



# Which is better for bumps, cuts and scrapes?

Emergency room (ER) vs Urgent care vs LiveHealth Online



When you have minor wounds or bruises, where should you go?



**Emergency Room**

**Your cost**

**\$200**

**You pay:**

- Your copay
- Any deductible or coinsurance that may apply

**Average visit time**

**2 hours & 15 min.<sup>2</sup>** 



**Urgent Care**

**Your cost**

**\$35**

**You save:**

**\$165** 

**You save over: 1 hour<sup>3</sup>** 

**Enough time to go to the gym**





**LiveHealth Online**

**Your cost**

**\$0**

**You save:**

**\$200** 

**You save over: 2 hours<sup>4</sup>** 

**Enough time to take your dog to the park and watch your favorite TV show**



## Need to find care nearby?

 **Online:** Go to [empireblue.com](http://empireblue.com) and choose **Find a doctor**. Follow the steps to search for a doctor or health care provider in your plan.

 **By phone:** Call the Member Services number on your ID card for help finding providers in your plan.

1 Copays shown are effective January 1, 2020.  
2 American College of Emergency Physicians website: *ER Wait Times, Crowding & Access Fact Sheet* (accessed July 2017); [newsroom.acep.org/index.php?i=20301&item=29937](http://newsroom.acep.org/index.php?i=20301&item=29937).  
3 Urgent Care Association of America website: *2016 Benchmarking Report* (accessed July 2017); <http://cymcdm.com/sites/www.ucaaa.org/files/source/resmgr/benchmarking/2016BenchmarkReport.pdf>.  
4 Total includes 10 minutes of wait time. LiveHealth Online website: *How It Works* (accessed July 2017); [www.livehealthonline.com](http://www.livehealthonline.com).