

Where to go for Care



If you feel sick, knowing where to go to get the best care can help you save time and money. Need to find a doctor? You'll find a complete list of doctors, urgent care centers, and other facilities in the Sentara Health Plans network at sentarahealthplans.com/findadoc.

Call Your Primary Care Provider (PCP) or Have a Virtual Visit



Cost: \$
Wait Time: Short

See your PCP for routine health issues. Your PCP is your main point of contact to identify an illness or condition, offer methods of care, and recommend specialists or facilities if additional diagnoses and follow up are needed. Your PCP may also offer virtual visits for certain conditions.

- refill and renew medications
- chronic illness
- vaccines
- long-term urine/bowel issues
- most behavioral health needs
- flu/sore throat/fever
- toothache
- any symptoms listed under urgent care/virtual consult

Go to Urgent Care



Cost: \$\$
Wait Time: Moderate

The following can be handled by your PCP, but urgent care or a virtual consult may be a better option when your PCP's office may be closed, such as weekends or holidays.

- cough/cold/runny nose
- throat pain or sore throat
- ear pain
- pain/burning in urine
- headache
- nausea/vomiting
- loose stools/diarrhea
- fever less than 104°F
- rash
- back pain
- penile/vaginal discharge
- minor injuries/cuts/burns

Go to the Emergency Room (ER) or Call 911



Cost: \$\$\$
Wait time: Long

In any life-threatening emergency situation, always go to the closest ER or call 911.

- chest pain
- head trauma
- trouble breathing
- broken bones
- poisoning
- seizures
- severe bleeding
- loss of vision
- stroke
- fever over 104°F
- vaginal bleeding when pregnant
- plans to harm yourself or others

Download the Sentara Health Plans mobile app. Find doctors and urgent care centers, view benefit and claims information, access your member ID card, and more. The Sentara Health Plans mobile app is available in the App Store and Google Play.



Still unsure of where to go for help? Contact the free 24/7 Nurse Advice Line by calling **1-800-394-2237**.



Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.

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