

## Emergency Care

You should only call 911 or go to the nearest hospital Emergency Department for chest pain, difficulty breathing, a gunshot wound, or other medical conditions that could result in permanent harm or death if not treated immediately. Emergency care should not be used for routine medical care that can be scheduled with your PCP. Use of hospital emergency departments when it is not necessary can cause long waits and delays in care for those who need it.

## Always Be Prepared

- Always keep your VISTA Member ID card with you. It has important phone numbers on it, such as your PCP and Member Services.
- Keep your VISTA Member ID number and PCP's phone number near your phone.
- Know where the closest Urgent Care Centers and Emergency Departments are.



For more information about  
selecting your PCP,  
call Member Services at  
1-866-847-8235



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# Understanding How to Get the *Right* Health Care



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## What is a PCP?

PCP stands for primary care provider. This is your health care provider who should provide or arrange for most of your care. You should see your PCP for well care check-ups and medical problems.

A PCP can be a family practice, internal medicine, general practice or pediatrics.

PCPs help keep you healthy by:

- Teaching you how to stay healthy
- Providing treatment before a health problem becomes serious
- Keeping immunizations up-to-date
- Providing care when you are sick

Your PCP takes care of all your health care needs, 24 hours a day, and 7 days a week. This includes holidays and weekends.

Your PCP is your medical home. A medical home helps assure the right medical care is available when you need it, from someone you know. A medical home also helps make certain that care is provided by someone who knows you. You should receive most, if not all, of your health care at your medical home from your PCP.

Your PCP's phone number is on your VISTA Member ID card. If the office is closed, call the PCP's after-hours number.

## How do I get a PCP?

VISTA's providers are included in your Member Handbook. You can also go to VISTA's Web site at [www.vistahealthplan.com](http://www.vistahealthplan.com) and search. You can select any of these categories of health care providers for your PCP:

- Family Practice
- General Practice
- Internal Medicine
- Pediatrics

## How do I find out who my PCP is?

Your PCP's name and phone number are on your VISTA Member ID card. If you cannot find your Member ID card, call Member Services at 1-866-847-8235. They can tell you the name of your PCP and order a new card for you.

## What should I do after I have a PCP?

When your New Member Packet and Member ID card arrive, call your PCP and make an appointment-even if you are not sick. Your PCP can get to know you. This may help prevent future illnesses or detect them early. You should also see your PCP when you need health care. He/she will manage your wellness care (immunizations [shots] and check-ups) and care when you are sick.

## Urgent Care

An Urgent Care Center is a place you can go when you cannot see your PCP. Urgent Care Centers do not require appointments. They may have much shorter waiting times than Emergency Departments.

Urgent Care Centers treat conditions that need fast attention but are not life threatening. Some conditions treated in an Urgent Care Center include a sore throat, an ear infection, and a sprained ankle. Urgent Care Centers should NOT be used for routine care that can be scheduled with your PCP.

You can go to an Urgent Care Center near you. To locate an Urgent Care Center; call Member Services at 1 866 847 8235 You can also check VISTA's Web site ([www.vistahealthplan.com](http://www.vistahealthplan.com)) to find an Urgent Care Center near you.

## Who should I call before I go to the emergency department?

You should call your PCP before you go. He/she can tell you if your condition requires fast attention and the best place to get that care.

**In an emergency, you should go to the nearest emergency department or call 911.**

*Emergencies are conditions such as:*

CHEST PAIN  
STROKE  
DIFFICULTY BREATHING  
DEEP CUTS  
SEVERE BURNS  
GUNSHOT OR STAB WOUNDS

