

Health tip: choosing care.

We are fortunate to have many options when it comes to accessing our healthcare needs. With so many options for care, it's important to know when to access which option. Choosing between your primary care physician, Virtual Visits, convenience care clinics, urgent care centers and the ER may seem challenging, so here are a few tips to know when choosing where to go.



Primary Care.

A primary care physician (PCP) is a valuable and consistent source of care. It's someone who you can develop a relationship with and where you can go for primary prevention such as vaccines, checkups and preventive screenings. A PCP normally knows your full health history and therefore has knowledge of your health. This, along with the relationship you create with them, can lead to a positive, trusted experience. Your PCP's office should be your first call when you have a non-emergent health concern such as:

- Annual exam
- Cold
- Flu
- Minor injuries
- Earache
- Sinus problems
- Skin rash
- Flu shot
- Fever
- Pinkeye



Virtual Visits.

When your PCP is not available, if you become ill while traveling or you're considering visiting a hospital ER for a non-emergency condition, you could use Virtual Visits. A Virtual Visit lets you see and talk to a doctor from your mobile device or computer without an appointment. Most visits take about 10 to 15 minutes and doctors can write a prescription¹, if needed, that you can pick up at your local pharmacy. And, it's part of your health benefits. To access Virtual Visits, log into myuhc.com[®] and choose from provider sites where you can register for a Virtual Visit. After registering and requesting a visit, you will pay your portion of the service costs according to your medical plan, and then you will enter a virtual waiting room. During your visit, you will be able to talk to a doctor about your health concerns, symptoms and treatment options. Conditions commonly treated through a Virtual Visit include:

- Flu
- Headache
- Sinus problems
- Cold
- Eye infections
- Allergies

Virtual Visits are not appropriate for anything requiring an exam or test, complex or chronic conditions, injuries requiring bandaging or sprains/broken bones.

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Convenience Care Clinics.

Convenience Care Clinics are designed to provide faster, appointment-free health care for minor illnesses and injuries. When you cannot see your PCP fast enough, Convenience Care Clinics may be able to help with:

- Flu shots
- Skin rashes
- Minor injuries
- Earaches



Urgent Care Centers.

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

- Low back pain
- Stomach (pain, vomiting, diarrhea)
- Respiratory conditions (cough, pneumonia, asthma)
- Minor injuries (burns, stitches, sprains, small fractures)



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
- Severe injuries
- Severe asthma attack
- Major burns
- Shortness of breath
- Kidney stones

Sources:

¹ Prescription services may not be available in all states.

This information is for general informational purposes only and is not intended nor should be construed as medical advice. Individuals should consult an appropriate medical professional to determine what may be right for them.

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