

YOUR GUIDE TO GETTING: THE RIGHT CARE, AT THE RIGHT TIME, WITH THE SHORTEST WAIT, AT THE LOWEST COST.

CONDITIONS TREATED



Primary Care Provider

- Treats most conditions listed under urgent care
- Annual physical exams
- Referrals to specialist
- Overall wellness
- Management of chronic diseases, such as: diabetes, arthritis, high blood pressure, etc.
- Vaccinations



Urgent Care

- Allergies
- Animal bites
- Asthma
- Coughs and colds
- Conjunctivitis (pink eye)
- Cuts
- Dehydration
- Diarrhea
- Ear infections
- Fever
- Flu
- Headaches
- Minor burns
- Minor head injuries
- Minor infections
- Nose bleeds
- Rash and skin irritations
- Respiratory infections
- Simple fractures and sprains
- Sinus infections
- Sore throat
- Sports injuries
- Urinary tract infections
- Vomiting
- Work injuries



Emergency Room

- Abdominal pain
- Any severe/life-threatening conditions
- Acute changes in vision
- Chest pain
- Confusion/disorientation
- Coughing blood
- Loss of consciousness
- Overdoses
- Seizures
- Severe allergic reactions
- Severe burns
- Shortness of breath
- Stroke
- Trauma
- Uncontrolled bleeding



Virtual Care

- Allergies, respiratory infections and COVID-19
- Ear infections
- Eye infections
- Injuries and pain
- Insect bites
- Sexual health
- Skin and nail problems
- Stomach problems
- Women's health

For a complete list visit prevea.com/virtualcare

HOURS OF OPERATION



Primary Care Provider

Typical business hours:

Monday – Friday:*
8 a.m. to 5 p.m.

* varies by location



Urgent Care

Extended hours:

Monday – Friday:*
8 a.m. to 8 p.m.

Saturday, Sunday & holidays:* 8 a.m. to 4 p.m.

* varies by location, visit

prevea.com/urgentcare to learn more.



Emergency Room

Open 24 hours a day,
7 days a week



Virtual Care

Accessible 24/7. You'll be notified when results are available, usually within 1 hour during office hours, or first thing the next morning if the visit is completed after hours.

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OUT-OF-POCKET COST



Primary Care Provider

Lower costs than
Emergency Room.



Urgent Care

Lower costs than
Emergency Room.



Emergency Room

Higher costs than Urgent Care and Primary Care.



Virtual Care

\$35*

* If you cannot be treated online, you will not be charged for the visit.

Out-of-pocket costs vary based on your insurance plan.

WAIT TIME



Primary Care Provider

Shortest wait on average, with an appointment.



Urgent Care

Wait times vary but typically much shorter than Emergency Room wait times.

Save My Spot online reservation available. Wait where you choose until your appointment time.
prevea.com/urgentcare



Emergency Room

Wait times vary* but typically longer than Urgent Care (especially during flu season). Immediate care for life threatening conditions.

* Wait times can significantly vary by location.



Virtual Care

Accessible 24/7. Most visits take 15 minutes.

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