

# How and Where to Get Care

- Get care now**
- Call first**
- Get care quickly** (within 24 hours)
- Get care soon**

## Is it an emergency?

Yes

### Call 911 for problems like:

- Chest pain
- Severe abdominal pain (strong pain anywhere between your chest and hips, including your stomach)
- Choking
- Poisoning
- Severe wound or heavy bleeding
- Not being able to breathe right
- Broken bones
- Severe spasms or convulsions (“con-vul-shuns,” or sudden uncontrollable shaking)
- Loss of speech (not being able to talk)
- Severe burns
- Drug overdose
- Sudden loss of feeling or not being able to move
- Severe dizzy spells, fainting or blackouts

I don't know

### Before going to the emergency room or while on your way to the emergency room:

- Please call your primary care provider (PCP), the 24/7 Nurse Call Line at 1-877-759-6279, or MYidealDOCTOR at 1-855-879-4332. You can also visit [www.myidealdoctor.com](http://www.myidealdoctor.com).
- You can also get transportation to a nearby walk-in urgent care clinic ([www.amerihealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf](http://www.amerihealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf)).

No

### Do you need urgent care? -No-

Yes

### Call your PCP, the 24/7 Nurse Call Line, or MYidealDOCTOR for problems like:

- Vomiting
- Cold or flu
- Severe rashes
- Diarrhea
- Pink eye
- Bruises
- Sore throat
- Stomachaches
- Severe toothaches — call your dentist, or Enrollee Services at 1-866-842-2810 if you don't have a dentist

### Call your PCP or the 24/7 Nurse Call Line for problems like:

- Toothaches
- Earaches
- Sunburns
- Sprains
- Rashes
- Animal or insect bites
- Sexually transmitted diseases (STDs)
- Fever
- Minor cuts

Call the 24/7 Nurse Call Line at **1-877-759-6279** or MYidealDOCTOR at **1-855-879-4332**, 24 hours a day, seven days a week.

You can also get transportation to a nearby walk-in urgent care clinic ([www.amerihealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf](http://www.amerihealthcaritasdc.com/pdf/member/walk-in-after-hours-care.pdf)).

AmeriHealth Caritas District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### English

If you do not speak and/or read English, please call **1-866-842-2810 (TTY 1-800-570-1190)**, available 24 hours a day, seven days a week. A representative will assist you.

### Español

Si no habla y/o lee inglés, llame al **1-866-842-2810 (TTY 1-800-570-1190)**, línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

### አማርኛ

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### Tiếng Việt

Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-866-842-2810 (TTY 1-800-570-1190)**, 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

### 繁體中文

如果您不會講或讀英文，請致電 **1-866-842-2810 (TTY 1-800-570-1190)**，此電話每天 24 小時，每週 7 天開通。您將得到一位服務代表的協助。

### 한국어

영어를 말하거나 읽지 못하는 경우, 365일 24시간 이용 가능한 **1-866-842-2810 (TTY 1-800-570-1190)**번 으로 전화하십시오. 직원이 도와드릴 것입니다.

### Français

Si vous ne parlez, ni ne lisez anglais, veuillez appeler au numéro **1-866-842-2810 (TTY 1-800-570-1190)**, disponible 24 heures sur 24, 7 jours sur 7. Un représentant pourra vous aider.



[www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com)

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GOVERNMENT OF THE DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR