

CHOOSING THE RIGHT CARE WHERE SHOULD I GO FOR THE CARE I NEED?

	PRIMARY CARE PROVIDER (PCP)	MEDICAL AID UNITS (MAUs) <i>(also known as Urgent Care Centers)</i>	EMERGENCY DEPARTMENTS (ED) <i>(also known as Emergency Rooms)</i>
WHEN TO SEE	<i>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.</i>	<i>For non life-threatening injuries or illnesses when your PCP is unavailable.</i>	<i>Intended for serious and/or life-threatening medical situations only; however, will treat any patient who walks in.</i>
HOURS	<i>Usually Monday through Friday, some evening and Saturdays – check with the office for exact hours.</i>	<i>Extended hours, including weekends and holidays.</i>	<i>Always open.</i>
HOW TO ACCESS	<i>By appointment.</i>	<i>Walk in; no appointments necessary.</i>	<i>Walk in; no appointments necessary.</i>
OTHER	<ul style="list-style-type: none"> • Can refer to a specialist when necessary and coordinate your care with the specialist. • Same-day or next-day appointments may be available. • If you go to an urgent care or emergency department, contact your PCP afterward to let them know about your visit. • Everyone should have a relationship with a primary care provider. 	<p><i>Copayment is generally more expensive than PCP visit, but less than ED visit. If you go to an urgent care, make sure that you give them your primary care doctor information.</i></p>	<ul style="list-style-type: none"> • If your medical issue is not serious or life-threatening, you may experience a long wait time, depending on the number of patients and severity of other cases at that time. For a non-life-threatening concern, always call your primary care provider prior to going to the ED. For life-threatening concerns, go directly to the ED or call 911. • Your copayment is often higher than either a PCP or MAU visit. • EDs are attached to hospitals so you may be admitted, if the ED doctor thinks it is necessary.