



Primary Care Provider

Start with your Primary Care Provider (PCP) for all health care needs.

A PCP is a doctor, nurse practitioner, or physician assistant who helps you manage your health. They build a relationship with you to understand your health history, assist you with staying healthy, and help you when you're sick. Your PCP's goal is to deliver the care that's right for you and to help you live the life you want.

A visit to your PCP generally costs only the copay on your plan, and most preventive care services are covered in full.*

Benefits of Having a PCP:



Personal Care

Having one provider who knows your personal health history, your family history, and your health goals



Easy Access

A single point of access to a variety of services including preventive care, screening, and diagnosing, and managing chronic and critical conditions



Know Your Risks

Your PCP can help you understand your risk for conditions like diabetes, heart disease, and cancer, and steps you can take to prevent them



Early is Better

A relationship with a provider who knows you makes it more likely to detect health issues early, when they are most treatable



A Trusted Referral

When you need specialty care, your PCP can refer you to specialists with whom they have a trusted relationship

*Additional services, such as laboratory tests, may cost an additional co-pay amount. Please see your benefit summary at myProvidence.com for specific coverage details.

PCP vs. Urgent Care Center vs. Emergency Department (ER)



Go to your PCP for things like:

- Checkups
- Tests and health screening
- Mild illness (cold, flu, constipation, allergic reactions, sprains, etc.)
- Referrals to specialty care, like a dermatologist
- After-hours care: they typically have someone on call or can make an appointment soon

Go to Urgent Care if:

- You need immediate care and your PCP can't get you in quickly
 - Always call your PCP, first – seeing your PCP will save you time and money if they can help you vs. having to go to an urgent care facility
- Some examples might be:
 - Minor injuries like simple lacerations, burns, sprains, strains, or fractures
 - Treatment for minor illnesses like sinus infections, bronchitis, fever, sore throat, colds, headaches, earaches, or urinary tract infections

Go to the ER for:

Life-threatening symptoms, for example:

- Chest pain
- Hard time breathing
- Head trauma
- Severe or uncontrollable bleeding
- Severe nausea, vomiting, or diarrhea leading to dehydration
- Mental distress