

When accidents happen or sickness strikes...

If it's a life-threatening emergency, call 911 or go to the nearest emergency room. If it's not, we recommend you contact your primary doctor's office first. They have your medical records and may have a provider on call who can help. Before any urgent care situation happens, it's important to understand your choices.

Due to the COVID-19 pandemic, it's a good idea to call ahead or check online to understand the safety protocols retail health clinics and urgent care centers have in place to keep patients safe.

 Retail Health Clinic	 Virtual Visit	 Urgent Care Center	 Emergency Room
 Less severe conditions Strep throat Sinus infections Ear infections	 Less severe conditions Flu/cough/colds Eye irritation Rashes	 Urgent conditions Broken bones Sprains Flu, sinus or other infections Burns/cuts	 Life-threatening conditions Heart attack Stroke Difficulty breathing Severe burn or bleeding
 Lower cost sharing	 Lower cost sharing	 Higher cost sharing	 Highest cost sharing
 Shorter wait time, check for hours	 Shorter wait time, available 24/7	 Shorter wait time, check for hours	 Longer wait time, open 24/7

10x **Did you know?**
 ER treatment costs can be 10 times more than in an urgent care center – even for patients with the same diagnosis.*

Check your health plan documents for specific coverage and cost details.

*www.businessinsider.com/urgent-care-industry-trends