There are two good reasons to choose an urgent care center over the emergency room (ER) — you get the right level of care and you save money.

Urgent care clinics are the perfect place to be seen for minor illnesses or injuries, or taking care of chronic conditions. Plus, they often cost less than going to the ER, which should only be used for true emergencies like a heart attack or stroke.

If you're not sure where is the best place to get care if you are sick or injured, call your primary care provider or a 24-hour nurse advice line (if available through your health plan). These providers can assess your symptoms and tell you where to go for care.

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Urgent Care

Tips for Good Health



MEDICAL MUTUAL®

Urgent Care Clinic

If you have a minor illness or injury and cannot get to your doctor's office, try an urgent care clinic. You will save time and money by going to an urgent care clinic instead of the ER. Other good reasons to choose an urgent care clinic are:

- You do not need an appointment and wait times are shorter.
- The clinic staff is trained to treat minor illnesses and injuries. They will know if you need more care.
- Some clinics are open 24 hours a day or on weekends. Many are open early or stay open late.

An urgent care clinic can help with:

- Allergic reactions, asthma and wheezing
- Back pain
- Colds, fever or the flu
- Ear, eye or respiratory infections
- Minor cuts or burns
- Rashes
- Sprains or strains
- Urinary or kidney tract infections

Convenience Clinics

Convenience clinics are another good place to go when you have a minor illness and you cannot get to your doctor's office. These clinics may be in some drug stores or grocery stores. Nurse practitioners or physician's assistants staff these clinics. These medical professionals can diagnose and treat many illnesses. They can also write prescriptions.

A convenience clinic can help with:

- Sore throat
- Colds or the flu
- Upper respiratory infections or bronchitis
- Seasonal allergies
- Fever
- Minor injuries and burns
- Pink eye
- Ear infections
- Minor back pain
- Headaches and migraines
- Diarrhea, nausea and vomiting
- Many vaccinations, including flu shots

Always make a follow-up appointment with your PCP after getting treatment at an urgent care clinic or convenience clinic.

Finding a Facility

To find the right place to get care, it is important to find someplace in your health insurance plan's network. You will pay less when you use an in-network facility.

Here are ways to find an in-network facility:

- Use the Find a Provider tool on our website, MedMutual.com, if you are a Medical Mutual member.
- Use ourMedMutual app for iPhone or Android. You can download the app from the Apple App Store and Google Play.
- Use the Find a Doctor tool on our website, MutualHealthServices.com, if you are a Mutual Health Services member.
- Call our Customer Care Center at the phone number on your ID card.

Urgent care clinics and convenience clinics are not always the best place for treatment. If you think your life or health is in danger, **go to the ER or call 911**. Don't delay.

These recommendations are for your information only. They do not take the place of your doctor's advice, diagnosis or treatment. What is covered by your plan will be based on your specific benefit plan.