






The ER isn't always your best choice

If it's a true emergency and your life is in danger, call **911** or go to the nearest emergency room (ER). If not, you have other options to choose from, that may cost you less. To find a network walk-in clinic or urgent care center, visit [AetnaMedicare.com/findprovider](https://www.aetna.com/findprovider).

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| <p>✓</p> <p>Minor</p>  <p>24-Hour Nurse Line</p> <p>Average wait time: 10 minutes</p> | <p>✓</p> <p>Minor</p>  <p>CVS Virtual Care®</p> <p>Average wait time: 10-15 minutes</p> | <p>✓</p> <p>Minor</p>  <p>Walk-in clinic and MinuteClinic®</p> <p>Average wait time: 15-30 minutes</p> | <p>✓</p> <p>Urgent</p>  <p>Urgent care center</p> <p>Average wait time: 1-2 hours</p> | <p>✓</p> <p>Emergency</p>  <p>Emergency room (including freestanding ERs)</p> <p>Average wait time: 3-6 hours</p> |
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Describe your medical situation to a registered nurse. They can help you make an informed decision about where to go for care.
Call 24/7
1-855-493-7019 (TTY: 711).

- Request a virtual visit for non-emergency medical issues
 - Connect through video
 - Prescriptions called in to your pharmacy of choice
 - Available 24/7
- Visit [CVS.com/virtual-care](https://www.cvs.com/virtual-care) to schedule an appointment.

- Go for non-emergency medical issues
- Often located in stores and pharmacies
- Does not replace your primary care provider (PCP)
- Same-day appointments available, with extended hours and weekends

- Go for immediate care in serious but non-life-threatening situations
- Usually offer imaging, X-ray and lab services
- Open extended hours and weekends

- Go for medical emergencies that can permanently impair or endanger your life
- Often have long wait times for non-emergency care
- Open 24/7

WHAT THEY CAN HELP WITH

While only your doctor can diagnose, prescribe or give medical advice, the 24-Hour Nurse Line nurses can provide info on a variety of health topics.

- Cough, colds, flu, strep throat
- Joint, head and stomach pain
- Infections (ear, sinus, skin, urinary tract)
- One-time medication refills
- Other similar symptoms

- Allergies
- Cold and flu symptoms
- Ear infections
- Headache/migraine
- Sore or strep throat
- Sprains
- Other similar symptoms

- Back and neck pain
- Cuts and minor burns
- Flu symptoms
- Respiratory issues
- Sprains and fractures
- Stomach pain
- Other similar symptoms

- Chest pain
- Severe abdominal pain
- Trouble breathing
- Uncontrollable bleeding
- Other symptoms you think may put your life at risk

Keep your PCP in the loop. Let them know about the care you get from other providers. That way, they'll have a better picture of your medical history. And they can ensure you get the follow-up care you may need, too.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. Aetna and MinuteClinic, LLC (which either operates or provides certain management support services to MinuteClinic-branded walk-in clinics) are part of the CVS Health family of companies. Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. Other providers are available in our network.