

# Be well, save more

## Know what care is right for you

Got the sniffles? Have an ear infection? Hurt your back carrying the groceries? Don't spend more time and money than you need to at the emergency room (ER).<sup>\*</sup> Consider visiting an urgent care center or a walk-in medical center instead. Protect your health and your wallet.<sup>\*</sup>

### Wait times at urgent care centers and walk-ins are lower than at an ER



### 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 urgent care centers and walk-in clinics to give you affordable alternatives to going to an ER. They cost, on average, five times less than going to an ER.\*\***

**You should go to your local ER if you're experiencing any symptoms that are serious or put your life at risk. Examples include chest pain, trouble breathing and heavy bleeding.**

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### Plenty of services

**Primary care offices** can have extended and weekend hours for patients. So call your primary care office first when you have a medical matter that's not life threatening.

**Walk-in clinics** offer care for medical matters that aren't life threatening. They also handle vaccinations and treat:

- Ear infections
- Strep throat
- Colds and flu
- Poison ivy
- Sprains and more

**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

<sup>\*</sup>It is best to call your primary care doctor first when faced with a non-life-threatening condition. Information is general in nature and is not a substitute for professional health care.

<sup>\*\*</sup>Average retail and ER pricing. Based on Aetna average claims costs. Data accessed in April 2018. For illustrative purposes only.

<sup>1</sup>SolvHealth. Urgent care center vs. emergency room. 2019. Available at: [solvhealth.com/faq/urgent-care-center-vs-emergency-room](http://solvhealth.com/faq/urgent-care-center-vs-emergency-room). Accessed October 2, 2019.

<sup>2</sup>DocuTAP. Wait time trends and their impact on patient satisfaction. Urgent Care Quarterly. Summer 2017; 3: 10. Available at: [experityhealth.com/resources/issue-03-wait-time-trends-and-their-impact-on-patient-satisfaction](http://experityhealth.com/resources/issue-03-wait-time-trends-and-their-impact-on-patient-satisfaction). Accessed October 2, 2019.

# Finding care near you is easy

Before you need them, get familiar with the urgent care centers and walk-in clinics in your neighborhood. Here are some in-network urgent care center and walk-in clinic locations in Maine and the New Hampshire seacoast:

Nonemergency care	
Urgent care clinics	Locations
AFC Urgent Care	South Portland
ConvenientMD	Bangor, Portland, Westbrook; Dover, NH; Portsmouth, NH
Clear Choice MD	Scarborough; Portsmouth, NH
Concentra	Augusta, Bangor, Brunswick, Lewiston, Norway, Portland, Scarborough, South Portland
St. Mary's Urgent Care	Auburn
Maine Urgent Care	Topsham
Walk-in clinics	Locations
MinuteClinic® at select CVS Pharmacy® and Target locations	Portland, South Portland
Mid Coast Hospital Walk-in	Brunswick
Ortho Access Walk-In Clinic at OA Centers for Orthopaedics	Auburn, Portland, Saco
Mercy Express Care	Gorham, Portland, Yarmouth, Westbrook, Windham
Penobscot Community Health Center	Bangor, Belfast, Brewer, Jackman, Old Town
MaineGeneral Express Care	Augusta, Waterville
Katahdin Valley Health Center	Houlton, Millinocket
Southern Maine Health Care	East Waterboro, Kennebunk, Saco, Sanford
York Hospital Walk-in Care	Berwick, Kennebunk, Kittery, Sanford, Wells, York
Freeport Medical Center	Freeport
Sacopee Valley Health Center	Porter
Health Access Network	Lincoln

## Still can't find what you need?

Register on or log in to your member website.

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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.

Member responsibility may vary based on plan design; for some plans, copays apply. Emergency room copays are typically higher, compared to urgent care center and walk-in copays.