

# Walk into wellness — and save

## Know when walk-in clinics are right for you

### Get in, get out, get better faster

Feeling fluish? Have a pounding headache? Hurt your back carrying the groceries? The emergency room (ER) may not be your best option. Consider visiting a retail walk-in clinic instead to help you feel better sooner.\*

### Protect your health and your wallet

#### ER vs. retail walk-in clinic: The savings add up



#### Emergency room



Average wait time  
**2.4 hours<sup>1</sup>**  
for non-emergencies



#### Retail walk-in clinic



Average wait time  
**24 minutes<sup>2</sup>**

Non-emergency services	Average ER cost**	Average retail walk-in clinic cost**
Strep throat	<b>\$750 – \$1,000</b>	<b>\$90</b>
Ear infection	<b>\$750 – \$1,000</b>	<b>\$90</b>
Sinus infection	<b>\$750 – \$1,000</b>	<b>\$90</b>

### Plenty of services

Retail walk-in clinics offer care for medical matters that aren't life-threatening. They also handle vaccinations and treat:

- Ear infections
- Strep throat
- Colds and flu
- Poison ivy
- Sprains
- And more

\*It is best to call your own primary care doctor first when faced with a non-life-threatening condition. *Information is general in nature and is not a substitute for professional health care.*

\*\*Average retail and ER pricing. Based on Aetna average claims costs. Data accessed April 2018. For illustrative purposes only. Member responsibility may vary based on location, plan option and services provided.

<sup>1</sup> Urgent Care Locations, LLC. Urgent care center vs. emergency room. Available at: [www.urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room](http://www.urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room). Accessed April 4, 2018.

<sup>2</sup> Urgent Care Association (UCA). Wait time trends. Urgent Care Quarterly. October 2018. Available at: [www.ucaoa.org/blogpost/1108571/287536/Urgent-Care-Quarterly--Issue-3-Sneak-Peek-Wait-Time-Trends](http://www.ucaoa.org/blogpost/1108571/287536/Urgent-Care-Quarterly--Issue-3-Sneak-Peek-Wait-Time-Trends). Accessed July 26, 2018.

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## Have a minor medical need?

Need care for a minor illness when your doctor's office is closed? You have plenty of options. **We contract with retail, or walk-in, clinics to give you affordable alternatives to the ER. At an average cost break of up to five times less.**

The sites are staffed with nurse practitioners and physician assistants. They handle ear infections, routine allergies and other minor medical needs. Just like urgent care centers, evening and weekend hours are available, with no appointments needed.

If you're experiencing chest pain, trouble breathing, bad bleeding or other symptoms that may be serious or put your life at risk — you should go to your local ER.

### Finding care near you is easy

Get familiar with the walk-in clinics in your neighborhood before you need them.

Here's how:

- 1 Log in or register at [aetna.com](https://www.aetna.com).
- 2 Click on "Find Care."
- 3 Select "Urgent Care."
- 4 Scroll down and select "Walk-In Clinics."

## Seven great reasons to try retail clinics

1. **No appointment needed.** Just walk right in.
2. **Convenient hours.** Some clinics are open seven days a week, with extended evening, weekend and holiday hours.
3. **Lower prices.** Lower copays and out-of-pocket costs compared to ER visits.\*
4. **Less waiting.** The average ER wait time is 2.4 hours,<sup>1</sup> while retail clinic waits average 24 minutes.<sup>2</sup>
5. **Many locations.** With almost 650 (and growing) freestanding and retail-based clinics nationwide, you can find a spot close to your home or job. You might even find a spot in your neighborhood's Rite Aid®, CVS/pharmacy® or Walgreens®.
6. **Skilled staff.** Clinics are overseen by a doctor, with nurse practitioners or physician assistants onsite.
7. **Recommendations.** If you ever need more extensive care, clinics can refer you to a local doctor, emergency room or urgent care center.

\*Member responsibility may vary based on plan design; for some plans, copays apply. Emergency room copays are typically higher than walk-in clinic copays.

<sup>1</sup>Urgent Care Locations, LLC. Urgent care center vs. emergency room. Available at: [www.urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room](http://www.urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room). Accessed April 4, 2018.

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The Aetna logo consists of the word "aetna" in a bold, lowercase, sans-serif font. The letter "a" is a vibrant pink color, while the remaining letters "etna" are in a dark grey or black color. A registered trademark symbol (®) is positioned to the upper right of the final "a".