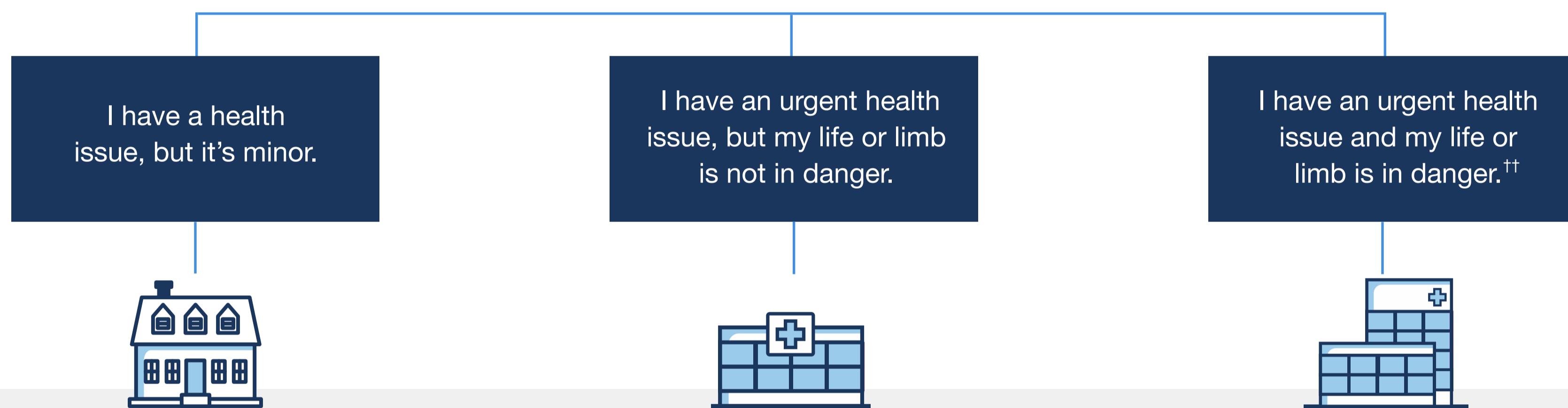


Learn where to go

If you need medical attention and your life is not in danger, **call your primary care provider (PCP) or contact your nurse concierge at 571-421-2810.***

Still not sure where to go? Check out the chart below to learn your next best treatment options:



Telemedicine

Telemedicine can help with minor issues such as sore throat, cough, runny nose, headache/migraine, gas, eye infection or diarrhea. You can speak with someone 24/7. Just call **1-855-Teladoc (1-855-835-2362).**^{**}



Average wait time

10
minutes^{***}



Average cost of visit

\$40^{***}

Walk-in clinic or urgent care center

Walk-in clinics can help if you have a cold, flu, strep throat, ear infection or bronchitis. These clinics can be found at a local store or pharmacy.

Urgent care centers can help with issues such as fractures, cuts that require stitches, bronchitis, flu, lower back pain and headaches. Many urgent care centers offer imaging, X-rays and lab services.



Average wait time

15 – 45
minutes^{1,2}



Average cost of visit

\$33 – 61[†]

Emergency room

The emergency room at your local hospital provides treatment for emergencies. These include potentially life-threatening health issues such as chest pain, breathing problems and severe bleeding. Emergency rooms are always open.



Average wait time

58
minutes³



Average cost of visit

\$377[†]

In case of emergency, call 911 or your local emergency hotline, or go directly to an emergency care facility.

*Nurse concierge hours of operation are Monday to Friday, 9:00 a.m. – 4:30 p.m. The nurse concierge does not provide medical care.

** May not be available to everyone. Please be sure to check your plan documents.

*** These figures represent national average costs and wait times based on Aetna 2018 data and are for illustrative purposes only. Member responsibility may vary by location, plan option and services provided.

† These figures represent national average costs based on Aetna claims costs in 2017 and are for illustrative purposes only. Member responsibility may vary by location, plan option and services provided.

†† The symptoms listed above are a sample of the potential symptoms of an emergency medical condition and are not intended to represent a complete list.

¹ Convenient Care Association. Fact sheet — Convenient care clinics: increasing access. Available at: ccaclinics.org/research-a-resources/fact-sheets and http://www.ccaclinics.org/images/PDF/CCA_IncreasingAccess_2017.pdf. Accessed July 23, 2018.

² Urgent Care Association of America. Benchmarking survey. Available at cymcdn.com/sites/www.ucaoa.org/resource/resmgr/Benchmarking/UCAOA-BenchmarkSurvey_Infogr.pdf. Accessed July 23, 2018.

³ Hing E, Bhuiya F. Wait time for treatment in hospital emergency departments: 2009. Centers for Disease Control and Prevention. Available at: cdc.gov/nchs/products/databriefs/db102.htm. Accessed April 30, 2018.

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