

Step One: Self Assessment		Step Two: Action Plan		What to expect	Associated costs
<b>1. Emergency</b>	Immediate danger to life or limb	Emergency Department (ED) at hospital Call 911 for an ambulance to go to hospital ED  Contact RA, RD, someone with a car for a ride		<u>Hospital Emergency Department (ED)</u> Treatment of injury or illness, x-rays, laboratory tests. Can be long wait time for service. Open 24/7	In-Network hospital: \$100 copay ( <a href="#">Central Dupage Hospital 2.5 miles</a> )  Non-network hospital: \$200 copay, plus 20% of Reasonable and Customary Average ED visit is \$2,300
<b>2. Urgent</b>	Injury or illness requires intervention or treatment within 6-8 hours	Urgent before 5 pm: <b>Call SHS</b> , contact RA  Urgent after 5 pm, Saturday or Sunday: Contact RA, RD, someone with a car for a ride		<u>Urgent Care Facility.</u> Assessment and treatment of injury or illness. Available x-rays, laboratory tests. Follow up with SHS doctor. Open M-F 7:30-8, Sat and Sun 8-4 <a href="#">Physicians Immediate Care, Glendale Heights and Concentra Urgent Care, Bloomingdale</a> are about a 15 minute drive from campus located 1/2 mile apart. Use <a href="#">First Health provider search</a> .	In-Network urgent care: \$20 copay  What insurance? Answer "First Health Network"
<b>3. Same Day Appointment</b>	Injury or illness could worsen if not seen same day	Same Day Appointment <b>Call SHS</b> for MD, NP appointment		<u>Office Visit</u> Assessment of injury or illness may include prescribing medication, same day test, and follow up with SHS provider. Walk In Clinic options through <a href="#">Walgreens Advocate Clinic or CVS Minute Clinic</a> . Open M-F 9-7, Sat and Sun 9-4 Use <a href="#">First Health provider search</a> .	\$0 copay at SHS or Walk In Clinic  In-Network: \$20 copay Question:  What insurance? Answer "First Health Network"
<b>4. First Available Appointment</b>	Injury or illness can be self managed until a future appointment	First Available Appointment <b>Call SHS</b> for soonest MD, NP appointment available		<u>Office Visit</u> Assessment of injury or illness by SHS provider may include same day test or future diagnostic tests. M-Th 8-5, F 8-4	\$0 copay at SHS or Walk In Clinic  In-Network: \$20 copay Question:  What insurance? Answer "First Health Network"
<b>5. Watchful Waiting</b>	Self care and evaluation of need for intervention by provider	Watchful waiting <b>Call SHS</b> for a nurse appointment for medical advice		<u>Stay "home"</u> Treat symptoms with over the counter medication and rest	Price of Over-the-Counter medications or supplies from SHS or pharmacy store.
<b>Always be prepared to show your LewerMark Insurance ID card on paper or on your phone.</b> <b>To print an ID card <a href="http://www.lewermark.com/wheatonil">www.lewermark.com/wheatonil</a></b>					