

Know where to get care



The right level of care?

How do you decide where to seek medical care? The right decision depends on your symptoms.

Also, remember your out-of-pocket costs can vary significantly by the place of service. Always be sure to check your Health Plan details to confirm coverage.

Doctor's Office Your doctor should be your first call when you're sick. Your doctor not only knows you, but has all of your medical records in one place. Because of this, he or she can make an informed decision about the care you need.

Retail Clinic Put simply, these clinics make life easier when you need routine healthcare services for common illnesses – like colds, flu, or sore throats – as well as screenings and vaccinations.

They usually cost less than an emergency room Advanced Registered Nurse Practitioners (ARNPs) and Physician Assistants (PAs) generally provide care at these facilities.

Urgent Care Go to an urgent care center when your doctor isn't available. Infections, injuries, cuts, sprains, flu, fever, allergies, asthma, rash, and sore throat are some instances when you should consider going to an urgent care center instead of an emergency room. Urgent care centers have:

- Evening and weekend hours; usually a short wait
- Experienced, trained nurses and doctors
- Lower out-of-pocket costs for you than an emergency room

When you think you're having an emergency,
trust your instincts and go directly to the ER, or call an ambulance.

Emergency Room Use the "ER" for emergencies only. If you're facing a serious situation – like uncontrolled bleeding, chest pain, heart attack, difficulty breathing, possible stroke, or any threat to life or limb – head straight to the ER.

NOTE: *the emergency room is not an appropriate place for non-emergencies.*