

## Nurses Notes with Nurse Vickie

Happy September! I have heard from many of you how much you love fall. You love the cooler temperatures, the changing colors of the trees, the kids are back in school and of course, **FOOTBALL!** I do like the football part, if it is **BUCKEYE FOOTBALL.** If you don't agree with me, please don't hold that against me, we can still be friends.



---

As healthcare continues to change I think it is important for everyone to understand their options so that they can make informed choices with regard to their healthcare decisions. Unfortunately, with fall come colds, flu and other illness. I thought it might be a good time to review the resources you available.

- **Primary Care Physician:** Do you have one? If you do not, you need to establish with one. A Primary Care Physician knows your health history and health goals. He/She will help catch health issues early and keep you healthy as you age. Routine Screenings and coordination of care are also something a Primary Care Physician will do. You can go to [myuhc.com](http://myuhc.com) to find a Primary Care Physician or I am happy to assist you in finding one.
- **Virtual Visits:** A virtual visit lets you see and talk to a doctor from your mobile device or computer. Doctors can write prescriptions. Doctors can diagnose and treat a wide range of non-emergency medical conditions, including:

**Bladder/Urinary tract infection**

**Bronchitis**

**Colds/flu**

**Pink eye**

**Diarrhea**

**Fever**

**Stomach ache**

**Migraine/headache**

**Rash**

**Sinus problems**

**Sore throat**

*Your copay for this service is \$0.*

### Use Virtual Visits When:

- Your doctor is not available
- You become ill while traveling
- You are considering visiting a hospital emergency room for a non-emergency health condition

### Virtual Visits Area NOT Good For:

- Anything requiring an exam or a test
- Complex or chronic conditions
- Injuries requiring bandaging or sprains/broken bones

- **Convenience Clinics:** Convenience Clinics are designed to provide fast, appointment-free health care for minor illness and injuries. When you can not see your Primary Care Physician fast enough, Convenience Clinics may be able to help with:

**Flu shots**

**Skin rash**

**Minor injuries**

**Ear aches**

To find a convenience care clinic near you, you can call NurseLine or Log onto myuhc.com and click on “Find doctors and facilities”.

*Your copay for this service is \$20.*

- **Urgent Care:** Urgent Care Centers are equipped to handle the same ailments that Convenience Clinics can handle and more. When you may need more care than a Convenience Clinic provides and your Primary Care Physician is not available, Urgent Care Centers may help with:

**Low back pain**

**Respiratory (cough, pneumonia, asthma)**

**Stomach (pain, vomiting, diarrhea)**

**Infections (skin, eye, ear/nose/throat, genital-urinary)**

**Minor injuries (burns, stitches, sprains, small fractures)**

*Your copay for this service is \$25.*

- **Emergency Room:** Emergency Rooms are designed for people with serious health events. If you are experiencing a health emergency, you should go immediately to the ER and/or call 911. The ER can help with:

**Chest pain**

**Major burns**

**Shortness of breath**

**Severe injuries**

**Severe asthma attack**

**Kidney stones**

*Your copay for this service is \$150.*

- **Free Standing Emergency Rooms:** Many people have been surprised by their bill after visiting a freestanding emergency room. Freestanding emergency rooms sometimes referred to as urgency centers, typically bill at ER rates (or higher) and can be \$1,500.00 more than an Urgent Care Center. Neither located in nor attached to hospital, freestanding emergency rooms are able to treat similar conditions as an ER but do not have an ER’s ability to admit patients.

**Ask before you enter:**

- Is this an urgent care center or an ER?
- Is this facility a network provider?

## **Resources:**

24/7 Nurseline: 1-877-440-5983

[Uhc.com/checkchoosgo](http://Uhc.com/checkchoosgo)

**Happy Fall! Go Bucks!**

***Nurse Vickie***