

Be well, save more

Know when urgent care's right for you

Get in, get out, get better faster

Feeling fluish? Have a pounding headache? Hurt your back carrying the groceries? Don't spend more time and money than needed at the emergency room (ER). Consider visiting an urgent care center instead to help you feel better sooner.

Protect your health and your wallet

ER vs. urgent care center: The savings add up



Emergency room



Average wait time
2.4 hours¹
for non-emergencies



Urgent care center



Average wait time
15 – 45 minutes¹

Non-emergency services	Average ER cost*	Average urgent care cost*
Sprains	\$750 – \$1,000	\$125 – \$175
Flu	\$750 – \$1,000	\$125 – \$175
Minor cuts	\$750 – \$1,000	\$125 – \$175
Migraines/tension headaches	\$750 – \$1,000	\$125 – \$175

Plenty of services

Urgent care centers offer care for serious medical matters that aren't life threatening. They also handle vaccinations and treat:

- Sprains and minor fractures
- Cuts that require stitches
- Bronchitis
- Lower back pain
- Headaches and more

*Average retail and ER pricing. Based on Aetna average claims costs. Data accessed April 2018. For illustrative purposes only.

¹Urgent Care Locations, LLC. Urgent care center vs. emergency room. Available at: www.urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room. Accessed April 4, 2018.

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Have a minor medical need?

Need care for a minor illness when your doctor's office is closed? You have plenty of options. **We contract with retail, or walk-in, clinics to give you affordable alternatives to the ER. At an average cost break of up to five times less.**

The sites are staffed with nurse practitioners and physician assistants. They handle ear infections, routine allergies and other minor medical needs. Just like urgent care centers, evening and weekend hours are available, with no appointments needed.

If you're experiencing chest pain, trouble breathing, bad bleeding or other symptoms that are serious or put your life at risk — you should go to your local ER.

Finding care near you is easy

Get familiar with the urgent care centers and walk-in clinics in your neighborhood before you need them.

Here's how:

- 1** Log in or register at [aetna.com](https://www.aetna.com).
- 2** Click on "Find Care."
- 3** Select "Urgent Care."
- 4** Scroll down and select "Urgent Care Facilities."

Seven great reasons to consider urgent care

- 1. No appointment needed.** Just walk right in.
- 2. Convenient hours.** Some centers are open seven days a week, with extended evening, weekend and holiday hours.
- 3. Lower prices.** Lower copays and out-of-pocket costs compared to ER visits.*
- 4. Less waiting.** The average ER wait time is 2.4 hours, while urgent care visits are generally 15 to 45 minutes.[†]
- 5. Many locations.** With approximately 3,432 centers nationwide (and growing), it's easy to find one near you.
- 6. Fully staffed by doctors.** Centers are overseen by doctors, with doctors providing the service.
- 7. Connections with local ERs.** If you need more extensive care, you'll be referred to the closest ER.

*Member responsibility may vary based on plan design; for some plans, copays apply. Emergency room copays are typically higher than urgent care clinic copays.

[†]Urgent Care Locations, LLC. Urgent care center vs. emergency room. Available at: www.urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room. Accessed April 4, 2018.

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This information is general in nature and is not a substitute for professional health care. It is not meant to replace the advice of health care professionals. If you have specific health care needs, or for complete health information, please see a doctor or other health care provider.

The Aetna logo is displayed in a bold, lowercase, purple font. The letter 'a' is stylized with a dot above it. A registered trademark symbol (®) is located at the top right of the 'a'.