

- ◆ What the medication is
- ◆ When to take the medication
- ◆ How much medication to take
- ◆ How long to take the medication
- ◆ Possible side effects, and what to do if you notice them

B. Going Home

A nurse or doctor will explain to you how to take care of yourself at home

C. Follow-Up Care

You may be asked to see your PCP. A nurse or doctor will help you arrange an appointment if follow-up care is needed. Do not go to the ER for follow-up care.

D. Follow Your Instructions

Do not be afraid to ask questions if you do not understand something. If you have a friend or relative with you, make sure they hear the instructions also.

Care Outside of Wisconsin

If you travel outside of Wisconsin and need ER services, health care providers can treat you and send claims to *iCare*. You will have to pay for any service you get outside of Wisconsin if the health care provider refuses to submit claims or refuses to accept *iCare's* payment as payment in full.

ER Services Outside of the U.S.

Independent Care Health Plan covers ER

services in Canada and Mexico only.

Be Prepared

- ◆ Keep your Forward ID card with you when traveling
- ◆ Keep your PCP's and *iCare's* phone number in a location where you can find it
- ◆ Know where the nearest ER is located

Interpreter and translation services are available free of charge. This document may be available in other formats upon request.

Independent Care Health Plan

1555 North RiverCenter Drive
Suite 206

Milwaukee, WI 53212

1-800-777-4376

414-223-4847

FAX: 414-231-1092

TTY 1-800-947-3529 or 7-1-1
Voice: 1-800-947-6644 or 7-1-1

www.icare-wi.org

iCare

INDEPENDENT CARE HEALTH PLAN



What to do in Case of an Emergency

iCare

INDEPENDENT CARE HEALTH PLAN



Is It an Emergency?

You need emergency care right away if you suffer an injury or illness that can result in death or permanent disability.

Here are some examples of emergencies that require care:

Choking * Severe or Unusual Bleeding * Trouble Breathing * Poisoning * Broken Bones * Severe Chest Pain * Suspected Stroke * Severe Burns * Severe Pain * Seizures * Drug Overdose * Shooting * Stabbing

Care may also be needed for dental emergencies. Emergency dental care will be provided right away for severe pain, acute infection, swelling, lockjaw, fever or trauma.

Not an Emergency

Call your PCP for the following non-emergency conditions:

Coughing * Vomiting * Sore Throat * Colds * Bruises * Rash * Stomach Ache * Mild Fever * Pink Eye * Diarrhea * Ear Ache * Mild or Moderate Pain

What to do in an Emergency

1. If your condition is severe, go to the nearest emergency room (ER). If you are unable to get to the ER, call 911.
2. Call your Primary Care Physician (PCP) within 24 hours of going to the ER. If you cannot call, have someone call for you.
3. Call your care coordinator at 414-223-4847, if you need assistance.

What to Expect When You Access Emergency Services

When you get to the hospital a nurse may:

- ◆ Ask about your symptoms
- ◆ Take your blood pressure, temperature and pulse
- ◆ Ask when you last ate or drank
- ◆ Ask about your medical history



You may not feel like answering questions but the information will help provide you with the best possible emergency care. Answering these questions will help decide if your needs are:

1. **Emergent** - for those who have a life-threatening illness or injury
2. **Urgent** - for those who are stable but need help as soon as possible
3. **Non-urgent** - for those with minor problems or chronic complaints.

Patients with the most serious needs are

treated first.

After finding out about your condition you may be:

- ◆ Asked to wait until a doctor can see you
- ◆ Treated quickly
- ◆ Admitted to the hospital
- ◆ Given tests or X-rays
- ◆ Sent to another part of the facility for treatment



Usually, you can expect to wait unless your condition is critical. You may be asked to wait because:

- ◆ Other patients may need care right away
- ◆ Beds or treatment rooms have to be prepared
- ◆ A specialist may need to be consulted for your condition

After you are treated you may either be:

- ◆ Asked to contact your PCP
- ◆ Admitted to the hospital
- ◆ Discharged with written instructions

What to do After You are Discharged

Instructions may be given to you for the following:

A. Prescribed Medications

Make sure you ask the nurse or doctor: