

**Safe, Smart and Healthy – Keys to Success in Your New Home**  
**Medical Care and Health Insurance - 2**

**ENGLISH**

When Mrs. Li used primary care, she called the doctor's office to schedule an appointment. Because she doesn't speak English, the doctor's office has provided a telephone interpreter.

For scheduled visits, you must arrive at the doctor's office *15 minutes* ahead of your appointment time. Bring your insurance card and any payment you are responsible for.

If you cannot go to your appointment, you must call the doctor's office in advance to let them know. You can cancel the appointment or change it to another day.

If you do *not* call and you miss the appointment, you may have to pay for the appointment anyway.

Mrs. Li took her daughter to their regular doctor for her checkup. This person is also known as your "**primary care doctor.**" Call your regular doctor for an appointment when you have a cold, flu, or minor aches and pains.

Mr. Adam went to the Urgent Care clinic. Go to **urgent care** when you have more serious pain that cannot wait for a scheduled appointment during regular office hours—like an ear infection or sprained ankle or wrist.

Mr. Ba took his wife to the **Emergency Room** because she was badly injured and her hand was bleeding heavily. Only go to the emergency room if your life is in danger, like a heart attack, stroke, asthma attack, severe burn, or a severe cut.

If you cannot get to the hospital, call 9-1-1 on the telephone and ask for an ambulance. Do not go to the emergency room for minor aches and pains.