

# Getting better never stops.

Choose the right level of care for your needs.

 <p><b>Primary Care Visit</b></p>	 <p><b>Video Visit</b></p>	 <p><b>Sutter Walk-In Care</b></p>	 <p><b>Urgent Care</b></p>	 <p><b>Emergency Care</b></p>
<p><b>“I need to see my doctor for a regular check-up, screening or minor concern.”</b></p> <p><b>ALL AGES</b></p> <p><b>Ideal for:</b></p> <ul style="list-style-type: none"> <li>• Annual exams and routine tests</li> <li>• Chronic disease management</li> <li>• General health maintenance</li> <li>• Pediatric care</li> <li>• Preventive care</li> <li>• Screenings</li> <li>• Vaccinations</li> </ul> <p><b>Not appropriate for:</b></p> <ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Head injuries</li> <li>• Serious accidents and falls</li> <li>• Trouble breathing</li> </ul>	<p><b>“I have a healthcare concern and need an appointment today.”</b></p> <p><b>18 MONTHS+</b></p> <p><b>Ideal for:</b></p> <ul style="list-style-type: none"> <li>• Allergies</li> <li>• Cold and flu</li> <li>• Cough</li> <li>• Insect bites</li> <li>• Mild fever</li> <li>• Mild rash</li> <li>• Nausea</li> </ul> <p><b>Not appropriate for:</b></p> <ul style="list-style-type: none"> <li>• Broken bones</li> <li>• Chest pain</li> <li>• High fever</li> <li>• Serious illnesses and injuries</li> <li>• Trouble breathing</li> </ul>	<p><b>“I have a healthcare concern and need an appointment as soon as possible.”</b></p> <p><b>18 MONTHS+</b></p> <p><b>Ideal for:</b></p> <ul style="list-style-type: none"> <li>• Allergies</li> <li>• Cold and flu</li> <li>• Ear infection</li> <li>• Minor sprains and strains</li> <li>• Pink eye</li> <li>• Rashes and skin conditions</li> <li>• Sinus infection</li> <li>• Vaccinations</li> <li>• Wellness screenings</li> </ul> <p><b>Not appropriate for:</b></p> <ul style="list-style-type: none"> <li>• Broken bones</li> <li>• Chest pain</li> <li>• Head injuries</li> <li>• Severe sprains</li> <li>• Trouble breathing</li> </ul>	<p><b>“It’s not an emergency, but I have a serious issue and need to be seen soon.”</b></p> <p><b>ALL AGES</b></p> <p><b>Ideal for:</b></p> <ul style="list-style-type: none"> <li>• Back pain</li> <li>• Cold and flu</li> <li>• Fever</li> <li>• Mild asthma</li> <li>• Moderate accidents and injuries</li> <li>• Moderate cuts and bleeding</li> <li>• Sprains and strains</li> <li>• Vomiting</li> </ul> <p><b>Not appropriate for:</b></p> <ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Head injuries</li> <li>• Life-threatening accidents and injuries</li> <li>• Trouble breathing</li> </ul>	<p><b>“I’m experiencing a medical emergency and need to be seen now.”</b></p> <p><b>ALL AGES</b></p> <p><b>Ideal for:</b></p> <ul style="list-style-type: none"> <li>• Behavioral health crisis</li> <li>• Broken bones</li> <li>• Chest pain</li> <li>• Head injuries</li> <li>• High fever</li> <li>• Life-threatening accidents and injuries</li> <li>• Major burns, cuts and bleeding</li> <li>• Severe allergic reactions</li> <li>• Trouble breathing</li> <li>• Unconsciousness</li> </ul> <p><b>Not appropriate for:</b></p> <ul style="list-style-type: none"> <li>• Colds</li> <li>• Low fever</li> <li>• Minor rashes</li> <li>• Seasonal allergies</li> <li>• Sore throat</li> </ul>

This information is intended as a guide and not all services are available in all areas. Please use your best judgment when seeking care. Check the Sutter Health Plan Evidence of Coverage and Disclosure Form and Benefits and Coverage Matrix to determine coverage and cost.



## Primary Care

Your PCP manages and coordinates your care from routine to complex health concerns, including referrals to specialty care, X-rays, lab work and other services as needed.

To find a PCP, visit [sutterhealthplan.org/provider-search](https://sutterhealthplan.org/provider-search).



## Virtual Care

You have access to video visits through My Health Online (MHO)<sup>1</sup> for most of your healthcare needs, from routine to complex health issues.

- Members age 3 months and older can book video visits with their PCP<sup>2</sup>. Please check with your PCP for availability.
- Members age 18 months and older can book video visits with a Sutter clinician.

To learn more or book an appointment, visit [sutterhealth.org/video-visits](https://sutterhealth.org/video-visits).



## Sutter Walk-In Care

In select areas, you have access to Sutter Walk-In Care for your everyday healthcare needs. Open to everyone age 18 months and older, every day, hours and times may vary.

To schedule an appointment or find a location near you, visit [sutterhealthplan.org/walk-in](https://sutterhealthplan.org/walk-in).



## Urgent Care

You have access to in-network urgent care locations while in the Sutter Health Plan service area. When you are outside of the Sutter Health Plan service area, you have access to any urgent care location.

To find a list of urgent care locations near you, visit [sutterhealthplan.org/urgent](https://sutterhealthplan.org/urgent).



## Emergency Care

You can access emergency care when you need it from any facility, in or out of the Sutter Health Plan network, without a referral. In the case of an emergency, dial 9-1-1 (where available) or go to the nearest hospital.

## Mental Health & Substance Use Disorder Services

If you need mental health or substance use disorder treatment services, you have coverage through U.S. Behavioral Health Plan, California. You can schedule office or virtual visits as needed without a referral.

You can call 9-8-8, the U.S. national suicide prevention and mental health crisis hotline, to get immediate assistance for anyone experiencing a behavioral health crisis.

To find a participating behavioral health provider, call USBHPC at **855-202-0984** or visit [liveandworkwell.com](https://liveandworkwell.com) – access code: Sutter.

## Nurse Advice Line 855-836-3500

The Sutter Health Plan Nurse Advice Line is available 24/7 to help answer questions about medical problems. Registered nurses can help you determine the right level of care for your health needs.

<sup>1</sup> All Sutter Health Plan members can enroll in MHO.

<sup>2</sup> Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, please contact your PCP's office for video visit options.

