

Know Before You Go

The free Cigna Nurse Line is staffed by nurses to help you choose the right care in the right setting at the right time. Available 24/7 at 800-244-6224.

Emergency Room (ER): For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life-threatening, call 911 or go to the nearest ER.

Conditions treated

- Sudden numbness, weakness
- Uncontrolled bleeding
- Seizure or loss of consciousness
- Shortness of breath
- Chest pain
- Head injury/major trauma
- Blurry or loss of vision
- Severe cuts or burns
- Overdose
- Broken bones breaking through skin

Your cost and time

- Highest cost
- No appointment needed
- Wait times may be long, averaging over 4 hours

Urgent Care Center: For conditions that aren't life-threatening. Staffed by nurses and doctors and usually have extended hours.

Conditions treated

- Minor cuts, sprains, burns, rashes
- Fever and flu symptoms
- Broken bones not breaking through skin
- Headaches
- Chronic lower back pain
- Joint pain
- Minor respiratory problems
- Urinary tract infections

Your cost and time

- Costs are lower than ER
- No appointment needed
- Wait times vary

Doctor's Office: The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.

Conditions treated

- General health issues
- Preventive care
- Routine checkups
- Immunizations and screenings

Your cost and time

- Copay or deductible/coinsurance
- Usually need an appointment
- Short wait times

Convenience Care Clinic: Treats minor medical concerns. Staffed by nurse practitioners and physicians assistants. Located in retail stores and pharmacies. Often open nights and weekends.

Conditions treated

- Common cold/flu
- Rashes or skin conditions
- Sore throat, earache, & sinus pain
- Minor cuts or burns
- Pregnancy testing
- Vaccines

Your cost and time

- Same or lower than doctor's office
- No appointment needed
- Wait times about 15 min

Telemedicine: Treats minor medical concerns. Staffed by doctors. 24/7 phone and video appointments. Download the MDLive app today. Code is *bouldercty*

Conditions treated

- Common cold/flu
- Rashes or skin conditions
- Sore throat, earache, & sinus pain
- Urinary tract infections
- Fevers
- Allergies
- Pinkeye

Your cost and time

- Same or lower than doctor's office
- No appointment needed
- Wait times about 5 min

Greater

Cost and Time

Lower



Save the Nurse Line number 800-244-6224 in your cell phone, download the MDLive app, take a picture of this page with your smartphone, and place this copy on your refrigerator so the information is always handy. See list of Urgent Care Centers and Emergency Rooms on the reverse side.

