

WHAT TO DO IF YOU HAVE AN URGENT MEDICAL EVENT

If you believe you are experiencing a medical emergency, immediately dial 911.

If you know you are facing an urgent medical event, immediately seek the appropriate care.

In the past, emergency rooms were the main place people knew to access urgent care. Now, in almost any town across the country, there are urgent care facilities that provide a more accessible and affordable option for non-life threatening medical events.

Urgent care facilities are perfect for medical events that need immediate attention but are not life-threatening, like a severe sore throat or a sprained ankle. Alternatively, if you need urgent care that is not an emergency and does not require onsite attention, most DPCs and telemedicine providers have options for 24-hour care.

Difficulty breathing is an example of a medical emergency. In this case, or any life-threatening situation, you should seek immediate medical care by calling 911 or proceeding to an emergency room.

Whether you go to an emergency room or an urgent care facility, the following steps will apply:

1. Upon your arrival, communicate with the staff that you are a cash pay patient and ask them to send you the bill. Get the treatment you need. When you are discharged, give Sedera a call, because we want to know you are okay!
2. Open a Needs case via the Sedera web-based app (member.sedera.com). If you would like a refresher on how to submit a Need, you can find a tutorial on the Sedera Member Helps page.
3. As you receive bills related to your Need, attach them to your open Needs case via the web-based app. Make sure the bills you submit are itemized.