

A guide to choosing the right care



POWERED BY
Collective Health

					
ExpressCare Virtual* Connect with a provider from anywhere—via tablet, smartphone, or computer.	ExpressCare Clinics* Try an ExpressCare Clinic for quick, convenient care when your regular provider isn't available.	Galileo 24/7 access to virtual primary care, urgent care, behavioral health, and specialty care wherever you are.	Primary Care Provider Your Primary Care Provider knows your medical history, so start with them for in-office care or specialist referrals.	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.	Emergency Care If you need care immediately for something life-threatening, call 911 or go to your nearest ER.
Least Urgent Most Urgent					
 \$0	\$0	\$	\$	\$\$	\$\$\$\$
 • Prescriptions • Non-urgent needs (cold, rash, pink eye, etc.)	• Prescriptions • Colds • Stomach aches • Basic tests (not x-rays, MRIs, etc.)	• Annual checkup • Minor issues (cold, UTIs, stomach pains) • Ongoing conditions (diabetes, asthma, high blood pressure) • Behavioral health concerns • Dermatology • Medication refills and more	• 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)	• Minor injuries • Cuts • Burns • Sprains • Imaging and x-rays	Conditions that require immediate care like: • Head trauma • Constant bleeding • Suspected heart attack
 • Visit Virtual.Providence.org • Available daily, 8 a.m. – 8 p.m. (Pacific Time)	• Visit ProvidenceExpressCare.org • Available 7 days a week	• Visit Galileo.Health/Providence • Call 855-462-7943 • Available 24/7	• Call your provider • Available by appointment	• Find your nearest Urgent Care at ProvidenceHealthPlan.CollectiveHealth.com • Hours vary by location	• Go to your nearest hospital • Available 24/7

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.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.**