



Get the right care at the right time

Learning what types of care facilities are available when you need treatment for an illness or injury helps you get the care you need.



BE PREPARED

Keep contact information for your doctor, hospitals and urgent care clinics on hand. Post on the fridge or in a common area that is easy for you and loved ones to find.

To search for in-network providers and clinics, visit www.odskompanies.com and click on Find Care. Going to an in-network provider may reduce your out-of-pocket cost. To check your benefits, look in your ODS Member Handbook or call ODS customer service.

UNDERSTANDING YOUR OPTIONS

Knowing your options for care is important. Use the chart below to decide where to go when you have an illness or injury and need to see a care provider.

Where should you go for treatment?		
CARE OPTION	DESCRIPTION	HOURS
Retail health clinic	Walk-in clinics are often located in stores and pharmacies	Typically 8 a.m. to 5 p.m., weekdays
Urgent care clinic	Urgent care clinics are an option when your doctor is not available, you need care right away, and you don't think it is an emergency.	Usually open days, evenings and weekends
Emergency room	Emergency rooms are located inside hospitals to treat patients seeking emergency care.	24 hours a day, seven days a week

GET FREE HEALTH ADVICE

If you are not sure what to do, call the 24/7 Nurse Advice Line* at 866-321-7580.

Nurses are available to answer your questions and give advice.

**This benefit is not available for all plans. Please check your plan benefits.*

Log in to your myODS account at www.odskompanies.com for online tools and resources to help you get well sooner and live well longer.