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Si usted necesita servicios de intérprete, por favor llame al teléfono (800) 431-4135 si vive en Central Oregon o al teléfono (855) 204-2965 si vive en Columbia Gorge.

You can get this in another language, large print, or another way that's best for you. Call us toll-free at (800) 431-4135, TTY users call (800) 735-2900.

PacificSource Community Solutions Video Transcript
Video 3: Know Where To Go For Care

If you're sick or hurt, it's important to know where to go to get care.

If you need care for normal aches and pains or if you are sick, you should call your primary care provider, or PCP. Your PCP's staff sees you regularly. This means they will spend less time on paperwork and more time helping you get back on your feet.

You might not know that many primary care providers' offices are open late and on weekends. Even when their office is closed, someone will be able to help you, including an on-call doctor. This helps you get the care you need, when you need it.

If you need care right away, your PCP may tell you to go to an Urgent Care clinic or an Emergency Room.

If your injury or sickness is so serious that you think your health is in danger, call 911 or go to the Emergency Room.

Many people are surprised to learn that doctors in urgent care clinics and in the ER see people with the worst injuries or sickness first. If you go in with a simple problem, you could end up waiting hours to see the doctor.

So when you need care, be sure to think of all the time you could save by calling your PCP's office first. Your doctor's office will help you make an appointment or figure out the right place to go.

If you have questions about any of this information or your plan, we're here for you. Just give us a call or visit us online.

At PacificSource Health Plans, we're here to help you live the healthiest life possible.