

# Get the right care at the right time for the right price

Want to spend less money and get great care? Here's a guide to your options.



## ProvRN (free)

Not sure if you need care? Just want advice about what to do next? Talk to a registered nurse by phone for free, 24/7.

- ▶ **Always free, always there**
- ▶ **Call 800-700-0481 or 503-574-6520**



## Express Care Virtual (free\*)

Need treatment, but have a fairly simple problem and want to stay home? Have a live secure video visit with a provider from your tablet, smartphone or computer.

- ▶ **Open extended hours, 7 days a week**
- ▶ **Go to [providencehealthplan.com/virtualvisit](http://providencehealthplan.com/virtualvisit)**



## Express Care Clinics (free\*)

Need same-day treatment when it's not an emergency? Want to be seen in person? Find a clinic near you, including inside many Walgreens.

- ▶ **Same-day appointments, 7 days a week**
- ▶ **Visit [providenceexpresscare.org](http://providenceexpresscare.org)**



## Primary Care (\$)

Want to see someone who knows your health, but it's not urgent? Have a chronic problem, need preventive care or follow-up? See your primary care provider.

- ▶ **By appointment**
- ▶ **Call your primary care clinic**



## Urgent Care (\$\$)

Know you need help right away, but don't think you are in immediate danger? Urgent care can deal with things like minor cuts and burns, infections and more.

- ▶ **Seen according to urgency of problem**
- ▶ **Visit an urgent care facility near you**



## Emergency (\$\$\$\$)

Think your life may be in danger? Maybe you have signs of heart attack, stroke, uncontrolled bleeding or unbearable pain? You need the E.R.

- ▶ **Call 9-1-1**
- ▶ **Get a ride to the nearest hospital**



\* Express Care Virtual and Express Care Clinic services are free effective Jan. 1, 2018. HSA plan members must first meet their plan deductible; then services are covered in full. For more information about each service, please see the back.

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## ProvRN

ProvRN is great for getting advice about minor problems, or to determine if you need further care.

Maybe you aren't sure whether your fever is high enough to need treatment, or you wonder how to treat a mild rash.

## Express Care Virtual

Providence Express Care Virtual is great for things that need treatment, including a prescription, but don't require hands-on care.

For example, maybe you have a sinus, ear or eye infection. Or a cough or rash that won't go away. It's like having Facetime with a doctor.

## Express Care Clinics

Providence Express Care clinics are great for when you want to be seen by a person the same day.

Maybe you have a sprain, strain or bad headache. You could also have a minor cut or burn, or nausea and vomiting.

## Primary Care

Primary Care is best when you want someone who knows you and your health.

Maybe you're really not sure what the problem is (like fatigue) and you need your health care partner to investigate, or you have a chronic illness that you need help managing.

## Urgent Care

Urgent care is best when you know you need help today, don't want to make an appointment or don't have an Express Care clinic nearby.

It's best used for things like minor cuts and burns, ear, nose and throat problems, sprains and strains or stomach problems, to name a few.

## Emergency

Emergency care is what you use when you feel you may be in danger.

It's best for things like suspected heart attack, stroke, severe abdominal pain, poisoning, choking, loss of consciousness and uncontrolled bleeding.

[ProvidenceHealthPlan.com](https://www.ProvidenceHealthPlan.com)



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

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