Where to go for care



Please reference the chart below to help you decide what level of care is appropriate for your various medical needs.

Virtual Care Medical visits 24/7

Walk-in clinic Open extended hours (nights/weekends)

Office visit Open during regular clinic hours

Urgent care clinic Open extended hours (nights/weekends)

Emergency Room (ER) Open 24/7

Minor health issues

Get face-to-face, online care from a board-certified doctor.

- -Cold, cough, and flu
- -Bladder infection
- -Mental health
- -Skin rashes

Minor health issues

No appointment needed for treatment of minor health issues.

- -Cold, cough, and flu
- -Ear and eye infections
- -Sore throat

Preventive/routine care or health concern

Make an appointment for preventive care, routine care, and health issues.

- -General health issues
- -Preventive care
- -Screenings and vaccines
- -Options for specialty care

Urgent - not life threatening

Drop in for medical care that is urgent but not life-threatening.

- -Minor cuts, sprains, and burns
- -Skin rashes
- -Fever and flu
- -X-rays and lab testing

than an office visit

Life threatening

Call 911 or go to the nearest ER if the situation seems life-threatening.

- -Chest pain
- -Shortness of breath
- -Uncontrolled bleeding
- -Poisoning or other serious illness/injury





Minimal to no wait







Short wait times







Wait times vary





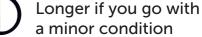












For additional questions, call the number on the back of your Member ID card.





