









# Ways to access Prevea Health for medical care



We're here to help 24/7. No appointment needed.

	 Why	 Hours	 Cost	 Schedule
<b>Nurse line</b> <i>Speak with a registered nurse.</i>	<b>For injury, illness or medical advice.</b> For guidance whether to wait to see your provider or to seek medical treatment sooner.	<b>Available 24/7</b>	<b>Free</b>	<b>Call (888) 277-3832</b>
<b>MyPrevea</b> <i>Message your provider.</i>	<b>To send secure non-urgent messages to your provider's office to:</b> <ul style="list-style-type: none"> <li>• Ask a question</li> <li>• Send a comment</li> <li>• Request a prescription refill</li> <li>• Request an appointment</li> </ul>	<b>Available 24/7</b>	<b>Free</b>	<b>Visit <a href="http://myprevea.com">myprevea.com</a> or MyPrevea app</b>  New users, go to <a href="http://myprevea.com">myprevea.com</a> , click on SIGN UP NOW, then click the green SIGN UP ONLINE button on the right side of the screen.
<b>Virtual Care</b> <i>Fill out an online questionnaire for a medical assessment, diagnosis and treatment plan.</i>	<b>For conditions such as:</b> <ul style="list-style-type: none"> <li>• Common female infections</li> <li>• Eye, ear and mouth problems</li> <li>• Injuries, pain and minor burns</li> <li>• Insect bites and head lice</li> <li>• Medication to prevent an illness or infection</li> <li>• Coughs and colds, sinus symptoms, sore throat and allergies</li> <li>• Sexually transmitted diseases</li> <li>• Skin and nail problems</li> <li>• Stomach or digestive health problems</li> </ul>	<b>Available 24/7</b>  Response within one hour during business hours of 8 a.m. to 8 p.m. Monday through Friday, 8 a.m. to 4 p.m. weekends. If visit is initiated outside of business hours, a response will be provided by 9 a.m. the following day.	<b>Up to \$35</b>  Pay online by credit or debit card.  No charge if a diagnosis cannot be determined.	<b>Visit <a href="http://prevea.com/virtualcare">prevea.com/virtualcare</a></b>

See flipside for more →

	 <b>Why</b>	 <b>Hours</b>	 <b>Cost</b>	 <b>Schedule</b>
<b>Urgent Care</b> <i>Walk-in care.</i>	<b>For conditions such as:</b> <ul style="list-style-type: none"> <li>• Animal and insect bites</li> <li>• Cold and flu symptoms, fevers, severe sore throat or cough</li> <li>• Cuts without profuse bleeding but require stitches</li> <li>• Ear aches</li> <li>• Mild to moderate asthma</li> <li>• Minor infections</li> <li>• Rashes and burns</li> <li>• Sinus infections</li> <li>• Sprains, strains, dislocations and minor fractures/broken bones</li> </ul>	<b>Monday – Friday</b> 8 a.m. to 8 p.m.  <b>Weekends and some holidays</b> 8 a.m. to 4 p.m.	<b>Company's co-pay plan or medical office visit, billable to insurance.</b>  Check with your Human Resources department.	<b>Walk-in care at any Prevea Urgent Care location</b>  Optional: reserve your spot online at <a href="http://prevea.com/urgent-care">prevea.com/urgent care</a>
<b>Emergency Room</b>	<b>For medical emergencies if you are experiencing:</b> <ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Loss of consciousness</li> <li>• Poisoning</li> <li>• Seizures</li> <li>• Severe burns</li> <li>• Severe pain</li> <li>• Severe broken bones</li> <li>• Shortness of breath</li> <li>• Sudden paralysis or slurred speech</li> <li>• Suspected overdose of medication</li> </ul>	<b>Available 24/7</b>	<b>Emergency visit.</b> Billable to insurance.	<b>Call 911 or go to your nearest emergency department</b>

