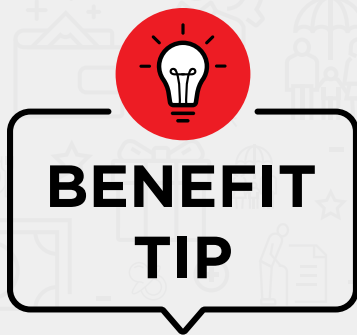




FEBRUARY

Choosing the Right Care

Being an informed healthcare consumer means knowing where to seek appropriate care. Selecting the right option, such as urgent care, the emergency room, or a telemedicine visit, not only ensures you receive the best possible care but also helps manage your healthcare costs. Take the time to understand your options so you can make the best decision when you need care.

Non-Emergency Care Options

24/7 Nurse Line - NO cost to you!

Speak with a registered nurse 24/7 for free health advice, guidance on symptoms and medical procedures, and support in making informed healthcare decisions for you and your family, such as avoiding unnecessary trips to the ER.

- **When to use:** Questions about symptoms, tests, procedures, or preparing for doctor visits.
- **How to access:** Available 24/7, call **800.556.1555** to speak with a licensed nurse today

Telemedicine - CVS Virtual Care

CVS Virtual Care gives you 24/7 access to board-certified doctors anytime. The licensed providers can treat many non-emergency medical issues by phone or video.

- **When to use:** Allergies, flu, sinus infection, food poisoning, headache/migraine, eye infection, sore throat, and more
- **How to access:** Available 24/7, call **877.993.4321** or visit www.cvs.com/virtual-care

Primary Care Physician (PCP)

Your PCP is the best option for in-person, non-emergency care.

- **When to use:** Preventive services, routine checkups and immunizations, and chronic condition management
- **How to access:** By appointment only and weekdays during business hours (weekends may depend on location). For help on locating an in-network doctor, visit [BenePortal](#).

CVS MinuteClinic

CVS MinuteClinic offers convenient care 7 days a week from certified nurse practitioners and physician assistants inside select CVS pharmacy locations.

- **When to use:** Minor illnesses and injuries, skin conditions, and vaccinations
- **How to access:** Inside select CVS Pharmacy locations and open 7 days a week (including evenings and weekends). For more information, visit www.cvs.com/minuteclinic.

Urgent Care Options

Urgent Care Center

Urgent care centers provide quick care for serious, but not life-threatening situations. Many urgent care centers offer imaging, x-ray, and lab services

- **When to use:** Back pain, cuts that require stitches, minor burns, cold & flu symptoms, sprains, fractures, and bronchitis
- **Availability:** Walk in, many are open 7 days a week with extended hours

Emergency Care Options

Emergency Room (ER)

The ER is for emergencies that can permanently impair or endanger your life. Using the ER for non-life-threatening issues can be very costly and may have very long wait times.

- **When to use:** Trauma, loss of consciousness, uncontrolled bleeding, and chest pain
- **Availability:** Walk in, 7 days a week, 365 days a year

Please note: This information is for educational purposes only and is not intended to replace professional medical advice, diagnosis, or treatment. Always consult your healthcare provider for medical concerns. Please refer to your plan documents for specific benefit details and limitations.

