

Which provider is best for my situation?



Sometimes it may be difficult to decide if a sudden sickness or injury needs immediate emergency care. Choosing the right provider - Primary Care Physician, Telehealth, Urgent Care, or Emergency Room is important; knowing which provider to see, depending on the medical situation, can save you time and money.

Primary Care Physician

Your primary care physician knows you and your health history. He or she can access your medical records. If it's not urgent, it's usually best to go to your own physician's office*.

Visit your Primary Care Physician for:

- Preventive Care
- Follow-up Care
- Sicknesses and Injuries during business hours

**Student Health Center services may vary. Please see the Certificate of Coverage for more info.*

Urgent Care

Sometimes you may need care fast. But, your Primary Care Physician may be unavailable. You may want to try an urgent care center. They can treat many minor injuries. Chances are, you won't have to wait as long as at an emergency room. You may pay less, too.

An urgent care center can help with:

- Minor Cuts
- Sprains & Strains
- Minor broken bones (example: finger)

Telemedicine

Because your UnitedHealthcare StudentResources student health plan offers 24 hour access to a board-certified physician, through HealthiestYou, you can connect with a physician via phone and/or video chat**. During a physician consult, you will be able to speak to a physician for diagnosis and treatment of many different acute illnesses. There are no copays or coinsurance to utilize HealthiestYou if you are a member of the plan (a \$40 consultation fee applies for non-members). Details on how to access HealthiestYou can be found on your ID card.

Telemedicine can help with:

- Rashes
- Minor infections
- Sore throats

***Telephone services and/or video chat availability is determined by state requirements.*

Emergency Rooms

You may be tempted to go to an emergency room (ER). But, this may not be the best choice. At the ER, true emergencies are treated first. Other cases must wait--sometimes for hours. And, it may cost you more.

Go to an ER for:

- Large open wounds
- Heavy bleeding
- Chest pain
- Trouble talking
- Major burns
- Difficulty breathing
- Major broken bones
- Sudden change in vision
- Severe head and/or spinal injuries

UnitedHealthcare StudentResources does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

- ATTENTION: Language assistance services, free of charge, are available to you. Please call 1-866-260-2723.
- ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-866-260-2723.
- 請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-866-260-2723。