RIGHT TIME, RIGHT PLACE
Where to go when you need quick care

Sprained ankle over the weekend? Fever late at night? If it’s not an emergency, take a moment to review your options. Choosing the right place for your care can help you get the level of medical care you need. Plus, it can save you time and money.

Get to know your options

Check your health plan to compare the costs of different types of visits and locations included in your plan’s network. Find out the office hours for urgent care and walk-in clinics. Now you’re prepared to make a smart choice the next time you need care.

ER
Open 24/7

If a situation seems life threatening, call 911 or go to the nearest ER. Trust your instincts when choosing if you or a loved one needs immediate medical care.

Some symptoms that generally signal an emergency:
› Sudden numbness, weakness
› Uncontrolled bleeding
› Seizure or loss of consciousness
› Chest pain or shortness of breath
› Head injury/major trauma
› Blurry vision or loss of vision
› Severe cuts or burns
› Poisoning or suspected overdose
› Severe allergic reactions

Doctor’s office
Regular clinic hours

Your doctor’s office is the best place to go for routine or preventive care. For chronic health problems, such as low back pain or headaches, see your doctor so he or she can manage your care and/or direct you to a specialist for further treatment.

Examples of health care services offered:
› General health issues
› Preventive care, vaccines and screenings
› Referrals to specialty care

Convenience care clinic
Typically open extended hours (nights and weekends)

Convenience care clinics are located in retail stores and pharmacies. No appointments necessary.

Examples of conditions treated:
› Common cold/flu, sore throat or earache
› Rashes or skin conditions
› Vaccines

Examples of conditions treated:
› Minor cuts, sprains, burns and rashes
› Fever and flu symptoms
› Vomiting, diarrhea and stomach pain
› Urinary tract infections

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