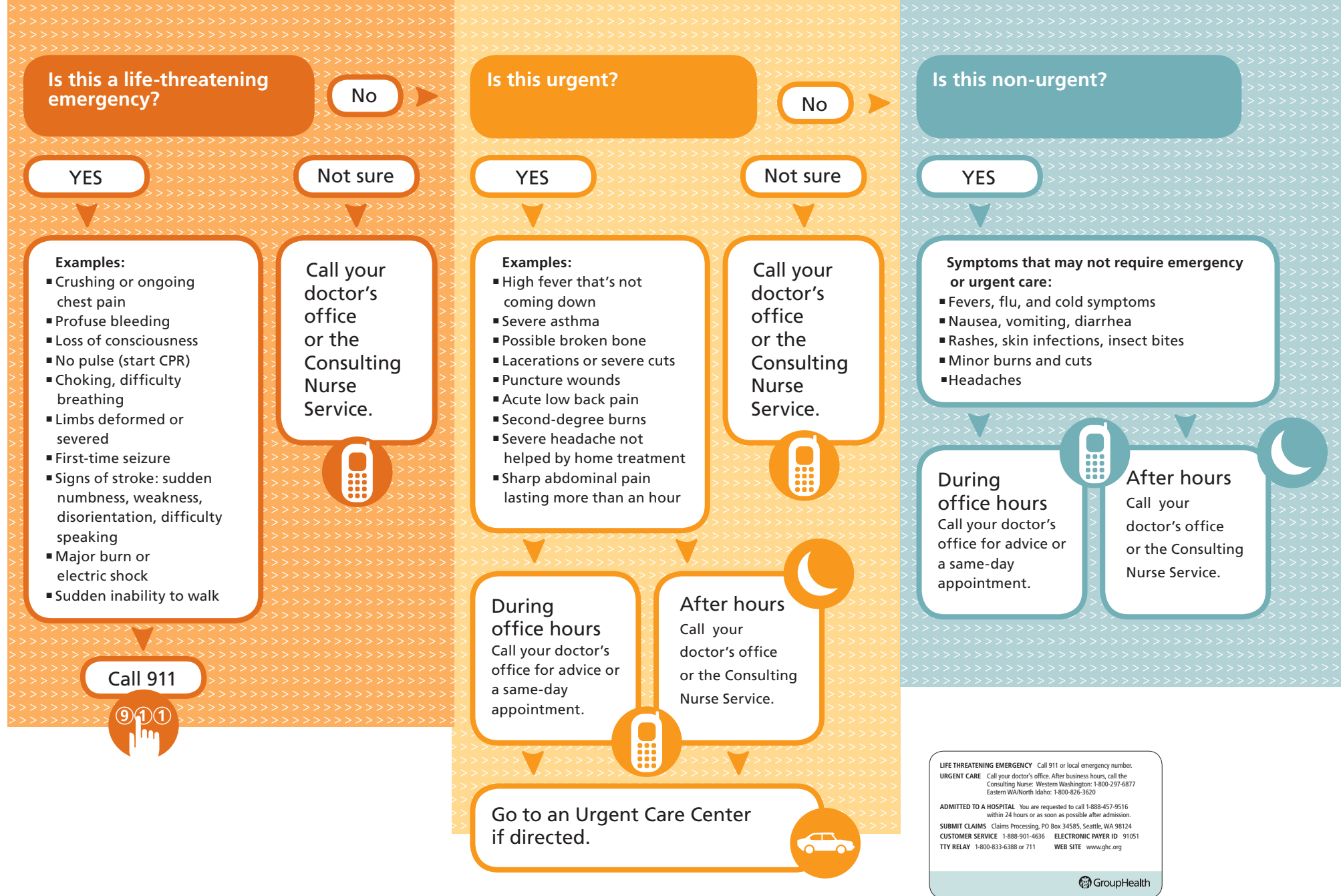
A call may help you get care more quickly

Your doctor's office Knows you and your medical history, and has access to your medical record. Group Health medical centers and other personal physicians' offices often have same-day appointments available, especially if you're flexible about which clinician you see.

Consulting Nurse Service Available 24/7 to help you sort through your symptoms and decide what to do. In an emergency or urgent situation, nurses can direct you to the most appropriate care facility. They can consult with a doctor—who is at the call center 24/7—on your behalf. And, if you get your primary care at a Group Health–operated medical center, nurses have access to your electronic medical record. In Western Washington, call toll-free 1-800-297-6877. In Eastern Washington, call toll-free 1-800-826-3620.

South Hill Medical Center patients

You can always call **509-535-2277** to be properly routed on where you need to go.



Capitol Hill Urgent Care Center now 24/7

As of June 1, 2009, you can receive urgent care at our Capitol Hill Campus in Seattle anytime, day or night. We also have Urgent Care Centers at Bellevue (24/7),

Everett, Olympia, Riverfront, Silverdale, and Tacoma medical centers. For details and hours at all locations, go to www.ghc.org and search for "urgent care."

Check your ID card

The back of your health plan ID card tells you what to do when you need help in a hurry—and includes other useful information. It's a resource you can pull out anytime.

LIFE THREATENING EMERGENCY Call 911 or local emergency number.
URGENT CARE Call your doctor's office. After business hours, call the Consulting Nurse: Western Washington: 1-800-297-6877 Eastern WA/North Idaho: 1-800-826-3620
ADMITTED TO A HOSPITAL You are requested to call 1-888-457-9516 within 24 hours or as soon as possible after admission.
SUBMIT CLAIMS Claims Processing, PO Box 34585, Seattle, WA 98124
CUSTOMER SERVICE 1-888-901-4636 **ELECTRONIC PAYER ID** 91051
TTY RELAY 1-800-833-6388 or 711 **WEB SITE** www.ghc.org

GroupHealth