

# Choose the **right care** in the **right setting** to save on healthcare costs.

## Telemedicine \$



Virtual visit for treatment of common conditions such as an ear infection or pink eye. Most health plans have a virtual care option.

- » No appointment needed
- » Licensed providers by phone, web, or mobile app for non-emergency care
- » Recommend follow-up with your PCP

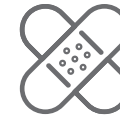
## Primary Care \$



Your Primary Care Provider (PCP) helps manage your preventive and general care. They also coordinate other care you may need.

- » Appointment usually required (same-day typically available)
- » Provider knows your health history and goals
- » Hours vary by practice
- » Some PCPs offer telemedicine by appointment only

## Urgent Care \$\$\$



For injuries/illnesses that need same-day care but don't require hospitalization. Examples include broken bones, the flu, rashes, fevers, colds, and more!

- » No appointment needed
- » Hours vary by location; often open evenings/weekends/holidays
- » Need lab or imaging services? Ask if they have them on-site
- » Recommend follow-up with your PCP
- » Some ACN providers offer in-home urgent care visits

## Emergency \$\$\$\$



Call 911 or go to the nearest facility for life-threatening conditions such as shortness of breath, chest pain, head or spine injuries, and more.

- » No appointment needed
- » Always open
- » Recommend follow-up with your PCP
- » ACN patients have access to emergency departments at Dignity Health, Abrazo Health, and Phoenix Children's

Arizona Care Network



Dignity Health.



PHOENIX CHILDREN'S Care Network

Find an ACN doctor or facility at [www.azcarenetwork.org/find-a-provider](http://www.azcarenetwork.org/find-a-provider)

Need help finding the right care setting? Have questions about your benefits? In non-emergency situations, call the Concierge Line: 602.406.7226