

If it's not an emergency, you have options.

When a primary care provider (PCP) visit isn't available and you need care right away for non-life threatening* issues such as cough, cold or flu, sore throat, eye, ear or sinus infections, rashes or sprains, consider the ER alternatives on the back of this card. If you seek care outside your PCP office, please request that the provider share documentation with your PCP to better manage your care.

Visit harvardpilgrim.org/urgentcare to learn more. Turn over to see options for care.

*For life-threatening emergencies such as choking, fainting, chest pain, trouble breathing, weakness/numbness on one side, head injury or severe cuts, call 911 or go the nearest ER immediately.





1 **Call your PCP**

See if you can get a same-day appointment.

Don't have a PCP? Visit harvardpilgrim.org and click "Find a provider" to search for PCPs near you.

2 **Have a virtual visit wherever you are**

With Doctor On Demand, you see a board-certified doctor for a visit within minutes—using any device. Visit doctorondemand.com or download the free app.

Some provider offices offer virtual visits. Ask your PCP about offerings.

3 **Find a clinic near you**

Visit harvardpilgrim.org and click "Find a provider" to search for:

URGENT CARE CENTERS:

Select your plan, click "Other care providers" and then "Urgent Care Centers" under "Specialty."

CONVENIENCE CARE CLINICS:

Select your plan, click "Other care providers" and then "Convenience Care Clinic" under "Specialty."