Where should I go for CARE?

WHICH DIRECTION?

- Primary Care
- Express Care Online
- Express Care
- Urgent Care
- Emergency Department
Primary Care
Contact your primary care provider (PCP) if you have any new health concerns. They know your health history best.

- Most offices offer same-day appointments.
- See your PCP for wellness visits, sports physicals, to monitor chronic health conditions and for acute issues that do not require an emergency department visit.
- Keep any regular appointments that your PCP recommends!

- Unless you are experiencing a life-threatening emergency, contact your primary care provider first.

Express Care® Online
See a provider live within minutes from the comfort of your own home (or work) using your smartphone, tablet or laptop.

- Allergies (seasonal)
- Asthma (adults only)
- Back strains and sprains (adults only)
- Bronchitis (adults only)
- Conjunctivitis (pink eye)
- Cold, cough & flu symptoms
- Minor burns or cuts
- Painful urination and urinary tract infections (adults only)

- Rash
- Sinus infections
- Upper respiratory illness
- Vaginal symptoms (itching, discharge)
- Minor injuries

- Patients ages 2+
- Low-cost, out-of-pocket option (insurance may cover)

Express Care®
When you should head to Express Care

- Cold, cough & flu symptoms, viral infections
- Sinus infection
- Earache
- Sore throat
- Conjunctivitis (pink eye)
- Skin rashes (poison ivy, ringworm, shingles, scabies, impetigo)
- Minor aches and pains (without serious injury)
- Headaches
- Blood pressure checks
- Urinary tract infections
- Sexually transmitted infections
- Nausea, vomiting
- Diarrhea
- Minor injuries (sprains, strains, minor joint pain)
- Insect bites & stings (including tick bites)
- Minor burns
- Skin injuries not requiring stitches
- Sports physicals

Express Care is not the right choice for wounds needing stitches or excessive bleeding!

- Patients ages 2+
- Lower-cost option (most insurances are accepted)

Emergency Department
When you need to go to the Emergency Dept.

- Accidents (falls, car crashes)
- Chest pain
- Coughing up or vomiting blood
- Drug overdose
- Prolonged high fever (not relieved by medication)
- Head injury
- Injuries caused by violence & major trauma
- Life-threatening conditions
- Loss of consciousness
- Poisoning
- Severe, persistent abdominal pain
- Severe burns
- Severe headache
- Shortness of breath
- Stroke symptoms (facial drooping, arm weakness, speech difficulties)
- Suicidal feelings
- Uncontrolled or excessive bleeding

- The emergency department is a busy place! Longer wait times are common. If your condition isn’t life-threatening, know that your insurance company could deny payment. Consider Express Care or call your primary care physician’s office and ask for a same-day appointment.

- In an emergency, call 911 or go to the nearest emergency department.
- Highest out-of-pocket cost

Urgent Care
When you should head to Urgent Care

For any of the 17 types of conditions treated by our Express Cares (see panel above), plus:

- Imaging
- Stitches
- EKGs

- Physician staffed or on call 24/7
- Patients ages 6 months +
- Higher out-of-pocket cost (most insurances are accepted)