

The Right Care for Right Now

An online or in-person doctor's visit is usually the best option when you need medical care. But you have options if you can't get to your doctor. To make the most of your benefits, consider what level of care you need, how long you want to wait, and how much you want to pay.

Virtual Visit (\$)



Physicians who can diagnose common ailments online or on the phone, and write prescriptions. Available 24/7.

When to call:

- Cold/flu
- Bronchitis
- Sinus problems/allergies
- Poison ivy/pink eye
- Urinary tract infection

Wait time: most often a few minutes

UnitedHealthcare: myuhc.com
(go to Find Care and Costs)

Kaiser: 1-866-454-8855

Convenience Clinic (\$)



In supermarkets and pharmacies — use when your condition is not urgent.

When to go:

- Minor infections (e.g., strep)
- Minor sprains/burns/rashes
- Vaccinations (e.g., flu shots)
- Cold/flu
- Headache/sore throat

Wait time: less than one hour

UnitedHealthcare: myuhc.com
(go to Find Care and Costs)

Kaiser: kp.org/scal/targetclinic (available at certain Southern California locations)

Urgent Care (\$\$)



Often open on evenings and weekends — use when you need care fast, but it's not an emergency.

When to go:

- Sprains and strains
- Minor broken bones
- Minor infections or rashes
- Minor burns

Wait time: 30 minutes or more

UnitedHealthcare: myuhc.com
(go to Find Care and Costs)

Kaiser: 1-866-454-8855

Emergency Room (\$\$\$)



Use only for life-threatening/serious conditions that require immediate care.

When to go:

- Chest pain/difficulty breathing
- Heavy bleeding/large wounds
- Sudden weakness/loss of vision
- Head or spinal injuries
- Major broken bones

Wait time: sometimes several hours

In an emergency situation, call 911 or go to the nearest hospital.