



SAN ANTONIO
REGIONAL HOSPITAL

Emergency Room vs. Urgent Care





Choosing the Right Medical Care When You Are Ill or Injured.

Thank you for coming to San Antonio Regional Hospital. Our goal is to provide the best possible care and treatment for you and your family. Since you are the most important member of your healthcare team, we would like to provide some key information that will help you make the best choice when seeking medical treatment for injuries or illnesses.

Like hospitals across the country, our Emergency Department is seeing an unprecedented number of patients, and while many people are concerned about long emergency room wait times, we have found that patients are not always well informed about alternatives that may cost less and offer faster service for non-emergency illnesses or injuries. Being an active and informed member of your healthcare team means understanding your rights to medical care and where to receive the best services to meet your medical needs. With this in mind, we have provided a simple reference chart (ER vs. Urgent Care) of common medical conditions and where they should be treated.

Symptoms	ER	UC
Back pain		●
Chest pain	●	
Coughing or vomiting blood	●	
Deep cuts or bleeding that won't stop	●	
Difficulty breathing	●	
Earaches and infections		●
Fever		●
Knife or gunshot wounds	●	
Large bone fractures	●	
Loss of consciousness	●	
Mild asthma		●
Minor cuts		●
Minor fractures (fingers, toes)		●
Moderate to severe asthma	●	
Problems related to pregnancy	●	
Rashes and bumps		●
Seizures	●	
Severe abdominal pain	●	
Severe burns	●	
Sore throats		●
Strains and sprains		●
Suspected stroke or heart attack	●	
Urinary tract infections		●
Vomiting and diarrhea		●

Emergency Room

If you have a serious condition, such as a suspected stroke, heart attack, severe bleeding, head injury, or other major trauma, go directly to the nearest emergency room — don't take any chances with a potentially life-threatening condition.

The same great board certified emergency physician leaders direct the care provided at our ER and at all of our urgent care centers.

Skip the line in the waiting room.

- 1** If you are not having a medical emergency and choose to go to urgent care, inform the front desk.
- 2** No need to fill out more forms, the ER staff will transfer them over.

The next time you need emergency services, please return to San Antonio Regional Hospital's Emergency Department. Our exceptional team of skilled professionals are dedicated to providing excellent care with compassion for you and your family.

Urgent Care

An urgent care center may be an alternative that can save time and money for conditions such as minor cuts and fractures, earaches and infections, or strains and sprains.

Benefits of Urgent Care:

- 1** Quick, convenient, quality care.
- 2** Open extended hours.
Monday – Friday: **9 am – 8 pm**
Weekends & Holidays: **9 am – 5 pm**
Walk-ins Welcome
- 3** Make a same-day urgent care appointment today by visiting SARH.org/Urgent Care



The next time you need urgent care services, please consider San Antonio Urgent Care at Rancho San Antonio Medical Plaza, a quick 10-minute drive from the hospital (east on Foothill Blvd to Milliken Ave). San Antonio Urgent Care is operated by San Antonio Regional Hospital in collaboration with Mountain View medical group; the same group that provides the exceptional medical services in our Emergency Department.



Did You Know?

You have a choice. At San Antonio Regional Hospital, close to 90% of our ER patients don't need to be hospitalized. The ER is definitely the right choice for complex symptoms, but many patients can be adequately served at one of our urgent care centers where our staff provides the same great care. Our symptoms chart will help you choose the best level of care for your condition.

Great service is available when you need it. In 2014, more than half a million Californians went to the ER for sore throats, colds, flus, and urinary tract infections, which are symptoms that can receive quick treatment at an urgent care center. And the best news — at all San Antonio Urgent Care locations, you will be treated by the same group of emergency practitioners as in our ER and you'll be back home getting better in no time!

We are filling the gap. Between the Medi-Cal expansion and Covered California (ObamaCare), 6 million more Californians now have health coverage, and more than half a million reside in the Inland Empire. While this is great news, the impact has been an even greater shortage of primary care practitioners. San Antonio is working with its great emergency physicians to fill this gap by providing you with easy access to primary care services through its urgent care centers.

We have an integrated health system and EMR. If you are treated at any San Antonio location, your electronic medical record (EMR), with critical information about your care, is accessible to the San Antonio medical personnel treating you. For example, if you go to one of our urgent care centers and you require a higher level of care such as emergency services, your EMR will be readily available to the emergency physicians when you arrive at our ER.

You have the right to:

- Have your medical condition screened
- If an emergency medical condition is determined to exist, be treated until your emergency medical condition is stabilized
- Be informed of your right to receive emergency medical services without regard to your ability to pay, prior to being transferred or discharged
- Not be transferred from an emergency care facility against your will

Definitions to know.

Emergency Medical Condition

According to California and federal laws, this is a condition that presents acute symptoms of sufficient severity (including severe pain) such that absence of immediate medical attention could reasonably be expected to result in placing the patient's health in serious jeopardy, serious impairment to bodily function, or serious dysfunction of any bodily organ or part.

Medical Condition Screening

This screening involves an examination by a doctor or other qualified personnel under a doctor's supervision to determine whether the patient has an "emergency medical condition" or if pregnant, whether the patient is in active labor. This screening occurs before the hospital asks about the patient's ability to pay.

Stabilized Emergency Medical Condition

A patient's condition is stabilized when necessary medical treatment has been provided to assure within reasonable medical probability that no material deterioration of the patient's condition is likely to result from, or occur during, transfer from the facility.

Now that you know your rights, how do you choose the best place to seek medical care for your illness or injury?

Four urgent care locations to better care for you.

San Antonio has four urgent care locations throughout the Inland Empire region to bring you the care you need.

Rancho San Antonio Medical Plaza

7777 Milliken Avenue, Rancho Cucamonga, CA 91730

Sierra San Antonio Medical Plaza

16465 Sierra Lakes Parkway, Fontana, CA 92336

Eastvale San Antonio Medical Plaza

12442 Limonite Avenue, Eastvale, CA 91752

Ontario San Antonio Urgent Care

970 N. Mountain Avenue, Ontario, CA 91762



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