



# Urgent Care Centers – *the Right Choice?*

Urgent care is for a situation that is urgent but not life-threatening. Urgent care centers (UCC) are convenient, economical and staffed by physicians. They are especially useful when you are out of your usual service area.<sup>1</sup>

Susan Potthoff,  
Health Net  
*We make health care  
easy to understand.*

### *Benefits include:*

1. After-hours care
2. No appointment required
3. Typically a shorter wait time
4. Ability to save money (lower copayment than the emergency room if owned and operated by your participating physician group)

**If you or a family member is suffering from a non-emergency ailment like a sore throat, earache, back/neck pain, sinus or urinary tract infection, or a headache, you should:**


1. Call your doctor first. He or she may book an appointment for you or will recommend an authorized UCC.

Or find a local urgent care center by visiting [www.healthnet.com](http://www.healthnet.com).

2. If your doctor is not available, then call a Decision Power® Health Coach at **1-800-893-5597** for advice – It's part of your plan! The Health Coach can provide free advice and counseling 24 hours a day.

After visiting an urgent care center, contact your primary physician. He or she will provide or coordinate any necessary follow-up care.

Find the closest UCC by talking to your doctor or visiting [www.healthnet.com](http://www.healthnet.com).



Urgent care center name: \_\_\_\_\_



Phone number: \_\_\_\_\_

Hours: \_\_\_\_\_

Location: \_\_\_\_\_

<sup>1</sup>Refer to your Evidence of Coverage or Certificate of Insurance document for benefit and coverage information pertaining to urgent care services.

You have access to Decision Power through your current enrollment with any of the following Health Net companies: Health Net of California, Inc.; Health Net Life Insurance Company.

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