Getting the Right Care at the Right Time

**PRIMARY CARE**
Your primary care provider is your first point of contact, who:
- Knows your health history and understands you and your needs
- Coordinates your overall care and stays updated on any changes in your health
- Provides sick care during office hours including the flu, fever, severe sore throat or cough
- Manages chronic diseases such as diabetes, hypertension, COPD and asthma
- Provides ongoing routine preventive care, screenings and physicals
- Treats sports injuries, strains and sprains

Call your primary care office directly*.  
*AtlantiCare Primary Care Plus includes an After Hours Advice Line. This is staffed by Registered Nurses who can assess your symptoms and offer advice on treatment options. To speak with an After Hours Call Nurse, call your primary care office directly and select the prompt for the provider on call.

**URGENT CARE**
When you need to see a provider right away, get great care fast:
- For non-life-threatening illnesses and injuries, including:
  - Minor broken bones and cuts
  - Skin rashes, eye irritation, urinary tract infections and other minor conditions
  - Back pain
- Without an appointment
- For all the non-life-threatening treatment you need

**E-VISITS**
Receive care 24/7 using your computer, tablet or smartphone:
- Consult with a board-certified provider — no appointment needed
- Get a diagnosis, treatment advice and/or prescriptions for:
  - Coughs and colds, earaches, bronchitis, sinus infections and flu symptoms
  - Chronic conditions such as asthma and seasonal allergies
  - Minor trauma, burns and rashes
  - Urinary tract infections and yeast infections

Check with your health insurer to see if virtual visits are covered under your plan.

**EMERGENCY ROOM CARE**
When you have a life-threatening health problem, seek care immediately:
- For severe chest pain or difficulty breathing
- For serious injuries such as head trauma or compound fractures
- For signs of a heart attack or stroke
- For deep cuts and heavy, uncontrollable bleeding
- For convulsions or seizures
- For all other major illnesses or injuries

Go to the closest ER or call 911.
For wait times at AtlantiCare’s three emergency rooms, text ER to 79455.