

# Don't feel well? Need medical care?

## Get the right care at the right time and cost

Wise medical care choices can help save you money and time. The ED is not always a better choice. Call 911 or go to the Emergency Department (ED) only for life-threatening medical emergencies. Otherwise, start with your primary care provider. Many offer after-hours, weekend and virtual visits. You can also choose from other, less expensive options - make sure to stay in network.\*

\*This information represents potential team member cost if enrolled in a 2026 Prisma Health medical plan.

### Minor



EPO: \$20

HDHP: 15% after deductible

#### Prisma Health Primary Care

Your primary care provider (PCP) is your point of contact when not having an emergency. Your PCP can help when you're sick or need your annual checkup. Members 18+ can see their PCP in office or via virtual visit for everyday health issues.

- Allergies
- Cold and flu symptoms
- Sinus problems
- Bronchitis
- Skin issues

To find a PCP, scan the code.



Low to no cost

#### Prisma Health Same Day Care

For same-day care for minor issues, visit a Team Member Care Center in person or virtually. Team members and spouses/dependents 16+ covered on a Prisma Health sponsored medical plan can set up a virtual or in-person visit. For more info, call **864-455-2455** or visit Connect.

- Cuts and minor burns
- Rashes
- Sprains/strains
- Cold and flu symptoms
- Urinary tract infections

For more information on same day care, scan the code.



### Urgent



EPO: \$50

HDHP: 15% after deductible

#### Prisma Health Urgent Care

For serious but non-life-threatening issues, walk in or check in online. X-ray and lab services are usually offered. To find a Prisma Health Urgent Care location, visit [prismahealth.com/urgentcare](https://prismahealth.com/urgentcare). If there isn't a Prisma Health Urgent Care in your area, use the provider search tool on [promisehealthplan.com/prisma-health-team-members](https://promisehealthplan.com/prisma-health-team-members) to find another in-network urgent care center near you or call **833-706-1287**.

- Back/neck pain
- Flu symptoms
- Cuts and minor burns
- Respiratory issues
- Sprains or fractures

### Emergency



EPO: \$275

HDHP: 15% after deductible

#### Emergency Department (including free-standing EDs)

For life-threatening emergencies only; open 24/7. Using the ED for non-life-threatening issues can be very costly and may have a long wait time.

- Chest pain
- Severe abdominal pain
- Trouble breathing
- Uncontrollable bleeding
- Symptoms you think may put your life at risk

**Note:** TELUS Health employee assistance program (EAP) provides free mental health support and work/life services for team members and loved ones 24/7, call **877-761-3614**.