

Your Curative Care Compass: Right Care, Right Place, Right Time



Navigating the healthcare system can be daunting, especially when urgency and uncertainty collide. Your Care Compass provides clarity, helping you determine the best care options based on your needs. Use this guide to make informed decisions and ensure timely, effective care.



Virtual Urgent Care (NormanMD)

Connects you to a doctor within minutes — anywhere in Texas. From babies to adults, pediatricians and adult medicine doctors evaluate and treat your illnesses and concerns, right from your smartphone, tablet or computer. Available via www.normanmd.com

Ideal for: Minor illnesses like cold, flu, mild cough, health advice, and prescription refills.

↗ Benefits

- **Instant Access:** No wait times; connect instantly with medical professionals.
- **Convenience:** Get medical advice from anywhere using digital devices.
- **Safety:** Minimize exposure to germs by avoiding crowded clinics.
- **Economical:** Less strain on the healthcare system.

↗ Concerns:

- **Limitations:** May not be ideal for conditions needing physical examinations.
- **Tech Requirements:** Requires a stable internet connection and device.



Primary Care Doctor

Regular physicians providing routine check-ups, preventive care, and management of ongoing health conditions. Ideally, the clinician you see for your annual health checkups and have an ongoing relationship. Find in-network physicians via curative.com/providers.

Ideal for: Routine check-ups, management of chronic conditions, preventive care, and non-urgent medical concerns.

↗ Benefits

- **Continuity of Care:** Builds long-term doctor-patient relationships, understanding your health history.
- **Personalized Attention:** Tailored advice and treatment plans.
- **Cost-effective:** Often less expensive than ER visits for non-emergent cases.
- **Referral Network:** Can refer you to specialists when needed.

↗ Concerns:

- **Availability:** May have longer wait times for appointments.
- **Non-emergent Care:** Not suitable for immediate life-threatening conditions.



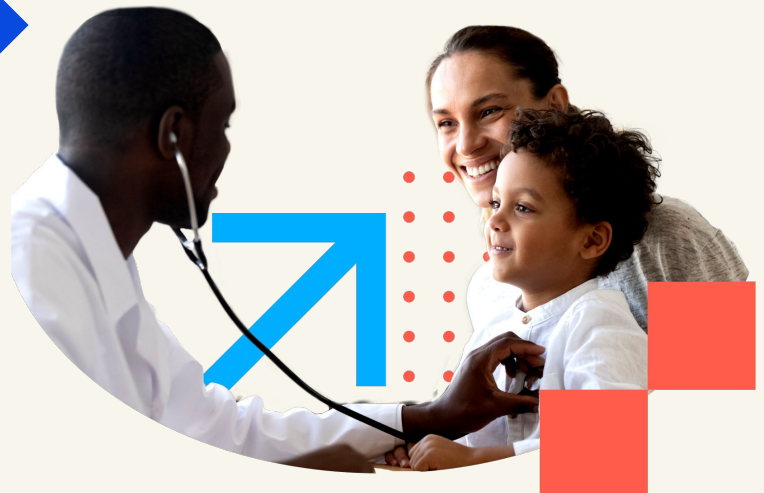
Urgent Care

Healthcare facilities designed for immediate care of non-life-threatening conditions, often available outside of regular primary care office hours. Find in-network urgent care via [curative.com/providers](https://www.curative.com/providers)

Ideal for: Non-life-threatening situations needing prompt attention, like minor fractures, fevers, and ear infections.

↗ Benefits

- **Efficiency:** Shorter wait times compared to ER.
- **Specialization:** Designed for common ailments and minor injuries.
- **Resourceful:** Offers specific tests or treatments not available in ERs.
- **ER Relief:** Reduces ER congestion, allowing them to handle critical cases.



↗ Concerns:

- **Limited Scope:** May not be equipped for severe medical emergencies.
- **Varied Capabilities:** Services can vary between clinics.



Emergency Room (ER)

Hospital-based units equipped for serious and life-threatening medical emergencies.

Ideal for: Life-threatening situations (chest pain, severe bleeding) and conditions requiring immediate attention.

↗ Considerations:

- **Immediate Response:** Trained for life-threatening situations.
- **Advanced Equipment:** Facilities for critical emergencies.
- **Specialized Care:** Access to various specialists.
- **24/7 Availability:** Operate around the clock.

↗ Concerns:

- **Virtual Consult First:** Before ER, consider consulting with Virtual Urgent Care.
- **Wait Times:** Non-severe conditions might lead to longer waits in ERs.
- **Exposure Risk:** Possible higher risk of germ exposure, especially during outbreaks.
- **Resource Depletion:** Unnecessary ER visits can take away vital resources from critical patients. It costs more to the system, and to members who do not complete their Baseline Visit.

Freestanding ERs: These are not attached to hospitals, which may be crucial in emergencies.



Depending on your health condition, urgency, and available resources, decide where to seek care. If unsure about severity, err on the side of caution with the ER or 911. For non-urgent matters, your primary care doctor or telehealth options can be valuable starting points. For non-life-threatening situations, you can always contact your Care Navigator or Curative Member Services: 855-428-7284.