










A guide to choosing the right care

|  <div>ExpressCare Virtual* Connect with a provider from anywhere—via tablet, smartphone, or computer.</div> |  <div>ExpressCare Clinics* Try an ExpressCare Clinic for quick, convenient care when your regular provider isn't available.</div> |  <div>Galileo 24/7 access to virtual primary care, urgent care, behavioral health, and specialty care wherever you are.</div> |  <div>Primary Care Provider Your Primary Care Provider knows your medical history, so start with them for in-office care or specialist referrals.</div> |  <div>Urgent Care If your condition isn't life-threatening but you can't wait for an appointment, visit Urgent Care. It's typically faster and cheaper than the ER.</div> |  <div>Emergency Care If you need care immediately for something life-threatening, call 911 or go to your nearest ER.</div> |
|--|--|--|---|--|---|
| Least Urgent | | | Most Urgent | | |
|  <div>\$0</div> | <div>\$0</div> | <div>\$</div> | <div>\$</div> | <div>\$\$</div> | <div>\$\$\$\$</div> |
|  <div><ul style="list-style-type: none">PrescriptionsNon-urgent needs (cold, rash, pink eye, etc.)</div> | <div><ul style="list-style-type: none">PrescriptionsColdsStomach achesBasic tests (not x-rays, MRIs, etc.)</div> | <div><ul style="list-style-type: none">Annual checkupMinor issues (cold, UTIs, stomach pains)Ongoing conditions (diabetes, asthma, high blood pressure)Behavioral health concernsDermatologyMedication refills and more</div> | <div><ul style="list-style-type: none">Preventive care (annual checkups and screenings)Minor issues (cold, UTIs, stomach pains)Chronic conditions (diabetes, asthma, heart trouble)Guidance on health management (nutrition, exercise, disease prevention)</div> | <div><ul style="list-style-type: none">Minor injuriesCutsBurnsSprainsImaging and x-rays</div> | <div><p>Conditions that require immediate care like:</p><ul style="list-style-type: none">Head traumaConstant bleedingSuspected heart attack</div> |
|  <div><ul style="list-style-type: none">Visit Virtual.Providence.orgAvailable daily, 8 a.m. – 8 p.m. (Pacific Time)</div> | <div><ul style="list-style-type: none">Visit ProvidenceExpressCare.orgAvailable 7 days a week</div> | <div><ul style="list-style-type: none">Visit Galileo.Health/ProvidenceCall 855-462-7943Available 24/7</div> | <div><ul style="list-style-type: none">Call your providerAvailable by appointment</div> | <div><ul style="list-style-type: none">Find your nearest Urgent Care at ProvidenceHealthPlan-PEBB.CollectiveHealth.comHours vary by location</div> | <div><ul style="list-style-type: none">Go to your nearest hospitalAvailable 24/7</div> |

Urgent Care clinics are often confused with Immediate Care clinics, but they are actually quite different. Immediate Care is solely for non-emergency issues whereas Urgent Care is equipped to handle serious conditions that aren't severe emergencies.

Find a provider

Log in to your My Collective® account to find an in-network provider near you.

ProvidenceHealthPlan-PEBB.CollectiveHealth.com

*ExpressCare Virtual and ExpressCare Clinic services are free with most plans. HSA plan members must first meet their plan deductible; then services are covered in full.

911

If you ever think your life or well-being could be in serious danger, **call 911 immediately.**