













# Connecting You To Care

## Know Your Options and Save

### Many care options are available to you.

By selecting the right in-network care option, you can save time and money. Your Primary Care Provider (PCP) should always be your first choice for care, but when he or she is unavailable your Healthfirst plan covers several alternatives.

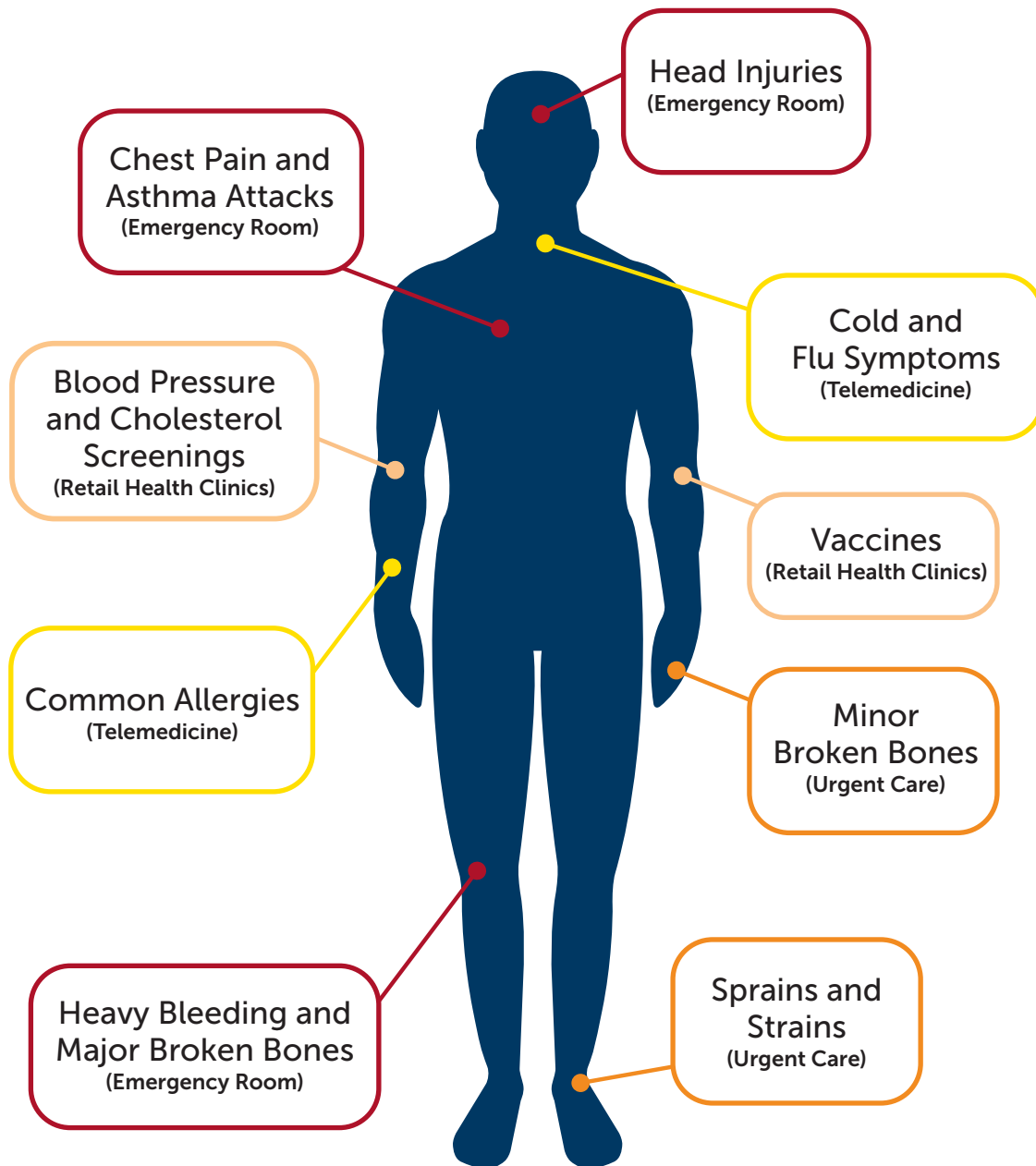
Use the chart below to learn about each option.

Care Option	Description	Typical Cost	Typical Wait Time	Examples
 <p><b>Telemedicine</b></p>	Convenient care by phone or video chat for non-emergency situations; available 24/7 from anywhere 	\$0–\$	0–10 mins 	<ul style="list-style-type: none"> <li>▪ Cold and flu symptoms</li> <li>▪ Common allergies and rashes</li> <li>▪ Respiratory infections</li> <li>▪ Prescription refills</li> </ul>
 <p><b>Retail Health Clinics</b></p>	Generally within a retail store and staffed by nurse practitioners or physician assistants. For quick, less complex health needs. 	\$0–\$	0–15 mins 	<ul style="list-style-type: none"> <li>▪ Sore throat or earache</li> <li>▪ Preventive care like vaccines or physical exams</li> <li>▪ Screenings like cholesterol or high blood pressure</li> </ul>
 <p><b>Urgent Care</b></p>	Immediate walk-in care for non-emergency situations; available nights, weekends, and holidays 	\$–\$\$	0–30 mins 	<ul style="list-style-type: none"> <li>▪ Sprains and strains</li> <li>▪ Minor broken bones</li> <li>▪ Minor infections</li> </ul>
 <p><b>Emergency Room</b></p>	Immediate care for serious or life-threatening conditions; available 24/7 	\$\$\$\$	0–3+ hrs 	<ul style="list-style-type: none"> <li>▪ Heavy bleeding</li> <li>▪ Severe head injuries</li> <li>▪ Loss of consciousness</li> <li>▪ Asthma attacks</li> <li>▪ Chest pain</li> <li>▪ Major broken bones</li> </ul>

To learn more about your care options and search in-network locations, visit [HFDocFinder.org](https://www.healthfirst.org/HFDocFinder).

Continued on back

By selecting the appropriate care option, you can help keep your healthcare costs down.



**Sources:**

*2019 Survey Responses Covering 2018 Calendar Year*, Urgent Care Association, accessed July 2020.

*National Hospital Ambulatory Medical Care Survey: 2017 Emergency Department Summary Tables*, Centers for Disease Control and Prevention, accessed July 2020.

*"Considering a visit to a retail health clinic?"*, National Consumers League, accessed July 2020.

This health information or program is for educational purposes only and not intended to treat, diagnose, or act as a substitute for medical advice from your provider. Consult your healthcare provider and always follow your healthcare provider's instructions.

Telemedicine isn't a replacement for your Primary Care Provider (PCP). Your PCP should always be your first choice for care and for regular visits.

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