

YOUR GUIDE TO GETTING: THE RIGHT CARE, AT THE RIGHT TIME, WITH THE SHORTEST WAIT, AT THE LOWEST COST.

CONDITIONS TREATED



Primary Care Provider

- Treats most conditions listed under urgent care
- Annual physical exams
- Referrals to specialist
- Overall wellness
- Management of chronic diseases, such as: diabetes, arthritis, high blood pressure, etc.
- Vaccinations



Urgent Care

- Allergies
- Animal bites
- Asthma
- Coughs and colds
- Conjunctivitis (pink eye)
- Cuts
- Dehydration
- Diarrhea
- Ear infections
- Fever
- Flu
- Headaches
- Minor burns
- Minor head injuries
- Minor infections
- Nose bleeds
- Rash and skin irritations
- Respiratory infections
- Simple fractures and sprains
- Sinus infections
- Sore throat
- Sports injuries
- Urinary tract infections
- Vomiting
- Work injuries



Emergency Room

- Abdominal pain
- Any severe/life-threatening conditions
- Acute changes in vision
- Chest pain
- Confusion/disorientation
- Coughing blood
- Loss of consciousness
- Overdoses
- Seizures
- Severe allergic reactions
- Severe burns
- Shortness of breath
- Stroke
- Trauma
- Uncontrolled bleeding



Virtual Care

- Allergies, respiratory infections and COVID-19
- Ear infections
- Eye infections
- Injuries and pain
- Insect bites
- Sexual health
- Skin and nail problems
- Stomach problems
- Women's health

For a complete list visit prevea.com/virtualcare

HOURS OF OPERATION



Primary Care Provider

Typical business hours:

Monday – Friday:*
8 a.m. to 5 p.m.

* varies by location



Urgent Care

Extended hours:

Monday – Friday:*
8 a.m. to 8 p.m.

Saturday, Sunday & holidays:* 8 a.m. to 4 p.m.

* varies by location, visit

prevea.com/urgentcare to learn more.



Emergency Room

Open 24 hours a day,
7 days a week



Virtual Care

Accessible 24/7. You'll be notified when results are available, usually within 1 hour during office hours, or first thing the next morning if the visit is completed after hours.

prevea.com/virtualcare

OUT-OF-POCKET COST



Primary Care Provider

Lower costs than
Emergency Room.



Urgent Care

Lower costs than
Emergency Room.



Emergency Room

Higher costs than Urgent
Care and Primary Care.



Virtual Care

\$35*

* If you cannot be treated
online, you will not be
charged for the visit.

Out-of-pocket costs vary based on your insurance plan.

WAIT TIME



Primary Care Provider

Shortest wait on average,
with an appointment.



Urgent Care

Wait times vary but
typically much shorter
than Emergency Room
wait times.

**Save My Spot online
reservation available. Wait
where you choose until
your appointment time.**
prevea.com/urgentcare



Emergency Room

Wait times vary* but
typically longer than
Urgent Care (especially
during flu season).
Immediate care for life
threatening conditions.

* Wait times can significantly
vary by location.



Virtual Care

Accessible 24/7. Most
visits take 15 minutes.

prevea.com/virtualcare