

ER, URGENT CARE, OR RETAIL CLINICS: WHAT'S THE DIFFERENCE?

When you're sick or injured, knowing the difference about where to go to seek care can make a big difference ... in how long you wait ... and how much you spend to feel better.

Your Doctor:

For health issues that aren't serious, or that can wait for normal business hours, seeing your regular doctor is always an option:

- > He or she knows your health history.
- > Visiting your doctor is often the most economical way to feel better.
- > You won't have to wait, just show up at your appointment time.

Walk-in Clinics:

Walk-in clinics are open after hours and on weekends. Urgent Care and Immediate Care facilities are located in clinics, hospitals or another health care facility. Retail Clinics (Convenient Care Clinics) offer limited service and operate within a retail store. Visit these facilities when:

- > You can't wait to see your regular doctor.
- > You aren't sick or injured enough for the ER.

Urgent Care or Immediate Care Clinics:

Urgent Care or Immediate Care clinics are located in a hospital or other health care clinic settings. They are staffed by doctors, nurses and nurse practitioners.

Some Emergency Departments offer Urgent Care services during off-business hours. When you visit at an Emergency Department that also offers Urgent Care services, a preliminary level of care (urgent or emergent) is determined based on your symptoms. In some cases, the determination is made after the diagnosis is confirmed. This may result in a bill for Emergency Department services even though you started in the Urgent Care Department.

Retail Clinics (Convenient Care Clinics):

The Alliance offers access to some Shopko FastCare Clinics and all Walgreens' Take Care Clinics. These clinics are located in a retail store setting. They are staffed by nurse practitioners and specialize in care for those 18 months and older. They can provide a quick and easy alternative when you need care for minor illnesses, or need a lab test, vaccination, or camp/sports physical.

Emergency Rooms (ERs):

Usually located in a hospital, an ER is equipped to focus on serious medical emergencies. Visiting the ER for a non-emergency is not the best way to get well:

- > It will cost you more than it would at a doctor's office or walk-in clinic.
- > You'll probably spend more time waiting, as more severe cases will be seen first.
- > You'll be cared for by a doctor who has never seen you before and who doesn't know your particular health history.

Visit the ER for:

- > Difficulty breathing, shortness of breath
- > Chest or upper abdominal pain or pressure
- > Fainting, sudden dizziness, weakness
- > Confusion or changes in mental status
- > Any sudden or severe pain
- > Uncontrolled bleeding
- > Severe or persistent vomiting or diarrhea
- > Coughing or vomiting blood
- > Suicidal feelings
- > Unusual abdominal pain
- > Major broken bones

Visit an urgent care or immediate care clinic for:

- > Minor cuts, scrapes, bruises and rashes
- > Sore throat
- > Urinary burning
- > Ear pain
- > Sprains
- > Fever
- > Back pain
- > Eye irritations
- > Colds and flu
- > Minor fractures (finger)

Visit a retail clinic (convenient care clinic) for:

- > Allergies
- > Athlete's foot
- > Bladder infections
- > Cold and flu symptoms, sore throat, laryngitis upper respiratory infections, and sinus infections
- > Cold sores, eye or ear infections, and impetigo
- > Insect bites, poison ivy, minor burns and rashes, and minor sunburns
- > Ringworm
- > Swimmer's ear
- > Lab tests such as mononucleosis, pregnancy, or strep throat
- > Camp or sports physicals

Visit your regular doctor:

- > When you can wait for an appointment
- > For prescription refills



Retail (Convenient Care Clinics) in The Alliance Network

SHOPKO FASTCARE CLINICS

Shopko FastCare Clinic locations can be found at the following locations:

Beaver Dam Community Hospital FastCare Clinics

Locations:

- › Shopko - Beaver Dam - 822 Park Ave, Beaver Dam, WI
- › Marshland Pharmacy - Mayville - 1028 Horicon St, Mayville, WI

Meriter FastCare Clinics

Locations:

- › Shopko - East Madison - 2201 Zeier Rd, Madison, WI
- › Shopko - West Madison - 7401 Mineral Point, Rd, Madison, WI

Monroe Clinic FastCare Clinic

Location:

- › Shopko - Monroe - 405 W. 8th Street, Monroe, WI

When you choose to receive care at a FastCare Clinic, you will be required to pay the FastCare Clinic fee at the time of service. At that time, ask the clinic to submit a claim to The Alliance, using the address provided on the back of your health plan identification card. Payment will be made to the provider and you will be reimbursed directly. The Alliance is working with these providers to ensure that these refunds are made within 30 days of receipt by the hospital or clinic.

WALGREENS' TAKE CARE CLINICS

Walgreen's Take Care Clinics are located in Walgreens pharmacies and other locations throughout the U.S.

If you choose to receive care from a Walgreens' Take Care Clinic, Walgreens will file a claim on your behalf. Any co-pay or deductible will be billed to the employee directly from Walgreens. You may access any Walgreens' Take Care Clinic location throughout the U.S. and pay in-network charges.

If you do not present your health plan identification card, you may be required to pay at the time of service. In these cases, Walgreens will refund any payments to the you as soon as they receive payment from your health plan administrator.

To find a convenient care (retail) clinic click on the **Find a Doctor** button at www.the-alliance.org:



- › Select Providers by Location/ Specialty
- › Choose your network
- › Select Convenient Care Clinics from Provider Type and then Convenient Care Clinic from specialty
- › Orient your search by choosing a starting location and then hit Find Providers