

Where to Go for Different Types of Care

If you are sick or get injured, there are several places you can go for medical care. Understanding the different types of care can help you get the right treatment from the right place, as well as save you time and money.*

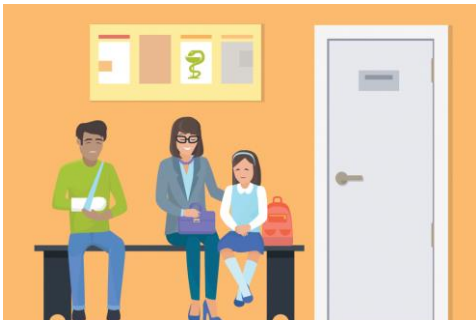


Primary Care Physician (PCP)

Call to make an appointment during office hours

If you have a health problem or question that is not a life-threatening emergency, call your PCP's office and they can provide you with an earlier appointment, a telehealth visit, refer you to a specialist, or advise you where to go to get the care you need. It is always best to call your PCP's office rather than drop-in without an appointment.

- Allergies
- Annual physicals
- Change in blood pressure without severe symptoms
- Earaches
- Fever
- Flu or colds
- Headaches
- Minor burns
- Minor infections
- Muscle and joint pain
- Preventative care
- Skin conditions
- Small cuts
- Sore throat
- Sprains and strains
- Vaccinations



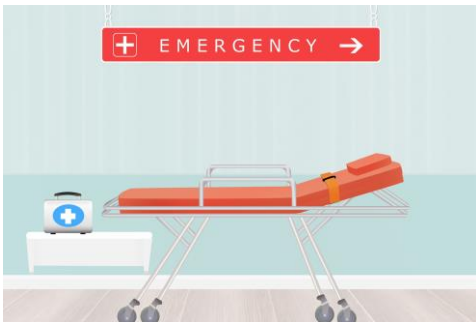
Urgent Care

Recommended for after PCP office hours

No appointment necessary

If you have an urgent condition that is not life-threatening, and your PCP does not have an appointment available, going to an Urgent Care clinic is a good option. A list of our contracted in-network Urgent Care clinics is attached.

- Abdominal pain
- Dehydration
- Eye injury
- Fever
- Flu or colds
- Headaches
- Minor broken bones
- Minor infections and burns
- Severe allergies
- Skin conditions
- Sprains and strains
- Vaccinations
- Vomiting or persistent diarrhea
- Wheezing or shortness of breath



Emergency Room

Available anytime without appointment

If you think you may have a life-threatening condition or medical emergency, call 911 or go to an Emergency Room. You do not need a referral from your PCP to go to an Emergency Room.

- Chest pain
- Difficulty breathing
- Heart attack
- Large open wounds
- Loss of consciousness
- Major broken bones
- Major burns
- Severe head injury
- Spinal injuries
- Stroke
- Severe abdominal pain
- Sudden change in vision
- Uncontrolled bleeding

**Check with your health plan for out-of-pocket fees and coverages.*

This is not an all-inclusive list.



To learn more about our doctor's group,
call Member Relations: (415) 590-7418



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