

Where to go for medical care

When you need medical attention, knowing where to go for health care can help you save time — and help assure you'll get the care you need. You may choose care from your primary care provider (PCP), a virtual visit (or telehealth), urgent care or emergency room, depending on your situation. Here are tips to help you choose where to go for care.

Consider your medical need

Where you go for care depends on what kind of medical care you'll need. Look at the examples in the chart below to get a sense of the options you may choose.

What you need	Types of care or treatments	Where to go
Preventive and routine care	<ul style="list-style-type: none">• Checkups• Immunizations• Minor illnesses• Minor injuries	Your primary care provider (PCP) Find a primary care provider
Your issue isn't an emergency, but your PCP isn't available	<ul style="list-style-type: none">• Sprains• Minor broken bones (e.g. finger)• Minor burns• Minor infections• Strep throat	Walk-in clinic Urgent care Both options have a cost. For details, refer to the Specific plan Design & Benefits document for your election: HDHP, Base, or Buy-up.

	<ul style="list-style-type: none"> • Earache 	
Life threatening and/or very serious conditions	<ul style="list-style-type: none"> • Heavy bleeding • Chest pain • Major burns • Difficulty breathing • Broken bones or spinal injuries • Progressive confusion or slurred speech 	<p>Emergency room</p> <p>There is a cost associated with this option. For details, refer to the specific Plan Design & Benefits document for your election: HDHP, Base, or Buy-up.</p>
Treatment options or care from your home or work	<p>Use your smartphone, tablet or computer to connect with a provider for these types of care:</p> <ul style="list-style-type: none"> • Minor medical care • Mental health care • Physical, occupational or speech therapy • Chiropractic care • Vision or hearing services 	<p>Virtual visits</p> <p>There is a cost associated with this option. For details, refer to the specific Plan Design & Benefits document for your election: HDHP, Base, or Buy-up.</p> <p>Learn about virtual visits</p>

(Note: your virtual care options may depend on your health plan)	
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Tell your PCP about care you received

If you receive urgent or emergency care, It's important share information with your PCP, including diagnoses, treatments, prescriptions and therapy recommendations. This will help your PCP make the best possible decisions about your ongoing health and well-being. It will also help with coordinating care between other providers