

Learn where to go

If you need medical attention and it is not an emergency,*
call your primary care provider (PCP) or contact a doctor
on the Texas Health Aetna ER Doc app.**

Download the Texas Health Aetna ER Doc app here:



Still not sure where to go? Check out the chart below to
learn your next best treatment options:



Walk-in clinics can help with minor health issues such as a cold, flu, sore or strep throat, ear infections, allergies and bronchitis. You'll find walk-in clinics at a local store or pharmacy. They are often open in the evening and on weekends.

Urgent care centers provide treatment for serious but not life-threatening health issues such as sprains, cuts that require stitches, bronchitis, flu, lower back pain and headaches. Many urgent care centers offer imaging, X-rays and lab services.

The emergency room at your local hospital provides treatment for emergencies. These include potentially life-threatening health issues such as chest pain, breathing problems and severe bleeding. Emergency rooms are always open.



Average wait time
15
minutes¹



Average cost of visit
\$120***



Average wait time
15 – 45
minutes²



Average cost of visit
\$190***



Average wait time
58
minutes³



Average cost of visit
\$1,000 – \$3,000***

* You should always call 911 for medical emergencies or go directly to an emergency care facility. A medical emergency is an event that you reasonably believe threatens your or someone else's life or limb in such a manner that immediate medical care is needed to prevent death or serious impairment of health. A medical emergency includes severe pain, bad injury, a serious illness or a medical condition that is quickly getting much worse.

** In Texas, PCP is known as physician (primary care).

*** These figures represent Texas average costs based on Aetna claims costs in 2017 and are for illustrative purposes only. Member responsibility may vary by location, plan option and services provided.

¹ Convenient Care Association. Fact sheet — Convenient care clinics: increasing access. Available at: ccaclinics.org/research-a-resources/fact-sheets and ccaclinics.org/images/PDF/CCA_IncreasingAccess_2017.pdf. Accessed July 23, 2018.

² Urgent Care Association of America. Benchmarking survey. Available at: cymcdn.com/sites/www.ucaoa.org/resource/resmgr/Benchmarking/UCAOA-BenchmarkSurvey_Infogr.pdf. Accessed July 23, 2018.

³ Hing E, Bhuiya F. Wait time for treatment in hospital emergency departments: 2009. Centers for Disease Control and Prevention. Available at: cdc.gov/nchs/products/databriefs/db102.htm. Accessed April 30, 2018.

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