

It is important to know when and where to go for care. This guide provides general information to teach you about care options for different health concerns. Healthmap Solutions is here to help you get the right care, at the right time, from the most appropriate place.



Doctor's Office

Hours: Vary. Some are open in the evenings and on weekends.

Wait time: Short.

Appointments: Required.

Cost: \$

When to go: Routine care, minor health concerns, medication refill needs, or if you have the following:

- Cold and flu symptoms that aren't resolving
- Eye redness, discharge, or itchiness
- Earaches or a sore throat
- Nausea, vomiting, or diarrhea
- Urinary tract infection (pain with urination)
- Minor cuts and burns
- Simple rashes
- Minor sprains



Pharmacy or Retail Walk-In Clinic

Hours: Open during the day, evening, and on weekends.

Wait time: Varies.

Appointments: Not needed.

Cost: \$

When to go: If you would normally go to your doctor's office but cannot get an appointment, go to a walk-in clinic. These clinics may also offer some vaccines, such as flu shots. They may also do simple tests for chronic conditions like high blood pressure or diabetes.



Urgent Care

Hours: Open during the day, evening, and on weekends.

Wait time: Usually shorter than emergency department wait times.

Appointments: Not needed, but you may be able to make one.

Cost: \$\$

When to go: For urgent issues that are not an emergency, and your doctor's office is closed or not available. Go to an urgent care for:

- Wheezing or mild shortness of breath
- Small burns or cuts that may need stitches
- Sprains or strains
- Animal or insect bites
- Minor allergic reactions



Emergency Department

Hours: Always open.

Wait time: Varies. Patients with more serious conditions may be seen sooner.

Appointments: Not needed.

Cost: \$\$\$

When to go: Serious or life-threatening illnesses or injuries that require immediate medical attention such as:

- Dizziness or fainting
- Double vision or loss of vision
- Difficulty speaking
- Coughing or vomiting blood
- Chest pain or difficulty breathing
- Severe abdominal pain
- Serious burns with blisters
- Heavy bleeding or deep cuts that may need stitches
- Broken bones
- Poisoning

To learn more, call Healthmap Solutions at **1-800-481-0474 (TTY: 711)**. We can help you learn more about your care options and achieve your health goals. Patients must meet program requirements to access Healthmap services. Healthmap does not provide medical services. If there is an emergency, call 911. Call your doctor for other health concerns.