





# Where should I go for care?

## Helping you choose the right care center

Care center	Why would I use this care center	What type of care would they provide for example*	What are the cost** and time considerations? **
<b>Doctor's Office</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>▶ Little wait time with scheduled appointment</li> </ul>
<b>Convenience Care Clinic</b> 	You can't get to your doctor's office, but your condition is not urgent or an emergency. Convenience care clinics are often located in malls or retail stores offering services for minor health conditions. Staffed by nurse practitioners and physician assistants.	<ul style="list-style-type: none"> <li>▶ Common infections (e.g.: strep throat)</li> <li>▶ Minor skin conditions (e.g.: poison ivy)</li> <li>▶ Flu shots</li> <li>▶ Pregnancy tests</li> <li>▶ Minor cuts</li> <li>▶ Ear aches</li> </ul>	<ul style="list-style-type: none"> <li>▶ Often requires a copayment and/or coinsurance similar to office visit</li> <li>▶ Walk in patients welcome with no appointments necessary, but wait times can vary</li> </ul>
<b>Urgent Care Center</b> 	You may need care quickly, but it is not an emergency, and your primary physician may not be available. Urgent care centers offer treatment for non-life threatening injuries or illnesses. Staffed by qualified physicians.	<ul style="list-style-type: none"> <li>▶ Sprains</li> <li>▶ Strains</li> <li>▶ Minor broken bones (e.g.: finger)</li> <li>▶ Minor infections</li> <li>▶ Minor burns</li> </ul>	<ul style="list-style-type: none"> <li>▶ Often requires a copayment and/or coinsurance 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 of a very serious or critical condition. The ER is for the treatment of life-threatening or very serious conditions that require immediate medical attention. <b>Do not ignore an emergency. If a situation seems life threatening, take action. Call 911 or your local emergency number right away.</b>	<ul style="list-style-type: none"> <li>▶ Heavy bleeding</li> <li>▶ Large open wounds</li> <li>▶ Sudden change in vision</li> <li>▶ Chest pain</li> <li>▶ Sudden weakness or trouble talking</li> <li>▶ Major burns</li> <li>▶ Spinal injuries</li> <li>▶ Severe head injury</li> <li>▶ Difficulty breathing</li> <li>▶ Major broken bones</li> </ul>	<ul style="list-style-type: none"> <li>▶ Often requires a much higher copayment and/or coinsurance than an office visit or urgent care visit</li> <li>▶ Open 24/7, but waiting periods may be longer because patients with life-threatening emergencies will be treated first</li> </ul>

If you have questions or need more information, you can speak to a customer care professional by calling the number on the back of your UnitedHealthcare health plan ID card.



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

\*\*Costs and time information represents averages only and is not tied to a specific condition, level of coverage or treatment. Your out-of-pocket costs will vary based on plan design.

Not all treatment facilities are covered equally under all plan designs. Always refer to your specific Plan Documents for your coverage details. Some treatments may require preauthorization or a referral from your primary care physician. The information provided through these programs is for educational purposes only as a part of your health plan and is not a substitute for your doctor's care. Please discuss with your doctor how the information provided is right for you. Your personal health information is kept private in accordance with your plan's privacy policy.

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