

MY PRIMARY CARE PROVIDER IS:

WHERE SHOULD I GO FOR THE CARE I NEED?

CHOOSING THE RIGHT CARE

	PRIMARY CARE PROVIDER (PCP)	MEDICAL AID UNITS (MAUs) <i>(also known as Urgent Care Centers)</i>	EMERGENCY DEPARTMENTS <i>(also known as Emergency Rooms)</i>
WHEN TO SEE	For all general health care, including checkups, chronic conditions and acute illness. You should also have an Annual Wellness Visit arranged through your primary care provider.	For non life-threatening injuries or illnesses when your PCP is unavailable.	<ul style="list-style-type: none"> • Intended for serious and/or life-threatening medical situations only; however, will treat any patient who walks in. • For a non-life-threatening concern, call your primary care provider prior to going to the Emergency Department.
HOURS	Usually Monday through Friday, some evenings and Saturdays – check with the office for exact hours.	Extended hours, including weekends and holidays.	Always open.
HOW TO ACCESS	Call; same-day or next-day appointments may be available.	Walk in; no appointments necessary.	Walk in; no appointments required.
OTHER	<ul style="list-style-type: none"> • Can refer to a specialist when necessary and coordinate your care with the specialist. • Everyone should have a relationship with a primary care provider. 	Copayment is generally more expensive than PCP visit, but less than Emergency Department visit.	<ul style="list-style-type: none"> • For life-threatening concerns, go directly to the Emergency Department or call 911. If your medical issue is not serious or life-threatening, you may experience a longer wait time, depending on the number of patients and severity of other cases at that time. • Your copayment is often higher than either a PCP or MAU visit.

Important steps to keep your Primary Care Provider/Office informed regarding your health care:

- Be sure and give your Primary Care Provider's name and contact information whenever you go to a Medical Aid Unit or Emergency Department.
- Be sure and call your Primary Care Office to let them know you received care at a Medical Aid Unit or Emergency Department.



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