

# Where to go for care

## Helping you choose the care that is right for you

Quality treatment in the U.S. is often achieved by going to the appropriate provider based on the condition you are experiencing. For non-life-threatening injuries or illnesses requiring immediate care when your doctor is not available, you can use emergency room alternatives below.



**If you need immediate treatment for a serious injury or critical condition while in the U.S., dial 911.**

Care center	Why would I use this care center?	What type of care do they provide?*	What are the time considerations?
<b>Doctor's office</b>	You need routine care or treatment for a current health issue. Your primary doctor knows you and your health history, can access your medical records, provide preventive and routine care, manage your medications and refer you to a specialist, if necessary.	<ul style="list-style-type: none"> <li>• Routine checkups</li> <li>• Immunizations</li> <li>• Preventive services</li> <li>• General health management</li> </ul>	<ul style="list-style-type: none"> <li>• Normally requires an appointment</li> <li>• Little wait time with scheduled appointment</li> </ul>
<b>Convenience care clinic</b>	You can't get to your doctor's office, and your condition is not urgent or an emergency. Convenience care clinics are often located in malls or retail stores offering services for minor health conditions. Staffed by nurse practitioners and physician assistants.	<ul style="list-style-type: none"> <li>• Common infections (e.g., strep throat)</li> <li>• Minor skin conditions (e.g., poison ivy)</li> <li>• Flu shots</li> <li>• Pregnancy tests</li> <li>• Minor cuts</li> <li>• Ear aches</li> </ul>	Walk-in patients welcome with no appointments necessary, but wait time can vary
<b>Urgent care center</b>	You may need care quickly, but it is not an emergency, and your primary physician may not be available. Urgent care centers offer treatment for non-life threatening injuries or illnesses. Staffed by physicians.	<ul style="list-style-type: none"> <li>• Sprains</li> <li>• Strains</li> <li>• Minor broken bones (e.g., finger)</li> <li>• Minor infections</li> <li>• Minor burns</li> </ul>	Walk-in patients welcome, but waiting periods may be longer as patients with more urgent needs will be treated first
<b>Emergency room (ER)</b>	You need immediate treatment for a life-threatening or very serious conditions that require immediate medical attention. If a situation seems life-threatening, take action. Call 911 or your local emergency number right away.	<ul style="list-style-type: none"> <li>• Heavy bleeding</li> <li>• Large open wounds</li> <li>• Sudden change in vision</li> <li>• Chest pain</li> <li>• Sudden weakness or trouble talking</li> <li>• Major burns</li> <li>• Spinal injuries</li> <li>• Severe head injury</li> <li>• Difficulty breathing</li> <li>• Major fractures</li> </ul>	Open 24/7, but waiting periods may be longer because patients with life-threatening emergencies will be treated first
<b>Virtual Visit</b>	When you don't feel well, it is not an emergency and getting to the doctor's office can be a challenge.	<ul style="list-style-type: none"> <li>• Cold</li> <li>• Flu</li> <li>• Rash</li> <li>• Sinus infection</li> <li>• Sore throat</li> <li>• Allergies</li> </ul>	Available 24/7

\*This is a sample list of services and may not be all-inclusive. Health benefits and insurance coverage are administered by UnitedHealthcare Global. Network access and certain administrative services are provided by United HealthCare Services, Inc. and/or its affiliates.