



## How to find a provider

- Call the toll-free number on your ID card.
- Visit the member website, [www.mycoventryhealth.com](http://www.mycoventryhealth.com).
  - o Enter the login ID on your ID card.
  - o Under Quick Links, go to Choose a Facility.
  - o Click Find a Facility — electronic directory.
  - o Under search type, click Facilities.
  - o Under Facility Types on the left, click Urgent Care Clinics and enter the zip code OR city and state on the right.
  - o Retail clinics will have the name MinuteClinic or TakeCare Health Clinic in the next screen.

### *In case of emergency*

If you find yourself in need of emergency care, you should dial 911 or go to the nearest hospital ER.



Coventry Health Care helps you make the most of your benefits. To learn more about benefit coverage and where to get medical care, visit [www.mycoventryhealth.com](http://www.mycoventryhealth.com) and enter the login ID: CLC, or call member services at 800-233-0084 any time of the day or night.

### *Nurse Line Available All Day, Every Day*

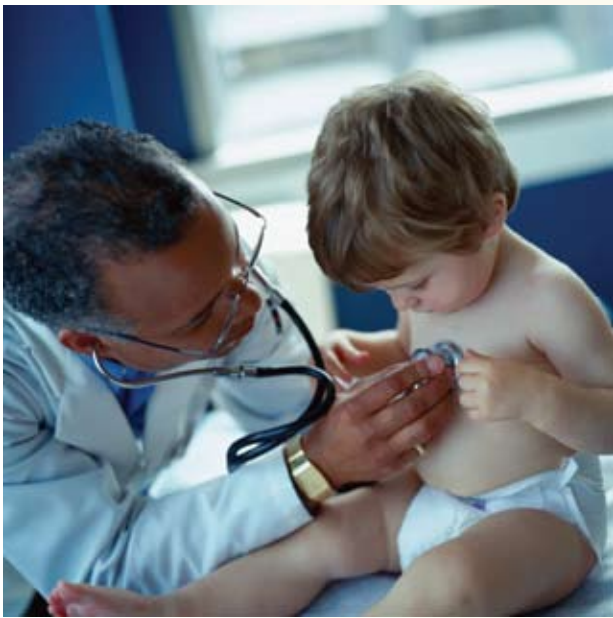
Speak with a nurse **24 hours a day, 365 days a year**. Coventry Health Care's on-staff nurses are available to answer your general health questions any time of the day or night. Just call the number provided on your ID card to talk to a trained professional about a variety of health care topics. Our nurses can provide general information and direct you to a qualified doctor for appropriate treatment. With Coventry's nurse line you'll get the help you need when you need it.

# Where Should I Go?



URGENT CARE CENTER  
RETAIL CLINIC  
EMERGENCY ROOM






## Health care choices

### Where to get the care you need *when* you need it

Your family doctor should be your first source for health care. But sometimes you can't get in to see your doctor right away. You have other choices, such as an urgent care center, a retail medical clinic and the emergency room. The following table can help you decide where to go if you need care and you can't get an appointment with your doctor.



 Urgent Care Center (UCC)	Retail Medical Clinic	Emergency Room (ER)
<b>What is it</b>	UCCs, also known as convenient care centers, offer quality medical care for illnesses and injuries and are often open until 10 pm and on weekends	Health centers, located in pharmacies, grocery stores and other retail stores, which treat common illnesses and are usually open evenings and weekends
<b>When to go, in general</b>	When you can't get in to see your doctor and you need care for an unexpected illness or injury that does not pose a serious danger to your health	For small problems when you can't see your family doctor right away
<b>Examples of when to go</b>	<p>Examples of when to use a UCC:</p> <ul style="list-style-type: none"> <li>You have a sports injury, and it's after your doctor's office hours</li> <li>You need stitches for a non-critical injury</li> <li>You have a chronic problem, like a sore throat or back pain, that isn't improving and can't wait until your doctor is available</li> <li>You're away from home but need medical care in the area you're visiting</li> </ul>	<p>You can go to a retail clinic for things like:</p> <ul style="list-style-type: none"> <li>Minor sicknesses, like rashes, ear aches, sore throats, stomach aches, and other problems</li> <li>Flu shots, vaccinations and other shots</li> </ul>
<b>Advantages</b>	Save time and money	Convenience when you can't get in to see your doctor for a small problem
		<p>Examples of when to go to the ER are times when you:</p> <ul style="list-style-type: none"> <li>Experience difficulty breathing</li> <li>Are bleeding excessively</li> <li>Suspect a heart attack</li> <li>Have severe burns or acute stomach pain</li> <li>Experience unconsciousness</li> </ul>
		An ER is the only place to go for treatment in a true emergency