Do You Want to Save Time and Money?

Knowing where to go when you are sick or injured can keep money in your pocket and save you valuable time. In an emergency situation, you should always go to your nearest provider. Be sure it's an emergency before you go to an Emergency Department for care, because emergency care is expensive. You have several options when dealing with non-emergency health situations, such as ear pain, throat pain, colds/flu, and rashes, which are often best treated by calling your doctor.

For a complete list of doctors in the Optima Health network, visit optimahealth.com.

For non-emergency illness or injury:

Step 1

Call your doctor's office first. If your doctor is available after hours, follow the instructions provided. If your doctor's office is closed, and your doctor is unavailable by phone, **call Care Coordination Program/After Hours Nurse Advice Line at 1-877-817-3037.** This **free** call is your link to a licensed nurse who can assist you in determining your immediate next steps for care. If it is determined that you seek care somewhere other than your doctor's office when it re-opens, then consider steps 2 and 3.

Step 2

Consider calling **MDLIVE** prior to visiting an Urgent Care Center or the Emergency Department for non-emergent matters if your primary care physician is not available. When you need to connect with a physician, **call 1-866-648-3638.** From there, you can choose to connect to a physician via phone right away, or you can request an online video visit. Make sure to request that information from your MDLIVE visit is shared with your Primary Care Physician or doctor.

Step 3

Urgent Care Centers may meet your needs and are usually a less expensive and faster option for treatment than a hospital Emergency Department. These facilities are usually open on evenings, weekends, and holidays when your doctor's office may be closed. Be sure to request that information from your visit is shared with your Primary Care Physician or doctor.

Step 4

Hospital Emergency Departments are the most expensive and often take longer than other treatment options in non-lifethreatening situations. If you choose to go to an Emergency Department, knowing which facilities participate with Optima Health can save you money. Be sure to request that information from your visit is shared with your Primary Care Physician or doctor.

OptimaHealth®