### Conditions treated

#### Primary Care Provider
- Treats most conditions listed under urgent care
- Annual physical exams
- Referrals to specialist
- Overall wellness
- Management of chronic diseases, such as: diabetes, arthritis, high blood pressure, etc.
- Vaccinations

#### Urgent Care
- Allergies
- Animal bites
- Asthma
- Coughs and colds
- Conjunctivitis (pink eye)
- Cuts
- Dehydration
- Diarrhea
- Ear infections
- Fever
- Flu
- Headaches
- Minor burns
- Minor head injuries
- Minor infections
- Nose bleeds
- Rash and skin irritations
- Respiratory infections
- Simple fractures and sprains
- Sinus infections
- Sore throat
- Sports injuries
- Urinary tract infections
- Vomiting
- Work injuries

#### Emergency Room
- Abdominal pain
- Any severe/life threatening conditions
- Acute changes in vision
- Chest pain
- Confusion/disorientation
- Coughing blood
- Loss of consciousness
- Overdoses
- Seizures
- Severe allergic reactions
- Severe burns
- Shortness of breath
- Stroke
- Trauma
- Uncontrolled bleeding

#### Virtual Care
- Allergies, respiratory infections and COVID-19
- Ear infections
- Eye infections
- Injuries and pain
- Insect bites
- Sexual health
- Skin and nail problems
- Stomach problems
- Women’s health

For a complete list visit [www.prevea.com/virtualcare](http://www.prevea.com/virtualcare)

### Hours of operation

#### Primary Care Provider
- Typical business hours:
  - 8 a.m. to 5 p.m.
  - Monday – Friday*
  - *vary by location

#### Urgent Care
- Extended hours:
  - 8 a.m. to 8 p.m./Monday – Friday
  - Saturday, Sunday & holidays
  - 8 a.m. to 4 p.m.
  - [prevea.com/urgentcare](http://prevea.com/urgentcare)

#### Emergency Room
- Open 24 hours a day, 7 days a week

#### Virtual Care
- [prevea.com/virtualcare](http://prevea.com/virtualcare)
- Accessible 24/7. You’ll be notified when results are available, usually within 1 hour during office hours, or first thing the next morning if the visit is completed after hours.

### Out-of-pocket cost

#### Primary Care Provider
- Lower costs than Emergency Room.

#### Urgent Care
- Lower costs than Emergency Room.

#### Virtual Care
- $35*
  - *If you cannot be treated online, you will not be charged for the visit.

Out-of-pocket costs vary based on your insurance plan.

### Wait time

#### Primary Care Provider
- Shortest wait on average, with an appointment.

#### Urgent Care
- Wait times vary but typically much shorter than Emergency Room wait times.
- Save My Spot online reservation available. Wait where you choose until your appointment time.
  - [prevea.com/urgentcare](http://prevea.com/urgentcare)

#### Emergency Room
- Wait times vary* but typically longer than Urgent Care (especially during flu season). Immediate care for life threatening conditions.
  - *Wait times can significantly vary by location.

#### Virtual Care
- Accessible 24/7. Most visits take 15 minutes.
  - [prevea.com/virtualcare](http://prevea.com/virtualcare)