BENEFITS & WELLNESS
DENVER OFFICE OF
HUMAN RESOURCES

Get the Right Care When You Need It

Getting the right kind of care when you need it is imperative to your health. The City and County of Denver's health plans with UnitedHealthCare, Kaiser Permanente and Denver Health provide convenient care that works for you. Use these guidelines to help determine what type of care is appropriate for your needs. If you are concerned you are having a medical emergency or pressing medical matter, always be sure to contact your physician or proceed to the Emergency Room. Be aware that medical charges may very depending on the type of care received.

Virtual Visits

Virtual visits are a convenient, inexpensive, or sometimes free, way to get care 24/7 with no appointment needed. A virtual visit may entail a video chat, phone call, email and/or online chat. Consider a virtual visit if you have one or more of the following symptoms:

Allergies/rash	Cough/cold/sore throat	Migraine/headache
Bladder/urinary tract infection	Diarrhea/stomachache	Seasonal flu
Bronchitis	Fever	Quick assessment of severity

Routine Care with Primary Physician

Routine care visits with your primary care physician are important to your general health and well-being. Consider a routine care visit for one or more of the following:

Adult and well-child checkups	Follow-up visits	Immunizations
Physical exams	Cancer screenings/pap smears	Anything that needs a test

Urgent Care

Urgent care visits are a good option for more severe symptoms. Consider an urgent care visit if you have one or more of the following symptoms:

Minor sprains/wounds/burns	Sore throat/ear ache	Animal bites
Backache	Cough/upper respiratory issues	Rashes

Emergency Care

Emergency care visits are necessary when you are in danger or need immediate care. Emergency visits are the most expensive care option. Consider an emergency care visit if you have one or more of the following symptoms:

Trouble breathing	Serious sprains/wounds/burns	Concussion/head injury
Severe chest pain	Broken bones	Seizures