

CHS

When it's not an emergency  
but your doctor isn't available...  
Isn't it time to consider a  
**Retail Health Clinic** or  
**Urgent Care Center?**



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**BlueCross  
BlueShield  
of Arizona**

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## Avoid the emergency room for minor, everyday medical issues.

While the emergency room is always the best option for serious illnesses and accidents, there are other options for minor, non-emergency conditions that may help you save time and money. Depending on your needs, you might want to try an Urgent Care Center or Retail Health Clinic. Blue Cross Blue Shield's provider network includes MinuteClinic (located in select CVS™ stores) and Take Care Clinics (located in select Walgreens™ stores).

And remember, in a true emergency—always dial 911 first.

We've also included the information below to help you determine the best option for your situation:

### What is the difference between an Urgent Care Center and a Retail Health Clinic?

Retail Health Clinics including MinuteClinic (located in select CVS™ stores) and Take Care Clinics (located in select Walgreens™ stores) are typically staffed by non-physician providers such as nurse practitioners. Urgent Care Centers have at least one physician on staff but care may also be delivered by a non-physician provider in some instances.

The conditions treated at Retail Health Clinics are typically more limited than those diagnosed and treated at an Urgent Care Center. Generally, a Retail Health Clinic can treat colds and flu as well as other minor infections and skin conditions. Urgent Care Centers are able to treat additional conditions such as allergies, minor burns, sprains and strains.

Please note that visits to Retail Health Clinics and Urgent Care Centers are *not* a substitute for an ongoing relationship with a Primary Care Physician. However, these facilities may be good options for urgent, non-emergency medical issues outside of your doctor's office hours and availability.

Retail Health Clinics may have more weekend and evening hours available than Urgent Care Centers. They are also conveniently located near a retail

### Helpful hint:

Keep in mind that Retail Health Clinics have a minimum age requirement (typically 18 months) and require a parent or guardian to accompany a minor under 18 seeking treatment. Call your nearby Urgent Care Center or Retail Health Clinic if you have concerns about whether they can treat your child.

pharmacy so that you can shop for other items and pick up prescriptions if necessary.

Urgent Care Centers and Retail Health Clinics both have the ability to see you without an appointment. But some Urgent Care Centers allow you to schedule appointments to reduce your wait time. This isn't typically an option at a Retail Health Clinic.

Retail Health Clinic visits typically fall under the primary care physician benefit (depending on your specific coverage) so copays, coinsurance or deductibles may apply. Urgent care coverage also varies by plan type but out-of-pocket costs tend to be *higher* than a Retail Health Clinic visit but *lower* than an Emergency Room visit.

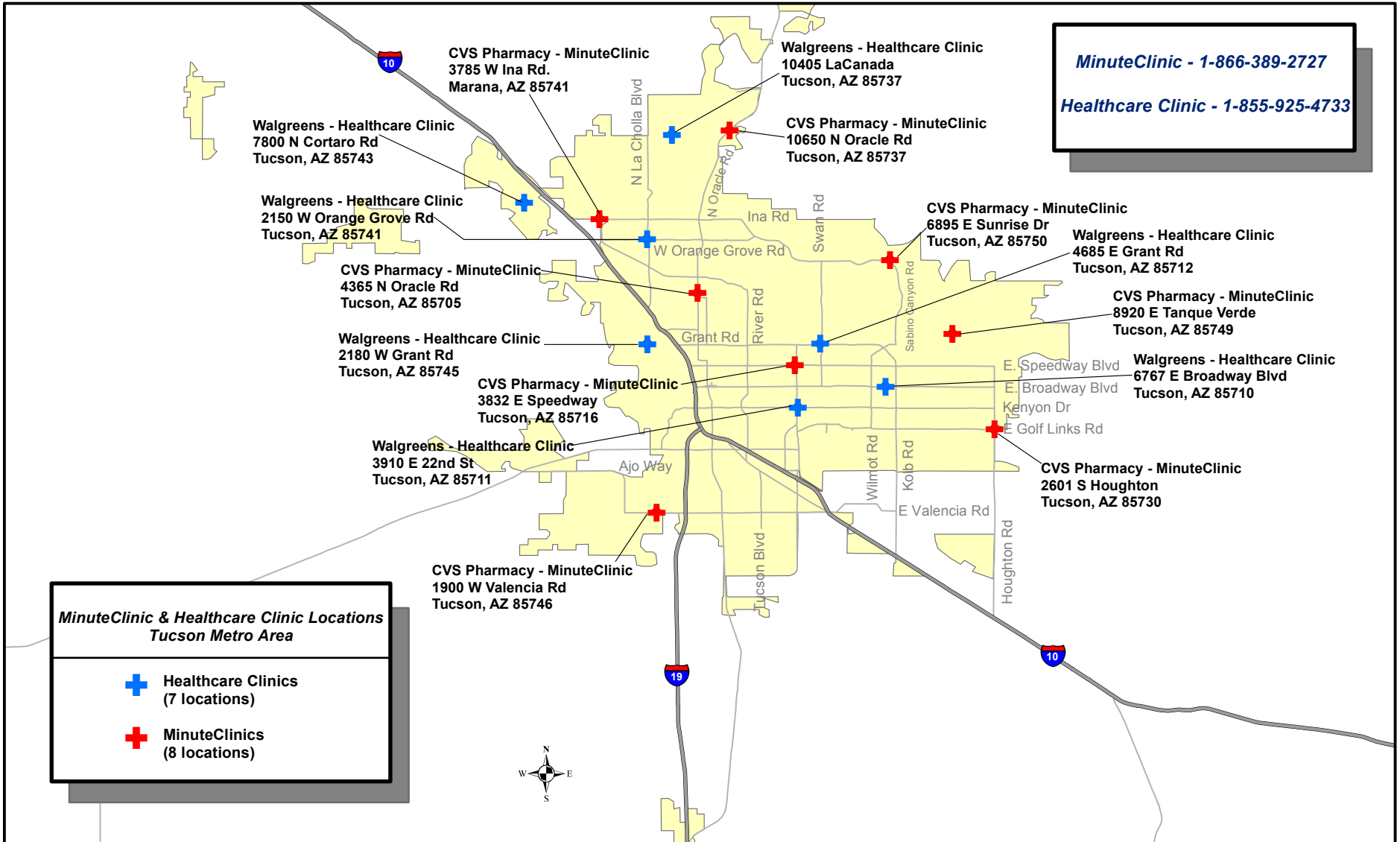
For clients who rent our provider network ("CHS"), Blue Cross Blue Shield of Arizona provides no administrative or claims payment services and does not assume any financial risk or obligation with respect to claims. No network access is available for these clients from Blue Cross Blue Shield plans outside of Arizona.





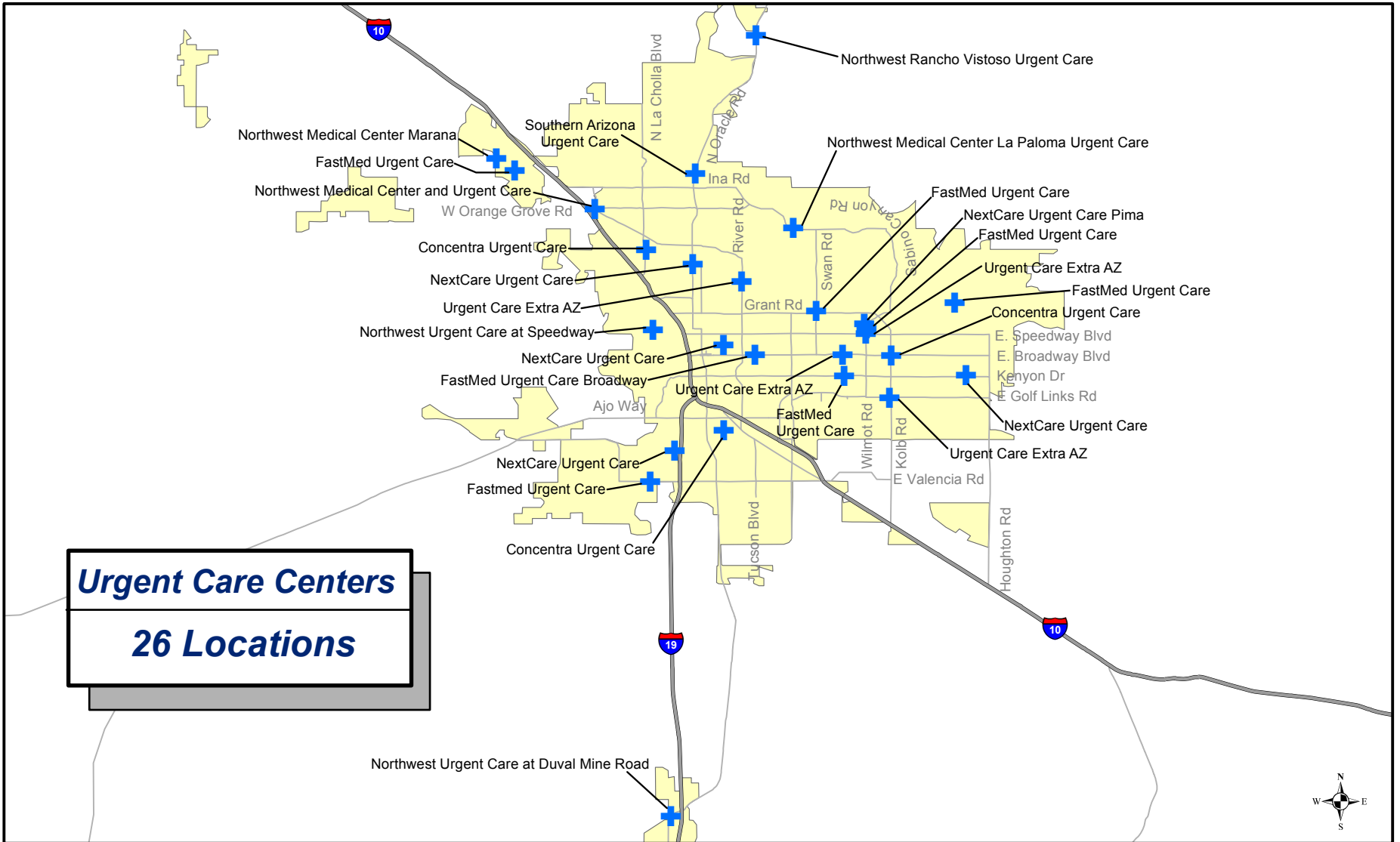
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## Walgreens Healthcare Clinic (formerly Take Care Clinic) and Minute Clinic Locations Tucson Metro Area January 2016



The Retail Health Centers illustrated above are contracted with Blue Cross Blue Shield of Arizona as of January 2016. Please visit [www.azblue.com](http://www.azblue.com) for a current list of contracted centers.

## Urgent Care Locations - Pima County January 2016



The Urgent Care Facilities illustrated above are contracted with Blue Cross Blue Shield of Arizona as of January 2016. Please visit [www.bcsaz.com](http://www.bcsaz.com) for a current list of contracted centers.