

# Choosing the right health setting



When you or a loved one is hurt, you want the best care. Your doctor knows you and your health history and has access to your medical records. If it's not urgent, consider other health care alternatives.

Virtual Visit	Primary Care Physician	Urgent Care Center	Emergency Room
<p>Virtual Visits can help you with:</p> <ul style="list-style-type: none"> <li>➤ Bladder infection/Urinary tract infection</li> <li>➤ Bronchitis</li> <li>➤ Cold/flu</li> <li>➤ Diarrhea</li> <li>➤ Fever</li> <li>➤ Migraine</li> <li>➤ Pink Eye</li> <li>➤ Rash</li> <li>➤ Sinus Problems</li> <li>➤ Sore throat</li> <li>➤ Stomach ache</li> </ul>	<p>Primary care physicians can provide treatment for most non-life-threatening conditions.</p>	<p>Urgent care centers provide most of the same treatments as a primary care physician but offer walk-in visits and/or extended hours.</p>	<p>Emergency rooms are designed for people with serious health events. Go to the emergency room for:</p> <ul style="list-style-type: none"> <li>➤ Heavy bleeding</li> <li>➤ Large open wounds</li> <li>➤ Sudden change in vision</li> <li>➤ Chest pain</li> <li>➤ Sudden weakness or trouble talking</li> <li>➤ Major burns</li> <li>➤ Spinal injuries</li> <li>➤ Severe head injury</li> <li>➤ Difficulty breathing</li> <li>➤ Major broken bones</li> </ul>
<b>Services provided at Primary Care Offices and Urgent Care Centers</b>			
	<ul style="list-style-type: none"> <li>➤ Minor burns, cuts, sprains/strains</li> <li>➤ Ear, eye and sinus infections</li> <li>➤ Respiratory infections, cold or flu symptoms</li> <li>➤ Other common infections (e.g. strep throat)</li> <li>➤ Mild nausea, vomiting and diarrhea</li> </ul>	<ul style="list-style-type: none"> <li>➤ Skin conditions like rashes and insect bites (e.g. poison ivy)</li> <li>➤ Seasonal allergies and localized allergic reactions</li> <li>➤ Minor broken bones (e.g., finger)</li> <li>➤ X-rays</li> <li>➤ Flu shots</li> <li>➤ Physicals</li> </ul>	
<b>UnitedHealthcare (UHC) Virtual visit:</b> \$49	<b>Average Physician office visit:</b> \$111	<b>Average Urgent care center visit =</b> \$152	<b>Average Emergency room visit:</b> \$1,351

## Be a better health care consumer

The cost of medical care can vary widely. Your costs depend on where and how you receive care. Know the facts to get the best value for your health care and use your account dollars wisely. If you are not sure where to go, call the UHC Advocate4Me (1-866-228-4215) 24 hours a day, 7 days a week. These providers can help you with trusted information and support for your health care questions and concerns.

This is a sample list of services and may not be all-inclusive. Cost information represents averages only based on internal claims data and is not tied to a specific condition or treatment. Your out-of-pocket costs will vary based on plan design. Not all treatment facilities are covered equally under all plan designs. Refer to the plan design for complete details. Some treatments may require pre-authorization or a referral from your Primary care physician.