







# Know where to go for care

## Compare your options

Getting care at the place that may best fit your condition or situation may save you time and money compared to an emergency room (ER) visit.\* If you believe you have a life-threatening condition, call 911 or go to the ER. For everything else, it may be best to contact your primary care provider (PCP) first. If seeing your PCP isn't possible, it's important to know your other care options, especially before heading to the ER.

Care options to consider	START HERE			
	 <b>PCP</b> (Family doctor, internist, pediatrician) Care from the doctor who may know you best	 <b>Virtual Visits</b> See a doctor whenever, wherever	 <b>Urgent care</b> Serious conditions that aren't generally life-threatening	 <b>Emergency room</b> Life- and limb-threatening emergencies
Average cost	\$	\$	\$\$	\$\$\$\$
Hours	Varies by location	24/7	Varies by location— may be open nights/weekends	24/7
Wait time	By appointment, minimal wait time	Typically within 30 minutes or scheduled at your convenience	30 minutes or less on average*	2 hours on average*
Language capabilities	Search by language on myuhc.com	Interpreters may be available	Interpreters may be available	Interpreters may be available
How to connect	Contact your PCP	myuhc.com	myuhc.com	myuhc.com

✓ indicates the recommended place for care for the following common conditions:

Broken bone			✓	✓
Chest pain				✓
Cough	✓	✓		
Fever	✓	✓	✓	
Minor cuts and burns			✓	
Muscle strain	✓		✓	
Pinkeye	✓	✓		
Shortness of breath				✓
Sinus problems	✓	✓		
Sore throat	✓	✓		
Sprain	✓		✓	
Urinary tract infection	✓	✓	✓	



**Need to find a network provider or PCP?** Visiting an out-of-network provider could end up costing you more for care. To find a PCP, urgent care centers and emergency rooms in your network, go to [myuhc.com](https://myuhc.com).

**Not sure where to go for care?** Call the number on your health plan ID card.

continued

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\*National Hospital Ambulatory Medical Care Survey 2010-2011. Available at <https://www.cdc.gov/mmwr/preview/mmwrhtml/mm6319a8.htm>. QuickStats: Median Emergency Department (ED) Wait and Treatment Times,\* by Triage Level. ^UCAQA 2015 Benchmarking Survey. The full survey which addresses other industry topics including differences in urgent care centers by region, characteristics of urgent care centers based on types of ownership and various revenue correlations, is available for purchase by both members and non-members – including media – on the UCA website.

The information provided herein is for informational purposes only as part of your health plan and should not be construed as medical advice. Please discuss with your doctor how the information provided is right for you. UnitedHealth Group and its affiliates does not and cannot guarantee clinical outcomes.

Check your official health plan documents to see what services and providers are covered by your health plan.

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