

How to Choose the Right Care

The cost of care and the time it takes to get care can vary depending where you go. We want you to get the right level of care when you need it to help you manage costs and have better health care experiences. Below are examples of the services available to you and their associated costs, so you can compare the cost of a medical visit—if you have a cough, for example—to see how you can save money.



Telehealth services from Teladoc® \$

You can talk to board-certified doctors by phone or video 24/7. You can request a visit on demand or schedule it for the time that works best for you. Use it at home, at work, or while traveling. Doctors can even prescribe medication when necessary.

When to use*

- Cold/flu
- Bronchitis
- Respiratory infection
- Sinus problems
- Allergies
- Conjunctivitis (pink eye)
- Pediatric care



Walk-In or Urgent Care Visit \$\$

Available on a walk-in basis or by appointment, walk-in and urgent care clinics offer options when your PCP is not available and you can't wait for an appointment to deal with conditions and ailments that are urgent but not life-threatening.

When to use*

- Sprains/strains
- Mild asthma attacks
- Sore throat
- Minor broken bones/cuts
- Minor infections/rashes
- Earaches



Clinical Care Office Visit \$\$

Schedule an appointment with your doctor. Your primary care practitioner (PCP) is often the first to notice small changes in your health that could signal bigger issues. Seeing your PCP should be your first health care priority.

When to use*

- Preventive services
- Vaccinations
- Medical issues or symptoms that are not an immediate, serious threat to your health or life



Emergency Department Visit \$\$\$

Use for serious, acute, life-threatening problems. Visit the emergency room (ER) only if you are very ill or badly hurt. If you are not seriously ill or injured, you could wait hours and your health plan may not cover nonemergency ER visits.

If you are experiencing an emergency, call 911.

When to use*

- Sudden change in vision
- Sudden weakness or trouble talking
- Large, open wounds
- Difficulty breathing
- Severe head injury
- Heavy bleeding
- Spinal injuries
- Chest pain
- Major burns
- Major broken bones

See wpshealth.com for more information on these services.

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Where should I go for medical care?

When you are sick or injured, knowing where to go to seek care can make a big difference in how long you wait for treatment and how much you pay out of pocket. It is important to know the options based on your specific situation.

WHERE TO GO	WHEN TO USE	CONVENIENCE	OUT-OF-POCKET COST
Telehealth Services from Teladoc®	For conditions such as cold, flu, allergies, sinus problems, ear/respiratory infections, skin conditions, depression, anxiety, or stress. Appointments can be done via phone, video, or mobile app.* (All WPS-sponsored plans have a service provider)	24 hours a day, seven days a week, 365 days a year, from the comfort of your home, office or when you are away from home.	Low
Clinical Care Office	Health issues that can wait for an appointment during normal business hours.	Appointments required during office hours.	Medium
Walk-in or Urgent Care	When a condition is not life-threatening, but needs same-day treatment, and you cannot get in to see your primary care practitioner.	Extended hours. May experience long wait time to see the doctor.	Medium
Emergency Department	When immediate treatment is needed for a life-threatening event such as head trauma, seizures, chest pain, severe allergic reaction, loss of consciousness, or difficulty breathing.*	24 hours a day, seven days a week, 365 days a year. May experience long wait time as more severe cases will be seen first.	High

See wpshealth.com for more information on these services.



*This is a sample list of services, subject to change, and is not all-inclusive.