




# Same-Day Care

Convenient access to fit your needs.

It's our goal to provide you with easy and convenient ways to access care. Video visits and Sutter Walk-In Care offer treatment for common illnesses and injuries, including the flu and other respiratory infections, minor sprains and strains, and seasonal allergies.

Choose from a virtual or in-person visit, depending on your healthcare needs			
	<b>Video Visit</b> with a Sutter Clinician through My Health Online (MHO)	<b>Video Visit</b> with your Primary Care Physician (PCP) <sup>1</sup>	<b>Walk-In Care</b>
	<b>Telehealth Cost Share<sup>2</sup></b>	<b>Telehealth Cost Share<sup>2</sup></b>	<b>Walk-In Care Cost Share<sup>2</sup></b>
<b>Cold or Flu</b>	✓	✓	✓
<b>Ear or Sinus Infection</b>	✓	✓	✓
<b>Rash or Pink Eye</b>	✓	✓	✓
<b>Sore Throat or Fever</b>	✓	✓	✓
<b>Seasonal Allergies</b>	✓	✓	✓
<b>Complex Health Issues</b>		✓	✓
<b>Minor Bleeding or Cuts</b>			✓

<sup>1</sup> Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, please contact your PCP's office for video visit options.

<sup>2</sup> Refer to the Sutter Health Plus combined Evidence of Coverage and Disclosure Form and Benefits and Coverage Matrix to determine coverage and cost.



## Video Visits \$

You have access to video visits with your PCP or another Sutter clinician through MHO.<sup>3</sup>

- Video visits with a PCP are available to members ages three months and older. Check with your PCP on availability and hours.
- All members ages 18 months and older have access to video visits daily from 11 a.m. to 7 p.m. with a Sutter clinician.

For more information visit, [sutterhealth.org/video-visits](https://sutterhealth.org/video-visits).



## Sutter Walk-In Care \$

When you need quick and convenient medical care, go online to book a same-day visit at your nearest Sutter Walk-In Care, available in select areas. Open to everyone ages 18 months and older, every day from 11 a.m. to 7 p.m., holiday hours may vary.

For a list of Sutter Walk-In Care locations near you, visit [sutterhealthplus.org/walk-in](https://sutterhealthplus.org/walk-in).



## Urgent Care \$\$-\$\$\$

You have access to in-network urgent care locations while in the Sutter Health Plus service area. When you are outside of the Sutter Health Plus service area, you have access to any urgent care location.

For a list of urgent care locations near you, visit [sutterhealthplus.org/urgent](https://sutterhealthplus.org/urgent).



## Emergency Care \$\$\$-\$\$\$\$

You can access emergency care when you need it from any facility, in or out of the Sutter Health Plus network, without a referral. In the case of an emergency, dial 9-1-1 (where available) or go to the nearest hospital.

## Nurse Advice Line 1-855-836-3500

The Sutter Health Plus Nurse Advice Line is available 24/7 for information about medical problems. Registered nurses can help you determine the right level of care for your health needs.

<sup>3</sup> All Sutter Health Plus members can enroll in MHO.