

# When + where to get care



## How to find the best care for you

Taking charge of your health care can be difficult. With so many choices on where to get care, how can you find the option that works best for you? This information will help you understand your options.

### When you need routine care:

DOCTOR'S OFFICE (PRIMARY CARE CLINIC)	HOW IT WORKS
<ul style="list-style-type: none"> <li>• For preventive and routine care</li> <li>• Only open during regular business hours</li> <li>• Usually need an appointment</li> </ul>	<p>In most cases, it's best to see your primary care doctor. This is the doctor who knows you and your health history, can also easily look up your medical records, provide follow-up care, or refer you to specialists if needed.</p>

### When you have a common illness:

CONVENIENCE CARE/VIRTUAL CARE	HOW IT WORKS
<p><b>Convenience Care Center</b></p> <ul style="list-style-type: none"> <li>• For common minor illnesses, such as a sore throat or ear infection</li> <li>• Not for emergencies</li> <li>• For those 18 months and older</li> <li>• May be open after hours, weekends, and/or holidays</li> <li>• No appointment needed</li> </ul>	<p>You can find care sites in:</p> <ul style="list-style-type: none"> <li>• Shopping malls</li> <li>• Pharmacies</li> <li>• Other retail stores</li> </ul> <p>Convenience care clinics are staffed by nurse practitioners or other licensed medical professionals. They don't typically have a medical doctor on site.</p>

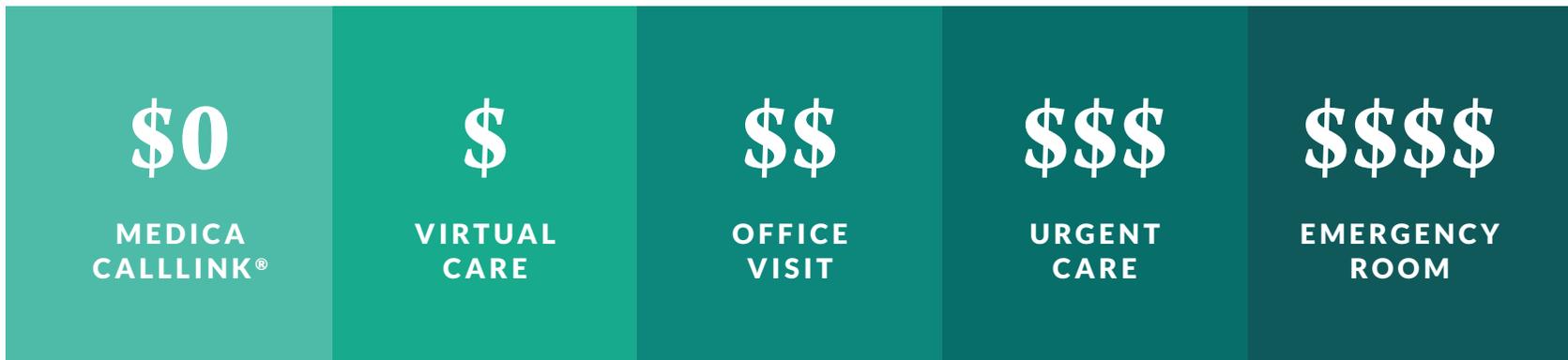
<p><b>Virtual Care</b></p> <ul style="list-style-type: none"> <li>• Able to treat common health conditions</li> <li>• Not for emergencies</li> <li>• Available after hours and sometimes 24/7</li> <li>• No appointment needed</li> <li>• Online access from home, work, or wherever you are</li> </ul>	<p>Also known as online care or e-visits, virtual care is a convenient way to connect with your provider from a computer or mobile device. You can get a diagnosis, a treatment plan, and a prescription (if needed). It may cost less and save you time for non-urgent matters. Most benefit plans cover virtual care. To see if yours does, check your coverage document on your secure member site at <a href="https://www.Medica.com/SignIn">Medica.com/SignIn</a>.</p>
---	---

MEDICA CALLINK®	HOW IT WORKS
<ul style="list-style-type: none"> <li>• Decide what type of care will meet your needs</li> <li>• Learn more about a diagnosis</li> <li>• Understand symptoms and treatment options</li> <li>• Get information on preventive screenings services and immunizations</li> </ul>	<p>Connect with trusted advisors and nurses 24/7 to get the health answers you need – at no extra cost.* Call <b>1 (800) 962-9497</b> (TTY: <b>711</b>).</p>

## When you need care right away:

URGENT/EMERGENCY CARE		HOW IT WORKS
<b>Urgent Care Center</b> <ul style="list-style-type: none"> <li>• For minor illnesses or injuries that need immediate care</li> <li>• Not for emergencies</li> <li>• Open weeknights and often on weekends, and/or holidays</li> <li>• No appointment needed</li> </ul>		Urgent care centers treat sprains, minor broken bones, mild asthma attacks, minor infections and rashes, small cuts, flu-like symptoms, sore throats, and other minor illnesses. They're staffed by physicians, and typically treat patients on a first-come, first-served basis.
<b>Emergency Room (ER)</b> If your situation seems life threatening, go to an ER or call 911 right away. <ul style="list-style-type: none"> <li>• For true emergencies</li> <li>• Open 24 hours a day, 7 days a week</li> <li>• No appointment needed</li> </ul>	Go to the ER for things like: <ul style="list-style-type: none"> <li>• Heavy bleeding</li> <li>• Large open wounds</li> <li>• Severe head injuries</li> <li>• Trouble breathing</li> <li>• Chest pain</li> <li>• Signs of stroke (sudden change in vision, sudden weakness, sudden trouble talking)</li> <li>• Major burns</li> </ul>	Emergency rooms are designed and staffed to treat people with severe and immediate medical needs. Patients with true emergencies will be seen first, so if you go to an ER with a non-emergency need, you may have a long wait. Plus, ER care usually costs you a lot more than using a clinic or other care option.

## Determining your costs



## Helpful resources

- 💡 Find a network provider using the online provider search tool at [Medica.com/FindADoctor](https://www.Medica.com/FindADoctor).
- 💡 Talk with a nurse or advisor any time, day or night, with **Medica CallLink®**.\*
- 💡 Talk with a **Member Services** representative (call the phone number on the back of your Medica ID card if you have questions).

\*Medica CallLink® is not available with all Medica plans. If the CallLink phone number is not listed on the back of your Medica ID card, and you want to see if your plan includes this service, please contact Member Services at the number listed on the back of your Medica ID card. The information offered by this service is not intended to be a substitute for professional medical advice. Always seek the advice of your physician or other qualified health providers with questions you may have regarding a medical condition. No part of this service is intended to provide a medical diagnosis or treatment.