






Care from Anywhere				
Non-Emergency				
Care Options	 Medical Mutual's Free NurseLine Talk with a registered nurse any time, day or night.	 On-Demand Telehealth Connect with 24/7 care with no appointment needed for simple urgent care needs.	 Scheduled Telehealth See a qualified doctor who can diagnose your symptoms and order prescriptions and labs.	
When to Use*:	<ul style="list-style-type: none"> • Get answers to your health questions • Decide where to go for care • Find providers in your area • Discuss self-care for treating minor medical conditions at home • Get explanations about your medical tests and results 	<ul style="list-style-type: none"> • Allergies (seasonal) • Bronchitis • Cold and flu symptoms • Minor cut/burn • Ear infection • Insect bite • Rash • Respiratory infection • Sinus infection • Sprain or strain • Urinary tract infection (UTI) 	<ul style="list-style-type: none"> • Physicals (annual wellness exams) • Chronic condition management (heart disease, diabetes, arthritis, etc.) • Acute care (sinus infections and injuries) 	
How to Access	 1-888-912-0636		Schedule an appointment with your primary care physician or specialist.	
In-Person Options for Care				
Non-Emergency		Urgent	Emergency	
Care Options	 Convenience Clinic Receive care for minor injuries or illnesses.	 Primary Care Physician (PCP) Receive guidance for non-emergency care.	 Urgent Care Receive care for serious, but not life-threatening situations, imaging, X-ray and lab services.	 Emergency Room (ER) Receive care for emergencies that can permanently impair or endanger your life.
When to Use*:	<ul style="list-style-type: none"> • Allergies • Bronchitis • Cold and flu symptoms • Ear infection • Minor back pain • Pink eye • Respiratory infection • Sinus problem infection • Urinary tract infection (UTI) • Vaccinations 	<ul style="list-style-type: none"> • Annual preventive care visit • Asthma attack • Chronic condition management • Infection • Insect bite • Minor allergic reactions • Minor broken bone • Minor cut/burn • Rash • Sprain or strain • Wheezing • X-ray • Plus, all services listed under Convenience Clinic 	<ul style="list-style-type: none"> • All services listed under PCP and Convenience Clinic, except for annual preventive care visit and vaccinations. 	<ul style="list-style-type: none"> • Heavy bleeding • Major broken bone • Major cut/burn • Severe allergic reactions • Severe head injury • Shortness of breath • Spinal injury • Sudden trouble speaking • Sudden change in vision • Any symptoms that may put your life at risk
How to Access	Walk-in or by appointment For example: MinuteClinic or Cleveland Clinic Express Care Clinic	By appointment only	Walk-in or by appointment For example: UH Urgent Care Centers, DispatchHealth, Concentra, or Walk In Urgent Care	