



Choosing the Right Health Care Setting

PRIMARY CARE PROVIDER (PCP)

VS.

URGENT CARE

VS.

EMERGENCY ROOM

Your First Line of Support

Your PCP can care for most illnesses or injuries that a convenience or urgent care clinic would treat. They have access to your medical record and can provide you with personalized care that is best for your situation. Worried that it's after hours? Still call your PCP first and listen to the after-hours options in place to help guide you.

If you do not have a Primary Care Provider, click [here](#) to find one near you

Acute illness/injury, including but not limited to:

- Asthma
- Fever
- Flu
- Rashes
- Vomiting
- Ear aches
- Injuries, sprains and cuts that need stitches
- Sore throat/cough
- Minor broken bones
- Minor infections and burns

Wellness and preventive care:

- Yearly physicals and immunizations
- Management of chronic illness/conditions



MY PCP IS NOT AVAILABLE...WHERE DO I GO FOR CARE?

First, remember to always call 911 or go to a hospital-based ER if you're dealing with a life-threatening emergency such as the loss of consciousness, chest pain, difficulty breathing or uncontrollable bleeding.

CARE SETTING	TYPE OF CARE*	*This is a sample list of services and is not all-inclusive
Nurse Line 24/7	<ul style="list-style-type: none"> • Supports finding appropriate level of care • Answers general health questions or connects you with appropriate provider 	CenturaConnect's 24/7 Nurse Triage Line 1-888-808-8828
Convenience Care Clinic \$\$	<ul style="list-style-type: none"> • Common infections • Minor skin conditions, cuts • Flu shots • Ear aches *** Service availability varies by region	Convenience Care options Convenience Care Clinics*** Dispatch Health*** MDLive
Urgent Care Clinic \$\$	<ul style="list-style-type: none"> • Cuts needing stitches • Minor broken bones • Minor infections and burns • Sprains and fractures 	Click here to find an Urgent Care Clinic near you
Hospital Emergency Room Freestanding Emergency Departments** \$\$\$\$ 24/7 	<ul style="list-style-type: none"> • Chest pain or difficulty breathing • Large open wounds • Loss of consciousness • Major burns • Major broken bones • Severe head injury • Spinal injuries • Sudden or severe pain • Sudden dizziness, weakness, difficulty talking or changes in vision • Uncontrolled bleeding 	Click here to find an ER near you

**Freestanding Emergency Departments may look like an urgent care office. If you receive care at one of these facilities that's not covered by your health plan you may be charged emergency room prices.