

## WHEN YOU'RE NOT SURE, START HERE.

When you have a true emergency, you should always go to your local emergency room or call 911, if needed. But if it's not an emergency, or you're not sure, then what?

You have many options for care — including virtual visits. Become familiar with your options so you can make the most of your time and money.

Call **myHEALTH**  
**1-888-JDEERE1 (1-888-533-3731)**  
**myuhc.com®**

Available at no cost to you as part of your health benefits, myHEALTH nurses with UnitedHealthcare can help you understand your options for care — and help you save money.

NO COST

## VIRTUAL VISITS

If it's late at night or you're traveling and can't see your primary doctor, now you can see a doctor anytime online using your smartphone, tablet or computer.

Log in to **myuhc.com** and click on the "Schedule a virtual visit" button to get started.

### Examples of when to use:

- Colds and mild flu
- Bladder infection/urinary tract infection (UTI)
- Diarrhea
- Fever
- Migraine/headaches
- Pink eye
- Mild rashes
- Sinus problems
- Sore throat
- Stomachache

## YOUR PCP

Your primary care physician (PCP) knows your medical history, so if your condition isn't an emergency, seeing him or her is usually best.

Visit your PCP's office or schedule a virtual telehealth visit when you need preventive or routine care. Your primary doctor can access your medical records, manage your medications and refer you to a specialist, if needed.

### Examples of when to use:

- Routine medical care
- Immunizations
- Health screenings
- Earaches
- Fever
- Sore throat
- Upper respiratory infections (the common cold)
- Back pain
- Management of chronic medical conditions
- Some basic laboratory testing such as pregnancy, glucose (blood sugar) and urinalysis

## CONVENIENT CARE WALK-IN CLINIC URGENT CARE

Consider a convenient care clinic when you can't see your doctor and your health issue isn't urgent. These clinics are often in stores. Urgent care is ideal for when you need care quickly, but it is not an emergency (and your doctor isn't available). Urgent care centers treat issues that aren't life threatening.

### Examples of when to use:

- Flu
- Sprains, strains and minor fractures
- Rashes
- Mild vomiting or diarrhea
- Mild asthma symptoms
- Ear infections
- Minor burns
- Minor cuts that may need stitches
- Animal and insect bites

## EMERGENCY ROOM (ER)

The ER is for emergencies. Minor issues must wait until people with more critical conditions are seen. So if your condition isn't life threatening, you may want to visit one of the other health care settings to the left.

For emergencies, call 911 or visit the emergency room. Emergency symptoms may include:

- Difficulty breathing or shortness of breath
- Difficulty speaking or walking
- Pain or pressure in the chest or upper abdomen
- Fainting or feeling suddenly dizzy or weak
- Sudden or severe pain
- Uncontrollable bleeding

Certain symptoms, including chest pain, sudden weakness, difficulty speaking, change in vision or confusion require immediate attention. If you have any of these symptoms or think you are having a life-threatening emergency from any cause, call 911 immediately.