

Where Should I Seek Care?

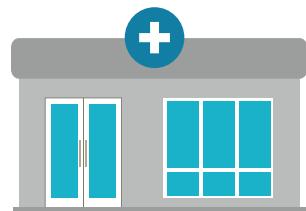
When you or your family member is sick or injured and needs care, knowing where to go can make a big difference – in how long you wait and how much you spend.

Primary Doctor's Office:

Cost: Low-Medium

For health issues that aren't immediate or serious, waiting to see your doctor during normal business hours is often the best option – both in terms and cost and quality of care. Here's why:

- › Your doctor serves as your health care "quarterback" – they know your health history and can best dictate your needs.
- › Scheduling an appointment is quick, simple, and straightforward.
- › This option saves you the most money.



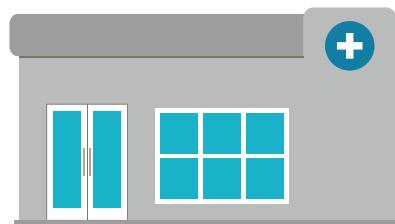
Walk-in Clinics/Urgent Care:

Cost: Medium

Walk-in clinics, such as **urgent care** and **immediate care facilities** are located in clinics, hospitals, or other health care facilities. They are typically open after normal business hours and on weekends. Visit these facilities when:

- › You have an immediate illness or injury that can't wait.
- › Your illness or injury is not life threatening.

If you visit an emergency department that offers urgent care services, a preliminary level of care (urgent or emergent) is determined based on your symptoms. In some cases, that determination isn't made until after your diagnosis is confirmed, which may result in a bill for ER services even though you entered through urgent care.



Emergency Rooms (ERs):

Cost: High

Usually located in a hospital, an ER is equipped to focus on serious medical emergencies.

Visit the emergency room for:

- › Situations that threaten "life or limb," such as difficulty breathing, chest pain, seizures, head trauma, vomiting blood, a severe allergic reaction, or loss of consciousness.

Visiting the ER for a non-emergency will:

- › Result in higher costs than a visit to your doctor's office or a walk-in clinic.
- › Result in being cared for by a doctor you do not know and who does not know your medical history.
- › Possibly result in a longer wait due to: other patients with more severe symptoms being seen first or heavy ER use on that particular day.



Use our Find a Doctor tool to locate an in-network ER, urgent care, or primary care doctor near you.

Find a Doctor provides information on cost, quality, and availability. Search by: procedure, doctor's name, doctor's specialty, medical facility type, and more!

Go to the-alliance.org/Find-a-Doctor/

Health Care Needs Guide



| Where To Go | What it is | Who Works There | Consider it For | Cost |
|--------------------------------------|--|--|---|------------|
| Doctor's Office | The location of your Primary Care Provider who has your medical history on file. | Your Primary Care Provider who may be a general practice physician, physician's assistant, or nurse practitioner. | Health issues that can wait for an appointment during normal business hours. | Low-Medium |
| Telemedicine* | Medical visit using telephone, email, Internet app, etc. | Physicians, physician's assistants, nurse practitioners or nurses. | After-hours non-emergency health concerns such as colds, flu, eye or ear infections, insect bites, poison ivy, or minor burns. | Low |
| Workplace Onsite Clinic* | A medical clinic at your workplace funded by your employer. | Physicians, physician's assistants, nurse practitioners, or nurses. | Short appointments near or during working hours. This may also be the same as your Primary Care Provider. | Low |
| Urgent Care Or Immediate Care Clinic | A walk-in center owned by a hospital, group of doctors, or independent investors that provides extended hours and is open on weekends. | A physician who specializes in family or emergency medicine; a physician assistant, nurse, or radiologist may also be on-site. | Problems that are urgent but not severe enough to warrant a trip to the ER, such as a fracture or deep cut that may need stitches. | Medium |
| Emergency Room | A hospital department equipped to treat life-threatening emergencies around the clock. | Emergency-medicine physicians, nurses, physician assistants, and specialists. | Situations that threaten "life or limb," such as difficulty breathing, chest pain, seizures, head trauma, vomiting blood, severe allergic reaction, or loss of consciousness. | High |

*Please check with your Human Resources department to see if your insurance plan offers telemedicine or workplace on-site clinic options.

Sources: Consumer Reports 2015 & The Alliance