



Emergency Room Flowchart

01 REQUIREMENTS

- You must be eligible for PRC at the time of service.
- Applications for alternate resources are available at each FourPoints Health clinic.
- If you need assistance in applying for alternate resources contact Eligibility Specialist, Megan Johnson at (435) 586-1112 ext. 451.

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02 IF LIFE OR LIMB

- Call 911 or go to the nearest Emergency Room.
- If non-emergent or in question, call your local FourPoints Health clinic to speak with the Nurse or Provider for triage.
- As directed by medical staff go to the clinic for evaluation or go to the Emergency Room immediately.

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03 WHEN CLINICS ARE OPEN

Monday - Friday 8:30am-5:00pm

- If non-emergent or in question, call local FourPoints Health clinic to speak with the nurse or provider for triage, you may be asked to go to your local FourPoints Health clinic for evaluation.
- If directed to do so by the provider, go to the nearest ER.

03

04 WHEN CLINICS ARE CLOSED

- If non-emergent or in question, call your local FourPoints Health clinic to speak with the On-call provider. If directed to do so, go to the nearest ER.
- If you were directed to do so, follow up with your FourPoints Health provider.
- If you were seen in the ER, notify your FourPoints Health provider within 72 hours of ER visit.

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05 PAYMENT & IMPORTANT REMINDERS

- If you were referred to the ER by our provider or after hours on call provider, the business office will process payment of all claims.
- If you went to the emergency room without being prompted to do so, and you called within the 72 hours, the visit notes will need to be reviewed and approved by the medical team before payment is processed.
- If the emergency room provider has referred you to follow up with another provider or specialist, you will need to be seen by FourPoints Health provider to obtain a PO and referral.
- Please be aware there are numerous bills that come with a single ER visit. If you receive a bill, please bring it to your nearest FourPoints Health clinic & they will route it to the business office.

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06 POLICY

- The full PRC ER policy can be found at fourpointshealth.org/policies.

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