

Where to go for care

A handy guide to know your options and where to go for care.



Urgent Care

Use for an urgent illness or injury needing attention today.



OPEN HOURS—Extended hours, including evenings, weekends, and holidays.



WAIT TIMES—Vary, but typically much shorter than in emergency rooms. Some clinics, like Jovive, post wait times and offer virtual check-ins.



YOUR COST—Much less than an emergency room visit, even with insurance, but more than primary care.



Primary Care

Use for most medical needs that are not urgent or emergent.

OPEN HOURS—Limited hours. Typically only during weekday business hours.

WAIT TIMES—The shortest wait with an appointment. However, you may have to wait a day or more for your appointment.

YOUR COST—Usually the least expensive option.



Emergency Department

Use for serious and life-threatening medical conditions and injuries.

OPEN HOURS—Open 24 hours a day, 365 days a year.

WAIT TIMES—Vary significantly. Life-threatening and serious conditions are seen first. Other conditions can have wait times of several hours.

YOUR COST—Even a short emergency room visit can be expensive. Most insurance plans charge higher co-pays.

CONDITIONS TREATED

- Coughs, colds, and flu
- Sinus and respiratory infections
- Sore throat
- Pink eye
- Headache/migraine
- Urinary tract infection
- Cuts, burns, and rashes
- Sprains and fractures
- Sports and work injuries
- Ear infection
- Animal bites
- X-rays and limited lab tests
- Sports and camp physicals

- Non-urgent conditions listed left
- Yearly visits and physical exams
- Specialist referrals for non-urgent issues
- Chronic condition management such as hypertension, diabetes, high cholesterol, etc.
- Vaccinations
- Medication refill
- Counseling for smoking cessation, weight management, etc.

- Any severe/life-threatening conditions
- Heart attack or shortness of breath
- Stroke: face droop, arm weakness, speech difficulty
- Uncontrolled bleeding
- Disorientation/severe vision impairment
- Seizures
- Overdose
- Severe burns
- Snake bites
- Severe head injury
- Shock or trauma
- Severe allergic reaction
- Intravenous or infusion therapy