




# Where to Go for Care



You think you may be sick, but your primary care physician is booked through the end of the month. You have a question about the side effects of a new medication, but the pharmacy is closed. Instead of immediately choosing an expensive trip to the emergency room or relying on questionable information from the internet, take a look below at various care centers and resources and the types of care they provide.

	Why would I use this?	What type of care would they provide?*	What are the costs and time considerations? **
<b>Primary Care Center</b> 	You need routine care or treatment for a current health issue. Your primary doctor knows you and your health history, can access your medical records, provide preventive and routine care, manage your medications and refer you to a specialist, if necessary.	<ul style="list-style-type: none"> <li>• Routine checkups</li> <li>• Immunizations</li> <li>• Preventive services</li> <li>• Manage your general health</li> </ul>	<ul style="list-style-type: none"> <li>• Often requires a copayment and/or coinsurance</li> <li>• Normally requires an appointment</li> <li>• Usually little wait time with scheduled appointment</li> </ul>
<b>Nurse Line</b> 	You need a quick answer to a health issue that does not require immediate medical treatment or a physician visit.	Answers to questions regarding: <ul style="list-style-type: none"> <li>• Symptoms</li> <li>• Medications and side effects</li> <li>• Self-care home treatments</li> <li>• Self-help and support groups</li> <li>• When to seek care</li> </ul>	<ul style="list-style-type: none"> <li>• Nurse lines are usually available 24 hours a day, 7 days a week.</li> <li>• This service is usually free as part of your medical insurance.</li> </ul>
<b>Telemedicine &amp; Virtual Visits</b> 	You need care for minor illnesses and ailments, but are unable to leave home, or your primary care doctor is booked for the day. These services are available via phone and the web (via web cam), respectively.	<ul style="list-style-type: none"> <li>• Cold &amp; flu symptoms</li> <li>• Allergies</li> <li>• Bronchitis</li> <li>• Urinary tract infection</li> <li>• Respiratory infection</li> <li>• Sinus problems</li> </ul>	<ul style="list-style-type: none"> <li>• There is usually a first-time consultation fee and a flat fee for any visit thereafter. Copay may also apply.</li> <li>• Access to care is usually immediate.</li> <li>• Some states may not allow for prescriptions through telemedicine or virtual visits.</li> </ul>
<b>Urgent Care Center</b> 	You need care quickly, but it is not a true emergency. Urgent care centers offer treatment for non-life-threatening injuries or illnesses and are staffed by qualified physicians.	<ul style="list-style-type: none"> <li>• Strains, sprains</li> <li>• Minor broken bones (e.g., finger)</li> <li>• Minor infections</li> <li>• Minor burns</li> <li>• X-rays</li> </ul>	<ul style="list-style-type: none"> <li>• Often requires a copayment and/or coinsurance that is usually higher than an office visit.</li> <li>• Walk-in patients welcome, but waiting periods may be longer as patients with more urgent needs will be treated first.</li> </ul>
<b>Emergency Room</b> 	You need immediate treatment for a serious life-threatening condition. Do not ignore an emergency. If a situation seems life threatening, take action. Call 911 or your local emergency number right away.	<ul style="list-style-type: none"> <li>• Heavy bleeding</li> <li>• Chest pain</li> <li>• Major burns</li> <li>• Spinal injuries</li> <li>• Severe head injury</li> <li>• Difficulty breathing</li> <li>• Broken bones</li> </ul>	<ul style="list-style-type: none"> <li>• Often requires a much higher copayment and/or coinsurance.</li> <li>• Open 24/7, but waiting periods may be longer because patients with life-threatening emergencies will be treated first.</li> </ul>

\* This is a sample list of services and may not be all-inclusive.

\*\* Costs and time information represent averages only and is not tied to a specific condition or treatment.