

When accidents happen or sickness strikes...

If it's a life-threatening emergency, call 911 or go the nearest emergency room. If it's not, we recommend you contact your primary doctor's office first. They have your medical records and may have a provider on call who can help. Before any urgent care situation happens, it's important to understand your choices.

Due to the COVID-19 pandemic, it's a good idea to call ahead or check online to understand the safety protocols retail health clinics and urgent care centers have in place to keep patients safe.

 <p>Retail Health Clinic</p>	 <p>Virtual Visit</p>	 <p>Urgent Care Center</p>	 <p>Emergency Room</p>
 <p>Less severe conditions</p> <p>Strep throat Sinus infections Ear infections</p>	 <p>Less severe conditions</p> <p>Flu/cough/colds Eye irritation Rashes</p>	 <p>Urgent conditions</p> <p>Broken bones Sprains Flu, sinus or other infections Burns/cuts</p>	 <p>Life-threatening conditions</p> <p>Heart attack Stroke Difficulty breathing Severe burn or bleeding</p>
 <p>Lower cost sharing</p>	 <p>Lower cost sharing</p>	 <p>Higher cost sharing</p>	 <p>Highest cost sharing</p>
 <p>Shorter wait time, check for hours</p>	 <p>Shorter wait time, available 24/7</p>	 <p>Shorter wait time, check for hours</p>	 <p>Longer wait time, open 24/7</p>

10x **Did you know?** ER treatment costs can be 10 times more than in an urgent care center – even for patients with the same diagnosis.*

Check your health plan documents for specific coverage and cost details.

*www.businessinsider.com/urgent-care-industry-trends