

# A guide to choosing the right care

						
	<p><b>ProvRN</b>                      Speak with a Registered Nurse who can help answer questions and direct you to the right care.</p>	<p><b>ExpressCare Virtual*</b>                      Connect with a provider from anywhere-via tablet, smartphone, or computer.</p>	<p><b>ExpressCare Clinics*</b>                      Try an ExpressCare Clinic for quick, convenient care when your regular provider isn't available.</p>	<p><b>Primary Care Provider</b>                      Your Primary Care Provider knows your medical history, so start with them for in-office care or specialist referrals.</p>	<p><b>Urgent Care</b>                      If your condition isn't life-threatening but you can't wait for an appointment, visit Urgent Care. It's typically faster and cheaper than the ER.</p>	<p><b>Emergency Care</b>                      If you need care immediately for something life-threatening, call 911 or go to your nearest ER.</p>
	<i>Least Urgent</i>			<i>Most Urgent</i>		
	\$0	\$0	\$0	\$	\$\$	\$\$\$\$
	<ul style="list-style-type: none"> <li>General questions</li> <li>Health concerns</li> </ul>	<ul style="list-style-type: none"> <li>Prescriptions</li> <li>Non-urgent needs (cold, rash, pink eye, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Prescriptions</li> <li>Colds</li> <li>Stomach aches</li> <li>Basic tests (not x-rays, MRIs, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Colds</li> <li>Screenings</li> <li>Chronic conditions</li> <li>UTIs</li> <li>Sprains</li> <li>Heart trouble</li> </ul>	<ul style="list-style-type: none"> <li>Minor injuries</li> <li>Cuts</li> <li>Burns</li> <li>Sprains</li> <li>Imaging and x-rays</li> </ul>	Conditions that require immediate care like: <ul style="list-style-type: none"> <li>Head trauma</li> <li>Constant bleeding</li> <li>Suspected heart attack</li> </ul>
	<ul style="list-style-type: none"> <li>Call <b>800-700-0481</b> or <b>503-574-6520</b></li> <li>Available 24/7</li> </ul>	<ul style="list-style-type: none"> <li>Visit <b>Virtual.Providence.org</b></li> <li>Available daily, 8 a.m. - 8 p.m. (Pacific Time)</li> </ul>	<ul style="list-style-type: none"> <li>Visit <b>ProvidenceExpressCare.org</b></li> <li>Available 7 days a week</li> </ul>	<ul style="list-style-type: none"> <li>Call your provider</li> <li>Available by appointment</li> </ul>	<ul style="list-style-type: none"> <li>Find your nearest Urgent Care at <b>ProvidenceHealthPlan.com/FindAProvider</b></li> <li>Hours vary by location</li> </ul>	<ul style="list-style-type: none"> <li>Go to your nearest hospital</li> <li>Available 24/7</li> </ul>

**Urgent Care** clinics are often confused with **Immediate Care** clinics, but they are actually quite different. Immediate Care is solely for non-emergency issues whereas Urgent Care is equipped to handle serious conditions that aren't severe emergencies.

For more information, visit [ProvidenceHealthPlan.com/Care-Options](https://ProvidenceHealthPlan.com/Care-Options)

**911** If you ever think your life or well-being could be in serious danger, **call 911 immediately.**

\*ExpressCare Virtual and ExpressCare Clinic services are free with most plans. HSA plan members must first meet their plan deductible; then services are covered in full.