







KNOW WHERE TO GO-MEDICAID AND NEVADA CHECK UP

Where To Go	When To Go	Type of Care	Other Important Information
 24-Hour Telephone Advice Nurse	You or a member of your family is sick, hurt or needs health care advice. Our registered nurse can help you decide whether to go to the emergency room, make a doctor's appointment, or treat your problem at home. Just call toll-free 1-800-288-2264 , TTY 711 .	<ul style="list-style-type: none"> ⚙ Minor illnesses and injuries ⚙ Medication interactions 	<ul style="list-style-type: none"> ⚙ Service for health plan members ⚙ Accessible 24 hours, 7 days a week
 Virtual Visits	When you're not feeling so great, but it's not an emergency and it's tough to find time to see a doctor. NowClinic® virtual visits let you talk with a provider on your desktop or mobile device. Providers can recommend treatment and, if needed, most prescriptions can be sent to your chosen pharmacy. (Prescribing may require video.) Download the app or visit NowClinic.com .	Common illnesses like: <ul style="list-style-type: none"> ⚙ Allergies ⚙ Bladder infection/UTI ⚙ Bronchitis ⚙ Eye infections/pink eye ⚙ Sinus infections ⚙ Viral illness ⚙ And more 	<ul style="list-style-type: none"> ⚙ Service for health plan members ⚙ Available 24 hours, 7 days a week ⚙ No appointment necessary
 Medicine on the Move	When the mobile medical center is in your area and you need a well checkup, X-ray or basic lab test, this is a great option. Providers can recommend treatment and write prescriptions (if needed). Visit MedicineOntheMoveNV.com for locations, dates and times.	<ul style="list-style-type: none"> ⚙ Well visits; immunizations/shots ⚙ Mammograms ⚙ Basic lab tests ⚙ Annual and physical exams 	<ul style="list-style-type: none"> ⚙ Service for health plan members ⚙ Appointments are encouraged ⚙ Hours and locations may vary ⚙ Walk-ins welcome
 Doctor's Office (Primary Care and Specialty)	When you need a preventive exam or treatment for a current health issue, your doctor's office is the best choice. Your doctor can help you manage your medications and refer you to a specialist.	<ul style="list-style-type: none"> ⚙ Routine checkups ⚙ Immunizations ⚙ Preventive services ⚙ General health issues 	<ul style="list-style-type: none"> ⚙ Normally requires an appointment ⚙ Little wait time with scheduled appointment
 Urgent Care Center	You may need care quickly, but it's not an emergency, and your regular doctor may not be available. Urgent care centers offer treatment for non-life threatening injuries or illnesses.	Non-emergency conditions, such as: <ul style="list-style-type: none"> ⚙ Ear infections ⚙ Colds and other respiratory problems including coughs and congestion ⚙ Sprains and strains ⚙ Most abdominal pain ⚙ Vomiting ⚙ Diarrhea ⚙ Most cuts ⚙ Most burns ⚙ Most fevers ⚙ Most back pain 	<ul style="list-style-type: none"> ⚙ Walk-in patients are welcome, but wait times may be longer as patients with more urgent needs will be treated first
 Emergency Room (ER)	You need immediate treatment for a very serious or critical condition. The ER is for the treatment of life-threatening or very serious conditions which require immediate medical attention. Do not ignore an emergency. If you have a life-threatening situation, call 911 or your local emergency phone number right away.	In an emergency, call 911 or go to the nearest hospital emergency room for conditions, such as <ul style="list-style-type: none"> ⚙ Serious burns ⚙ Major trauma ⚙ Poisoning ⚙ Serious breathing difficulties ⚙ Heavy bleeding ⚙ Severe chest pain ⚙ Sudden paralysis 	<ul style="list-style-type: none"> ⚙ Open 24/7, but wait times may be long

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Health plan coverage provided by Health Plan of Nevada

NowClinic is not intended to address emergency or life-threatening medical conditions. Please call 911 or go to the emergency room under those circumstances.

NowClinic providers do not replace your primary care physician. The services are not covered by Medicare and may not be covered by your private health plan or Medicaid, so check with them prior to using the services. If not covered, the consumer is responsible for paying the fees at the time of service. If covered, copays and deductibles may apply. NowClinic providers do not prescribe controlled substances and reserve the right to refuse to prescribe other drugs that are restricted by state law or may be harmful or non-therapeutic. Providers may also decline an individual as a patient if the medical problem presented is not appropriate for NowClinic care or for misuse of services.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-962-8074 (TTY: 711).