

➤ Know your options for care

Get the right care at the right time

When you get sick or hurt, you need to make choices to get the right care when you need it. With so many options, it's important to know what type of care facility or clinic to call for emergencies, medications or medical advice.

The following information will help you better understand who to call for specific health issues and situations to get answers and the care you need in a timely manner. Knowing when it's best to call your doctor or nurse practitioner, go to urgent care or visit the emergency room can help you feel better sooner, be more satisfied with your care, and also save you money.

When to see your primary care provider

See your regular doctor or nurse practitioner when your needs are not life threatening and you can be seen during office hours. You should see your primary care provider for common health issues such as low fevers, headaches, mild cold symptoms, minor sprains or cuts and prescription refills.

When to go to urgent care

When your regular doctor's or nurse practitioner's office is not open, visit the closest urgent care clinic for issues that are not severe but need attention right away.

These conditions may include fever, flu symptoms, dehydration, minor cuts, scrapes or broken bones.

When to visit the emergency room

For immediate problems that could be life threatening or could put your health at serious risk, don't hesitate to call 9-1-1 right away. These types of medical emergencies include uncontrollable bleeding, breathing problems, loss of consciousness or choking.

Prescription refill requests

Call your pharmacy first. If you encounter a problem, call your primary care provider or the prescriber during regular hours. Please allow 24-48 hours for refills.

[See reverse side for additional tips ➤](#)



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ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。請致電 1-877-605-3229（聾啞人專用：711）

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Care option	Health conditions	
<p>Primary care provider (PCP)</p> <p>Your PCP's office is open for appointments for the following health concerns. Office hours are typically weekdays from 7:30 a.m. to 6 p.m. Call early to get a same-day appointment.</p>	<ul style="list-style-type: none"> Allergies (mild to moderate) Asthma attacks (mild to moderate) Burns (minor) Upper respiratory infections: <ul style="list-style-type: none"> Coughs, congestion, fever or flu symptoms, sinus problems, sore throat, bronchitis Earaches; eye or skin infections Adult flu shots Insect bites or rashes Migraines Minor cuts/wounds/stitches 	<ul style="list-style-type: none"> Minor head injuries Nausea, vomiting and diarrhea Pregnancy tests Sprains, strains or deep bruises Bladder infections Regular physicals Prescription refills Vaccinations Screenings Management of a chronic condition
<p>Urgent care clinic</p> <p>Urgent care clinics are usually open all days, evenings and weekends. Walk-ins are seen promptly.</p> <p>To search for a nearby urgent care center, please go to Find Care at modahealth.com.</p>	<ul style="list-style-type: none"> Allergies (mild to moderate) Asthma attacks (mild to moderate) Minor broken bones (with no skin penetration) Burns (minor) Upper respiratory infections <ul style="list-style-type: none"> Coughs, congestion, fever or flu symptoms, sinus problems, sore throat, bronchitis Earaches; eye or skin infections Adult flu shots 	<ul style="list-style-type: none"> Insect bites or rashes Migraines Minor cuts/wounds/stitches Minor head injuries Nausea, vomiting and diarrhea Pregnancy tests Sprains, strains or deep bruises Bladder infections Heat stroke and dehydration
<p>Emergency room</p> <p>Emergency rooms are located inside hospitals to treat patients 24 hours a day, seven days a week.</p>	<ul style="list-style-type: none"> Asthma attacks (severe) Broken bones (where bone is visible) Burns and electrical shock (severe) Coughing or vomiting blood Difficulty breathing Chest pain Numbness in face, arm or leg Difficulty speaking Sudden or unexplained loss of consciousness High fever with stiff neck 	<ul style="list-style-type: none"> Mental confusion Inability to urinate Infants under 8 weeks with fever Poison injection Severe diarrhea or dehydration Shock Trauma/traumatic injury Serious head injury Uncontrollable bleeding Amputation Vaginal bleeding while pregnant Poisoning

Questions?

If you have any questions, call your primary care provider's office. If you don't reach someone directly, leave a message and expect a response within 1-2 days. If it's urgent, tell them you have an urgent question or need. Many providers also respond via email.

If you are not sure where to go or what to do, please call our **24-hour Nurse Advice Line at 866-321-7580**. A registered nurse can direct you to the most appropriate place to be seen, if applicable. Please note: the Nurse Advice Line is only available on select plans.

For additional support, please call us toll-free at 877-277-7281 or email careprograms@modahealth.com. TTY users, please dial 711.