



# Back to better

## Know where to go for care

Feeling like you have the flu? Having a pounding headache? Hurt your back carrying the groceries?

**Save hundreds in medical costs:** Did you know that visiting a walk-in clinic or urgent care center can save you time and money, and help you feel better fast? Check out the chart below to learn how much you can save in time and money.

Know your options for care, save time and money, and feel better.



### Walk-in clinic

For minor health issues. Often found in stores and pharmacies.

**Average wait time:**

15 minutes<sup>1</sup>

**Average cost of visit:** \$33\*



### Urgent care center

Quick care for serious but not life-threatening situations.

**Average wait time:**

15–45 minutes<sup>2</sup>

**Average cost of visit:** \$61\*



### Emergency room

For emergencies that can permanently impair or endanger your life.

**Average wait time:**

2.5 hours<sup>2</sup> (for non-emergencies)

**Average cost of visit:** \$377\*



[aetnainternational.com](http://aetnainternational.com)

## Finding a clinic is easy

Get familiar with the urgent care and walk-in clinics in your neighborhood before you need them. Here's how:

- Go to **aetnainternational.com** and log in to Health Hub with your username and password
- Using the drop-down boxes under "Find Health Care," select United States, then click "Search" to find a doctor near you
- You'll be directed to your member website at **aetna.com** and you can search for either "Walk in Clinics" or "Urgent Care Centers"

## Questions?

If you still have questions, please call our Member Services team using the number on the back of your Member ID card.

## Seven great reasons to try a walk-in clinic or urgent care center

Here's why you should consider a walk-in clinic or urgent care center next time you need non-life threatening care:

1. **No appointment needed.** Just walk right in.
2. **Convenient hours.** Some are open seven days a week, with extended evening, weekend and holiday hours.
3. **Lower prices.** You'll almost always pay lower copays and out-of-pocket costs than you will at an ER.
4. **Less waiting.** The average ER visit is significantly longer than a visit to a walk-in or urgent care facility.
5. **Many locations.** It's easy to find a walk-in or urgent care facility near you.
6. **Fully staffed.** Urgent care centers are overseen by doctors with doctors providing the service, while walk-in clinics are overseen by doctors with nurse practitioners or physician assistants onsite.
7. **Connections with local ERs.** If you need more extensive care, you'll be referred to the closest ER.

\*Figure on page 1 represents national average costs based on Aetna claims costs in 2017 and is for illustrative purposes only. Member responsibility may vary based by location, plan option and services provided.

<sup>1</sup> Wieczner, Jen. 10 things walk-in clinics won't tell you. MarketWatch, November 2, 2012.

<sup>2</sup> Urgent Care Locations, LLC. Urgent care centers vs. emergency room. Accessed December 1, 2017.

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