



Primary Care

Contact your primary care provider (PCP) if you have any new health concerns. They know your health history best.



Most offices offer same-day appointments.

See your PCP for wellness visits, sports physicals, to monitor chronic health conditions and for acute issues that do not require an emergency department visit.



Keep any regular appointments that your PCP recommends!

Unless you are experiencing a life-threatening emergency, contact your primary care provider first.



 Cleveland Clinic

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Where should I go for CARE?

WHICH DIRECTION?



Primary Care



Express Care Online



Express Care



Urgent Care



Emergency Department



Life happens in a split second.
Is your arm broken or just sprained?
Don't panic! Knowing the right place to go will have you feeling better fast!

clevelandclinic.org/wheretogo



Express Care Online

See a provider live within minutes from the comfort of your own home (or work!) using your smartphone, tablet or laptop.



- Allergies (seasonal)
- Asthma (adults only)
- Back strains and sprains (adults only)
- Bronchitis (adults only)
- Conjunctivitis (pink eye)
- Cold, cough & flu symptoms
- Minor burns or cuts
- Painful urination (adults only)
- Rashes
- Sinus infections
- Upper respiratory illness
- Vaginal symptoms (itching, discharge) and urinary tract infections
- Minor injuries



Patients ages 2+



Low-cost, out-of-pocket option (insurance may cover)



Express Care

When you should head to Express Care:



- Cold, cough & flu symptoms, viral infections
- Sinus infection
- Earache
- Sore throat
- Conjunctivitis (pink eye)
- Skin rashes (poison ivy, ringworm, shingles, scabies, impetigo)
- Minor aches and pains (without serious injury)
- Headaches
- Blood pressure checks
- Urinary tract infections
- Sexually transmitted infections
- Nausea, vomiting
- Diarrhea
- Minor injuries (sprains, strains, minor joint pain)
- Insect bites & stings (including tick bites)
- Minor burns
- Skin injuries not requiring stitches
- Sports physicals



Express Care's not the right choice for wounds needing stitches or excessive bleeding!



Patients ages 2+



Lower-cost option (most insurances are accepted)



Urgent Care

When you should head to Urgent Care:



For any of the 17 types of conditions treated by our Express Cares (see panel at left), plus:

- Imaging
- Stitches
- EKGs



Physician staffed or on call 24/7



Patients ages 6 months +



Higher out-of-pocket cost (most insurances are accepted)



Emergency Dept.

When you need to go to the Emergency Dept.:



- Accidents (falls, car crashes)
- Chest pain
- Coughing up or vomiting blood
- Drug overdose
- Prolonged fever (not relieved by medication)
- Head injury
- Injuries caused by violence & major trauma
- Life-threatening conditions
- Loss of consciousness
- Poisoning
- Severe, persistent abdominal pain
- Severe burns
- Severe headache
- Shortness of breath
- Stroke symptoms (facial drooping, arm weakness, speech difficulties)
- Suicidal feelings
- Uncontrolled or excessive bleeding



The emergency department is a busy place! Longer wait times are common. If your condition isn't life-threatening, know that your insurance company could deny payment. Consider Express Care or call your primary care physician's office and ask for a same-day appointment.



In an emergency, call 911 or go to the nearest emergency department.



Highest out-of-pocket cost