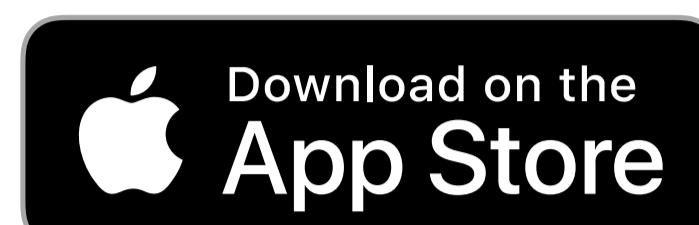


# Learn where to go

If you need medical attention and it is not an emergency,\*  
**call your primary care provider (PCP)\*\* or contact a doctor  
on the Texas Health Aetna ER Doc app.**

**Download the Texas Health Aetna ER Doc app here:**



**Still not sure where to go?** Check out the chart below to learn your next best treatment options:



## Walk-in clinic

Walk-in clinics can help with minor health issues such as a cold, flu, sore or strep throat, ear infections, allergies and bronchitis. You'll find walk-in clinics at a local store or pharmacy. They are often open in the evening and on weekends.



Average wait time

**15 minutes<sup>1</sup>**



Average cost of visit

**\$120\*\*\***

## Urgent care center

Urgent care centers provide treatment for serious but not life-threatening health issues such as sprains, cuts that require stitches, bronchitis, flu, lower back pain and headaches. Many urgent care centers offer imaging, X-rays and lab services.



Average wait time

**15 – 45 minutes<sup>2</sup>**



Average cost of visit

**\$190\*\*\***

## Emergency room

The emergency room at your local hospital provides treatment for emergencies. These include potentially life-threatening health issues such as chest pain, breathing problems and severe bleeding. Emergency rooms are always open.



Average wait time

**58 minutes<sup>3</sup>**



Average cost of visit

**\$1,000 – \$3,000\*\*\***

\* You should always call 911 for medical emergencies or go directly to an emergency care facility. A medical emergency is an event that you reasonably believe threatens your or someone else's life or limb in such a manner that immediate medical care is needed to prevent death or serious impairment of health. A medical emergency includes severe pain, bad injury, a serious illness or a medical condition that is quickly getting much worse.

\*\* In Texas, PCP is known as physician (primary care).

\*\*\* These figures represent Texas average costs based on Aetna claims costs in 2017 and are for illustrative purposes only. Member responsibility may vary by location, plan option and services provided.

<sup>1</sup> Convenient Care Association. Fact sheet — Convenient care clinics: increasing access. Available at: [ccclinics.org/research-a-resources/fact-sheets](http://ccclinics.org/research-a-resources/fact-sheets) and [ccclinics.org/images/PDF/CCA\\_IncreasingAccess\\_2017.pdf](http://ccclinics.org/images/PDF/CCA_IncreasingAccess_2017.pdf). Accessed July 23, 2018.

<sup>2</sup> Urgent Care Association of America. Benchmarking survey. Available at: [cymcdn.com/sites/www.ucaoa.org/resource/resmgr/Benchmarking/UCAOA-BenchmarkSurvey\\_Infogr.pdf](http://cymcdn.com/sites/www.ucaoa.org/resource/resmgr/Benchmarking/UCAOA-BenchmarkSurvey_Infogr.pdf). Accessed July 23, 2018.

<sup>3</sup> Hing E, Bhuiya F. Wait time for treatment in hospital emergency departments: 2009. Centers for Disease Control and Prevention. Available at: [cdc.gov/nchs/products/databriefs/db102.htm](http://cdc.gov/nchs/products/databriefs/db102.htm). Accessed April 30, 2018.

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