

A guide to choosing the right care



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

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

*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.

911

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