

# KNOW BEFORE YOU GO



Your guide for where to go when you need medical care.

**Emergency room (ER):** For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life-threatening, call 911 or go to the nearest emergency room.

#### Conditions treated<sup>1</sup>

- › Sudden numbness, weakness
- › Uncontrolled bleeding
- › Seizure or loss of consciousness
- › Shortness of breath
- › Chest pain
- › Head injury/major trauma
- › Blurry or loss of vision
- › Severe cuts or burns
- › Overdose

#### Your cost and time

- › Highest cost
- › No appointment needed
- › Wait times may be long, averaging over 4 hours<sup>2</sup>

**Urgent care center:** For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.

#### Conditions treated<sup>1</sup>

- › Minor cuts, sprains, burns, rashes
- › Fever and flu symptoms
- › Headaches
- › Chronic lower back pain
- › Joint pain
- › Minor respiratory symptoms
- › Urinary tract infections

#### Your cost and time

- › Costs lower than ER
- › No appointment needed
- › Wait times vary

Greater

cost and time

Together, all the way.<sup>SM</sup>



**Doctor's office: The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.**

**Conditions treated<sup>1</sup>**

- › General health issues
- › Preventive care
- › Routine checkups
- › Immunizations and screening

**Your cost and time**

- › May charge copay/coinsurance and/or deductible
- › Usually need appointment
- › Short wait times

**Convenience care clinic: Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.**

**Conditions treated<sup>1</sup>**

- › Common cold/flu
- › Rashes or skin conditions
- › Sore throat, earache, sinus pain
- › Minor cuts or burns
- › Pregnancy testing
- › Vaccines

**Your cost and time**

- › Same or lower than doctor's office
- › No appointment needed
- › Wait times about 15 minutes or less

cost and time

Lower



**Cigna Health Information Line**

A free service, staffed by nurses, that helps you understand and make informed decisions about health issues you are experiencing when you call. It can help you choose the right care in the right setting at the right time, whether it's reviewing home treatment options, following up on a doctor's appointment, or finding the nearest urgent care center. Just call the number on your Cigna ID card. Open 24/7.

**To find a specific health care facility or doctor, go to [myCigna.com](http://myCigna.com) or use the [myCigna Mobile App](#).<sup>3</sup>**



1. List is not all-inclusive.

2. "America's Emergency Care Environment, A State-by-State Report Card – 2014", American College of Emergency Physicians (ACEP).

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The information provided here is intended to be general information on how you can get the most out of your plan and your health care dollars. Customers are encouraged to consider all relevant factors and to consult with their treating doctor when selecting a health care professional or facility for care. During a medical emergency, go to the nearest hospital or call 911. Healthcare professionals and facilities that participate in the Cigna network are independent contractors solely responsible for the care and services delivered to their patients. They are not agents of Cigna.

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