

Where to Go for Care

Becoming familiar with your options for medical care can save you time and money.

Health Care Provider		Symptoms	Average Cost
NON-EMERGENCY CARE			
Virtual Visits/ Telemedicine	Access to care via phone, online video, or mobile app whether you are home, work or traveling; medications can be prescribed. 24 hours a day, 7 days a week.	• Allergies • Cough / Cold / Flu • Rash • Stomachache	\$
Doctor's Office	Generally, the best place for routine preventive care; established relationship; able to treat based on medical history. Office hours vary.	• Infections • Sore and strep throat • Vaccinations • Minor injuries, sprains, and strains	\$
Retail Clinic	Usually, lower out-of-pocket cost than urgent care; when you can't see your doctor; located in stores and pharmacies. Hours vary based on store hours.	• Common infections • Minor injuries • Pregnancy tests • Vaccinations	\$
Urgent Care	When you need immediate attention; walk-in basis is usually accepted. Generally, includes evening, weekend and holiday hours.	• Sprains and strains • Minor broken bones • Small cuts that may require stitches • Minor burns and infections	\$\$
EMERGENCY CARE			
Hospital ER	Life-threatening or critical conditions; trauma treatment; multiple bills for doctor and facility. 24 hours a day, 7 days a week.	• Chest pain • Difficulty breathing • Severe bleeding • Blurred or sudden loss of vision • Major broken bones	\$\$\$\$
Freestanding ER	Services do not include trauma care; can look similar to an urgent care center, but medical bills may be 10 times higher	• Most major injuries except trauma • Severe pain	\$\$\$\$\$\$

Note: Examples of symptoms are not inclusive of all health issues. Wait times described are only estimates. This information is not intended as medical advice. If you have questions, please call the phone number on the back of your medical ID card.