



Primary care, convenience care, urgent care or emergency care ... the decision point.

Ok, if it's not an emergency... or even urgent

When you or a loved one is ill or needs medical care, you want someone you know and trust. For routine, primary/preventive care, or non-urgent treatment, we recommend going to your doctor's office for medical care. Your doctor knows you and your health history, and has access to your medical records. You may also pay the least amount out of pocket when you receive care in your doctor's office.

Care at your convenience

Sometimes, you may not be able to get to your doctor's office, and your condition is not urgent or an emergency. In these situations, you may want to consider a Convenience Care Clinic that can be an alternative to seeing your doctor. Convenience Care Clinics are conveniently located often in malls or some retail stores, such as CVS Caremark, Walgreens, Wal-mart and Target, and offer services without the need to schedule an appointment. Services at a Convenience Care Clinic may be provided at a lower out of pocket cost than an urgent care clinic visit and are subject

to primary care physician office visit, co-pays and/or coinsurance. Services at a Convenience Care Clinic are generally available to patients 18 months of age or older. Services that are available may vary per clinic.

We do, however, recommend that you seek routine medical care from your primary care physician whenever possible.

Typical conditions that may be treated at a Convenience Care Clinic include:

- ▶ Common infections (e.g.: bronchitis, bladder infections, ear infections, pink eye, strep throat)
- ▶ Minor skin conditions (e.g.: athlete's foot, cold sores; minor sunburn, poison ivy)
- ▶ Flu shots
- ▶ Pregnancy tests

This is a sample list and not all-inclusive. For a full listing of services please visit each Clinic's Web site.

To find an in-network Convenience Care Clinic near you, visit our Web site at myuhc.com®.

I can't wait for my regular doctor

Sometimes, you may need medical care fast. But, a trip to the emergency room may not be necessary. Of course, during office hours you may be able to go to your doctor for any urgently needed service. However, if you require urgent care outside your doctor's regular office hours or you are unable to be seen by your doctor immediately, you may consider going to an urgent care Clinic. At an urgent care clinic, you can generally be treated for many minor medical problems faster than at an emergency room.

We do, however, recommend that you seek routine medical care from your primary care physician whenever possible.

Typical conditions that may be treated at an urgent care clinic include:*

- ▶ Sprains
- ▶ Small cuts
- ▶ Strains
- ▶ Sore throats
- ▶ Mild asthma attacks
- ▶ Rashes
- ▶ Minor infections

Services that are available may vary per clinic. If you choose to use an urgent care clinic, please make sure it is in-network by calling the toll-free number on the back of your medical ID card or visiting our Web site at myuhc.com.

Head to the emergency room

If you think you or your loved one may be experiencing an emergent medical condition, you should go to the nearest emergency room or call 911. Emergency services are always considered at the in-network benefit level.**

An emergent medical condition is any condition (including severe pain) which you believe that without immediate medical care may result in:

- ▶ Serious jeopardy to your or your loved one's health, including the health of a pregnant woman or her unborn child
- ▶ Serious impairment to your or your loved one's bodily functions
- ▶ Serious dysfunction of any of your or your loved one's bodily organ or part

If you obtain care at an emergency room, you will likely pay more out of pocket than if you were treated at your doctor's office, a Convenience Care Clinic or urgent care facility.

In an emergency, no matter where you are, call 911 or go to the nearest emergency room for treatment. In an emergency, all facilities are considered in-network.**

Some examples of emergent conditions may include the following:

- ▶ Heavy bleeding
- ▶ Large open wounds
- ▶ Sudden change in vision
- ▶ Chest pain
- ▶ Sudden weakness or trouble walking
- ▶ Major burns
- ▶ Spinal injuries
- ▶ Severe head injuries
- ▶ Difficulty breathing

This list only provides examples and is not intended as an exclusive list. If you believe you or your loved one is experiencing an emergent medical condition, you should go to the nearest emergency room or call 911, even if your symptoms are not described here.



*This is a sample list and not all-inclusive. For a full listing of services, please visit the Web site of the medical facility that you have chosen.

**If you receive treatment for an emergency in a non-network facility, you may be transferred to an in-network facility once the condition has been stabilized.

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