

# Before You Go to the Emergency Room... *You Have Options*

## Call PresRN (Nurse Advice Line)

Call anytime day or night and talk with a nurse. Describe your health problem and they will help you decide if you should see your primary care provider (PCP) or go to urgent care.

**Available 24 hours a day, 365 days a year**

**Centennial Care PresRN:** (505) 923-5677  
or 1-888-730-2300

**Medicare PresRN:** (505) 923-5573 or  
1-800- 887-9917

**All others:** (505) 923-5570 or 1-866-221-9679  
**TTY:** 711

## Video Visits

Video Visits provide access anytime to healthcare providers licensed in New Mexico. No need for an appointment. Talk with a provider day or night using your smartphone, tablet or computer webcam. For more information on Video Visits, log in to myPRES.

## Primary Care Providers & MyChart

Your PCP is the right person to see first for most health problems. If your problem is serious, your PCP may want to see you the same day or tell you to go to urgent care.

MyChart is a secure, web-based portal that allows Presbyterian Medical Group patients to send electronic messages and communicate with their care team.

## Urgent Care

Urgent care clinics are for times when you need care right away but it is not an emergency. Most are open evenings and weekends. An urgent care clinic can take less time than a trip to the hospital emergency room (ER). Visit [phs.org](http://phs.org) for a list of urgent care locations and hours.

## Contact Us

### Centennial Care:

8 a.m. to 6 p.m. Monday to Friday  
(except holidays)  
(505) 923-5200 or 1-888-977-2333

Navajo/Diné: (505) 923-5157 or  
1-888-806-8793

### Presbyterian Dual Plus (HMO-SNP)

October 1 to February 14:

8 a.m. to 8 p.m., seven days a week  
(except holidays)

February 15 to September 30:

8 a.m. to 8 p.m., Monday to Friday  
(except holidays)  
(505) 923-7675 or 1-855- 465-7737

### Presbyterian Senior Care (HMO/HMO-POS) and Presbyterian MediCare PPO:

October 1 to February 14:

8 a.m. to 8 p.m., seven days a week  
(except holidays)

February 15 to September 30:

8 a.m. to 8 p.m., Monday to Friday  
(except holidays)  
(505) 923- 6060 or 1-800-797-5343

### All Others:

Monday through Friday, 7 a.m. to 6 p.m.  
(505) 923-5678 or 1-800-356-2219



**TOP REASONS TO TRY ONE OF THESE OPTIONS INSTEAD OF GOING TO THE ER:**

- Fever and body aches
- Earache
- Cold or flu
- Pain/burning when using the bathroom
- Nausea or feeling generally ill
- Sore throat or cough
- Vomiting or diarrhea
- Mild injuries and cuts
- Rashes without fever

**GO TO THE ER IF YOU HAVE A LIFE-THREATENING EMERGENCY LIKE:**

- Chest pain
- Severe injury or possible broken bones
- Severe pain to any body part
- Bleeding that wont stop
- Extreme difficulty breathing
- Confusion, numbness and tingling, or if you suddenly can't use part of your body
- Strong feelings of wanting to hurt yourself

Presbyterian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 505-923-5420, 1-855-592-7737 (TTY: 711).

Díí baa akó nínizin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'dee', t'áá jiik'eh éi ná hólo, koji' hódíłnih 505-923-5420, 1-855-592-7737 (TTY: 711).

Such services are funded in part with the State of New Mexico.

Presbyterian exists to improve the health of the patients, members, and communities we serve.

Presbyterian Dual Plus is an HMO Special Needs Plan (SNP) with a Medicare Contract and a contract with the New Mexico State Department of Human Services Department Medicaid program. Enrollment in Presbyterian Dual Plus (HMO SNP) depends on contract renewal.

Presbyterian Senior Care (HMO) / (HMO-POS) and MediCare PPO are Medicare Advantage plans with a Medicare contract. Enrollment in Senior Care (HMO) / (HMO-POS) and Presbyterian MediCare PPO depends on contract renewal.