

Where to Go for Care

Here is a simple guide to help you understand where to go when looking for care. You have many options available to you that can be less costly and more efficient, but can depend on your specific health care needs.

 Point of Care	 Best For	 Availability	 Urgency	 Cost
Primary Care Physician (PCP)	- Common health concerns¹ - General wellness prevention - Referrals	Typically 9 a.m. to 5 p.m., Monday – Friday	  	  
Virtual “Telemedicine” Visits	- Common health concerns¹ - Prescription refills - Mental health	24/7/365 video and phone consults from board-certified physicians	  	  
Urgent Care Center	- Non-life-threatening acute illness² - Minor sprains, cuts, burns, rashes - X-rays or stitches	Typically 7 days a week at extended hours	  	  
Emergency Room	- Life-threatening illness or injury³ - Trouble breathing - Severe gashes, burns, broken bones	Hospitals with an ER are 24/7/365 typically	  	  
Second Opinion (2nd.MD)	When your original doctor prescribes or suggests: - Major medical tests - Non-emergency surgery - Unclear diagnosis - Rare or life-threatening condition	24/7/365 but typically takes 3 – 4 days for diagnosis or opinion	  	FREE for those enrolled in a company medical plan

¹Common health concerns include allergy diagnosis and treatment, colds, fever, diarrhea, ear infection, eye irritation, sinus infections or rashes.

²Non-life-threatening examples include fever, stomach pain or nausea, allergies, headaches or migraines.

³Life-threatening examples include severe allergic reactions, chest and heart pain, unconsciousness or extreme pain.