

Get the *right care* at the *right time*

When you get sick or hurt, you need to make choices to get the right care when you need it. With so many options, it's important to know what type of care facility or clinic to call for emergencies, medications or medical advice.

The following information will help you better understand who to call for specific health issues and situations to get answers and the care you need in a timely manner.

When to see your primary care provider

See your regular doctor or nurse practitioner when your needs are not life threatening and you can be seen during office hours. You should see your primary care provider for common health conditions, such as headaches, mild cold symptoms, minor sprains or cuts, and prescription refills.

When to go to urgent care

When your regular doctor's or nurse practitioner's office is not open, visit the closest urgent care clinic for issues that are not severe but need attention right away. These conditions may include fever, flu symptoms, dehydration, minor cuts, scrapes or minor broken bones.

When to visit the emergency room

For immediate problems that could be life threatening or could put your health at serious risk, don't hesitate to call 9-1-1 right away. These types of medical emergencies include uncontrollable bleeding, breathing problems, loss of consciousness or choking.

When to use a virtual care platform

If you are not able to visit your primary care provider or are not sure where to get care, you can access a doctor in seconds via your phone or computer with CirrusMD.

[See reverse side for additional tips ➤](#)



Care option	Health conditions	Cost
<p>Virtual care platform</p> <p>CirrusMD is a text-based virtual care platform that lets you connect to a real doctor in seconds. Use it to get care 24/7 (holidays included), with no wait times, and at little or no cost to you.</p>	<ul style="list-style-type: none"> Allergies (mild to moderate) Asthma attacks (mild to moderate) Burns (minor) Upper respiratory infections Coughs, congestion, fever or flu symptoms, sinus problems, sore throat, bronchitis Earaches; eye or skin infections Insect bites or rashes Migraines Nausea, vomiting and diarrhea Back/abdominal pain Sprains, strains or deep bruises Bladder infections Women's health and wellness General or more serious health conditions Questions about where to receive care 	\$\$\$
<p>Primary care provider (PCP)</p> <p>Your PCP's office is open for appointments for the following health concerns. Office hours are typically weekdays from 7:30 a.m. to 6 p.m. Call early to get a same-day appointment.</p>	<ul style="list-style-type: none"> Allergies (mild to moderate) Asthma attacks (mild to moderate) Burns (minor) Upper respiratory infections Coughs, congestion, fever or flu symptoms, sinus problems, sore throat, bronchitis Earaches eye or skin infections Adult flu shots Insect bites or rashes Migraines Minor head injuries Nausea, vomiting and diarrhea Pregnancy tests Sprains, strains or deep bruises Bladder infections Regular physicals Prescription refills Vaccinations Screenings Management of a chronic condition Minor cuts/wounds/stitches 	\$\$\$
<p>Urgent care clinic</p> <p>Urgent care clinics are usually open all days, evenings and weekends. Walk-ins are seen promptly.</p> <p>To search for a nearby urgent care center, please go to Find Care at modahealth.com.</p>	<ul style="list-style-type: none"> Allergies (mild to moderate) Asthma attacks (mild to moderate) Minor broken bones (with no skin penetration) Burns (minor) Upper respiratory infections Coughs, congestion, fever or flu symptoms, sinus problems, sore throat, bronchitis Earaches eye or skin infections Insect bites or rashes Migraines Minor cuts/wounds/stitches Minor head injuries Nausea, vomiting and diarrhea Pregnancy tests Sprains, strains or deep bruises Bladder infections Heat stroke and dehydration Adult flu shots 	\$\$\$
<p>Emergency room</p> <p>Emergency rooms are located inside hospitals to treat patients 24 hours a day, seven days a week.</p>	<ul style="list-style-type: none"> Asthma attacks (severe) Broken bones (where bone is visible) Burns and electrical shock (severe) Coughing or vomiting blood Difficulty breathing Chest pain Numbness in face, arm or leg Difficulty speaking Sudden or unexplained loss of consciousness High fever with stiff neck Mental confusion Inability to urinate Infants under eight weeks with fever Severe diarrhea or dehydration Shock Trauma/traumatic injury Serious head injury Uncontrollable bleeding Amputation Vaginal bleeding while pregnant Poisoning 	\$\$\$

Questions?

If you have any questions, call the Moda Health Customer Service number located on the back of your member ID card.

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