

# Save the ER for emergencies. And you could save time and money.

## If you have a non-life-threatening illness, walk-in centers are a smart option.

Emergency room (ER) wait times are at an all-time high, and ER visits could cost more than you think.<sup>1</sup> If you're not having a true emergency, you can still get quality care without visiting the ER. Walk-in centers could take less time and cost less.

### Shorter wait times

Studies have shown that the average wait time in a hospital emergency department is three hours, and many cases could have been handled in a walk-in center.<sup>2</sup> Wait times at a walk-in center are generally much shorter, and you'll also be in a more comfortable environment.

### Lower costs

With a walk-in center, you'll pay a specialist copay. For specific cost and benefit information, call the phone number on the back of your member ID card.

### Same high level of care

Walk-in centers are fully staffed by the same types of professionals you'd see in an emergency room or at your doctor's office: licensed doctors, doctor assistants and nurse practitioners.

### Treatment for all non-life-threatening emergencies

The centers typically treat a variety of non-life-threatening issues including minor lacerations, minor burns, sprains and strains, sports injuries, sore throats, earaches and flu.

### No appointment or referral needed

Walk-in centers can provide care for a variety of injuries and illnesses. Anthem has a network of participating centers that can often save you time and money compared to an emergency room. Simply choose the center closest to you and walk right in.

### Let a nurse help you decide

Not sure if you should go to a walk-in center, emergency room or your doctor's office? Call the **24/7 NurseLine** at **800-607-3262** - any time, day or night. Discuss your symptoms with a registered nurse who will help you decide which type of care makes the most sense.

### Emergency room rule of thumb

Call 911 or go to the emergency room if you think delaying care could put your health at serious risk.

**Please turn over this sheet to find a walk-in center near you.**

<sup>1</sup> Centers for Disease Control and Prevention, National Ambulatory Care Survey, August 2008.  
<sup>2</sup> [www.msnbc.msn.com/id/15817906](http://www.msnbc.msn.com/id/15817906).

# Walk-in centers and locations

List updated June 2010.

As an option for non-emergency care, check out the list below for your nearest walk-in center. Please note that this list is likely to change.

You can find updated walk-in center listings at [anthem.com](http://anthem.com).

<b>Augusta</b>	
Concentra, 219 Capitol Street Suite 2	866-944-6046
<b>Bangor</b>	
Concentra, 34 Gilman Road	866-944-6046
The Clinic at Walmart, 900 Stillwater Avenue	207-947-5254
<b>Berwick</b>	
Berwick Medical Services, 4 Dana Drive	207-698-6700
<b>Brewer</b>	
PCHC Brewer Medical Center, 735 Wilson Road	207-989-1567
The Clinic at Walmart, 24 Walton Drive	207-561-9881
<b>East Waterboro</b>	
Goodall Express, 10 Goodall Drive Suite 900	207-490-7760
<b>Freeport</b>	
Freeport Medical Center, 42 Mallett Drive	207-865-3491
<b>Gorham</b>	
Mercy Express Care, 19 South Gorham Crossing	207-839-9101
<b>Lewiston</b>	
Concentra, 59 East Avenue	866-944-6046
<b>Norway</b>	
Concentra, 29 Winter Street	866-944-6046
<b>Orono</b>	
Orono Medical Center, 303 Main Street	207-866-5561
<b>Patten</b>	
Katahdin Valley Health Center, 30 Houlton Street	207-528-2285
<b>Portland</b>	
Concentra, 1600 Congress Street	866-944-6046
<b>Presque Isle</b>	
The Clinic at Walmart, 781 Main Street	207-762-3955
Walk-In Care, 23 North Street	207-760-9278
<b>Waterville</b>	
Express Care, 325C Kennedy Memorial Drive	207-873-3961
<b>Westbrook</b>	
Mercy Express Care, 40 Park Road	207-857-8174
<b>Windham</b>	
Mercy Express Care, 409 Roosevelt Trail	207-893-0290

**For the latest information on hours and services, call before you go.**