




SUTTER WALK-IN CARE

Walk In. Smile Out.

As a Sutter Health Plus member, you have access to conveniently located Walk-In Care clinics for everyday illnesses and health needs. Services include treatment for common illnesses such as the flu and other respiratory infections, sprains and strains, and seasonal allergies. You can also access health screenings, immunizations and a smoking cessation program.

Sutter Walk-In Care staff includes clinicians who diagnose, treat and prescribe medications—all overseen by a physician medical director.

Urgency	Everyday	Emergency	
	 WALK-IN CARE	 URGENT CARE	 EMERGENCY ROOM
How to Choose Your Care	PCP Cost Share*	Urgent Care Cost Share*	Emergency Room Cost Share*
Colds or the Flu	✓		
Ear or Sinus Infections	✓		
Sore Throat or Fever	✓		
Seasonal Allergies	✓		
Minor Bleeding or Cuts		✓	
Broken Bones		✓	✓
Chest Pain or Stroke			✓

*Refer to the Sutter Health Plus combined *Evidence of Coverage and Disclosure Form* and *Benefits and Coverage Matrix* to determine coverage and costs.



Sutter Walk-In Care

Features:

- Open to adults and children ages 18 months and older
- Open daily from 8 a.m. to 8 p.m., and most holidays from 8 a.m. to 2 p.m.
- Schedule same-day visits online, call ahead or walk in
- Available at the same cost share as a primary care visit
- A relaxing environment with free Wi-Fi, comfortable seating and complimentary coffee and tea

For a list of Sutter Walk-In Care clinics near you, visit [**sutterhealthplus.org/walk-in**](https://sutterhealthplus.org/walk-in).



Urgent and Emergency Care

Urgent and emergency care are available when and where you need it. If you receive emergency or urgent care from an out-of-network provider and need to file a claim for out-of-pocket cost, please complete a Member Claim Form located on the Sutter Health Plus Member Portal.



Nurse Advice Line | 1-855-836-3500

All members have access to the Sutter Health Plus Nurse Advice Line available 24/7 for immediate information about medical problems. Registered nurses can help you determine the right level of care for your health needs.