

This chart gives information about health care available at five different settings; online visits, visits at retail clinics (Everyday Clinics at Hy-Vee), doctor's office visits at your primary care clinic, urgent care visits and emergency department visits.

The first row shares where you can find locations closest to you. Online visits are done online, no need to find a location, and can be found by going to allinahealth.org, then clicking on "get care now." You can find Everyday Clinics at Hy-Vee, urgent care and emergency department locations closest to you by going to allinahealth.org and then clicking on "get care now." Primary care clinics can be found at allinahealth.org/primarycare.

The second row of the chart compares hours between online visits, retail clinic visits, office visits, urgent care visits and emergency department visits. Hours for an online visit at Everyday Online is available 24-hours a day, seven days a week. Everyday Clinics at Hy-Vee are open weekdays, 8 a.m. to 8 p.m. and weekends 9 a.m. to 5 p.m. Your doctor's office or primary care clinic is usually open weekdays with hours varying by location. Urgent care hours vary by location, but open seven days a week, including most holidays. Emergency departments, also known as emergency rooms, are open 24-hours a day, seven days a week.

The third row of the chart compares costs at these five care settings. Online visits are the least expensive at just \$45, or your insurance co-pay. Visits at Everyday Clinics at Hy-Vee are slightly more expensive, ranging from \$109 to \$149 per visit, which may increase with offsite lab costs. A visit to your primary care clinic or urgent care are in the same price range but are typically more expensive than an online visit or a visit to a retail clinic. Emergency department visits are the most expensive of the five options we are comparing. Note you should always check with your insurance provider to determine your eligibility and coverage for any of these services.

The fourth row compares the age ranges that individuals can be treated at each care setting. Online visits sees children to adults, with age ranges varying by condition treated. Everyday Clinics at Hy-Vee will see individuals starting at 18 months and older. All ages are seen at primary care, urgent care and emergency departments.

The fifth row of the chart compares if appointments are needed. Appointments are not needed for visits done online, or at Everyday Clinics at Hy-Vee, urgent care and emergency department. Typically primary care clinics do request an appointment, although some clinics offer walk-in care.

The sixth row of the chart shows what each visit is best for treating. Online visits are best for common, minor illnesses. Walk-in visits to Everyday Clinics at Hy-Vee are best for treating minor illnesses, injuries and skin conditions. Primary care visits are best for ongoing and preventive care, illness or injury care that can wait for an appointment. Urgent care is best for illness or injury that is not life-threatening, but important to manage quickly. Emergency departments are best for life-threatening or severe illness or injury. Note you should call 911 or go to the nearest emergency department if you or a loved one has signs or symptoms of a life-threatening condition.

The final row of the chart gives examples of why you might choose the care option. Online visits are fast and easy, since they are done online you don't have to leave home or work to get care. Everyday Clinics offer convenient care located at select Hy-Vee stores. Providers at primary care clinics are the best people to help you stay healthy and manage ongoing health issues. At an urgent care you can be seen same day, with lab tests, X-rays and other services provided right on site. The emergency department can quickly determine the right care for severe or life-threatening illness or injury.

If you are still not sure the right setting to get care, call 1-888-425-5462 to talk to a person.