

KNOW BEFORE YOU GO



Your guide for where to go when you need medical care.

When you have a question or concern about your health, usually the best thing to do is call your doctor's office. We know you best, understand your health plan and can help you get the care you need. When you call to make an appointment or to discuss a more immediate need, if your doctor isn't available, we can also help direct you to the best place to go for care.



Doctor's office

Depending on your health needs, the best place to go for routine or preventive care, to keep track of medications or to get a referral to see a specialist.

Consider seeing your doctor for:*

- › General health issues
- › Preventive care
- › Routine checkups
- › Immunizations and screenings

Your typical cost and time

- › May charge copay/coinsurance and/or deductible
- › Usually need appointment
- › Short wait times



Convenience care clinic

Generally treats minor medical concerns, staffed by nurse practitioners and physician assistants, located in retail stores and pharmacies, and often open nights and weekends.

Consider visiting a clinic for:*

- › Common cold/flu
- › Rashes or skin conditions
- › Sore throat, earache, sinus pain
- › Minor cuts or burns
- › Pregnancy testing
- › Immunizations

Your typical cost and time

- › Same or lower than doctor's office
- › No appointment needed
- › Wait times are about 15 minutes or less

Together, all the way.®





Urgent care center

Generally for conditions that aren't life threatening, staffed by nurses and doctors, and usually have extended hours.

Consider visiting an urgent care center for:*

- › Minor cuts, sprains, burns, rashes
- › Fever and flu symptoms
- › Headaches
- › Chronic lower back pain
- › Joint pain
- › Minor respiratory symptoms
- › Urinary tract infections

Your typical cost and time

- › Costs lower than ER
- › No appointment needed
- › Wait times vary



Emergency room (ER)

Usually best used for immediate treatment of critical injuries or illness, and is open 24/7.

Consider going to the ER for:*

- › Sudden numbness, weakness
- › Uncontrolled bleeding
- › Seizure or loss of consciousness
- › Shortness of breath
- › Chest pain
- › Head injury/major trauma
- › Blurry or loss of vision
- › Severe cuts or burns
- › Overdose

Your typical cost and time

- › Highest cost
- › No appointment needed
- › Wait times may be long, averaging over four hours**

If a situation seems life threatening, call 911 or go to the nearest ER. However, for less critical issues, you may save yourself time and money by starting with a phone call to your doctor's office.



* List is not all-inclusive.

**"America's Emergency Care Environment, A State-by-State Report Card – 2014," American College of Emergency Physicians (ACEP).

The information provided here is for informational purposes only to help you get the most out of your plan. It is not intended as medical advice. You should consider all relevant factors and consult with your doctor when selecting a provider for care. In an emergency, dial 911 or visit the nearest hospital. Providers are solely responsible for any treatment provided and are not agents of Cigna.

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