




# Same-Day Care

Convenient access to fit your needs.

It's our goal to provide you with easy and convenient ways to access care. Video visits and Sutter Walk-In Care offer treatment for common illnesses and injuries, including the flu and other respiratory infections, minor sprains and strains, and seasonal allergies.

Choose from a virtual or in-person visit, depending on your healthcare needs.			
	Video Visit with a Sutter Clinician through My Health Online (MHO)	Video Visit with your Primary Care Physician (PCP)*	Walk-In Care
	Telehealth Cost Share**	Telehealth Cost Share**	Walk-In Care Cost Share**
Cold or Flu	✓	✓	✓
Ear or Sinus Infection	✓	✓	✓
Rash or Pink Eye	✓	✓	✓
Sore Throat or Fever	✓	✓	✓
Seasonal Allergies	✓	✓	✓
Complex Health Issues		✓	✓
Minor Bleeding or Cuts			✓

\* Log in to your MHO account to see if your PCP offers video visits. If your provider doesn't participate in MHO or you're a new patient, please contact your PCP's office for video visit options.

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



## Video Visits

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You have access to video visits with your PCP or another Sutter provider through MHO.\*

- Video visits with a PCP are available to members ages three months and older. Check with your PCP on availability and hours.
- All members ages 18 months and older have access to a video visit daily from 11 a.m. to 7 p.m. with a provider at Sutter.

For more information visit, [sutterhealth.org/video-visits](https://sutterhealth.org/video-visits).



## Sutter Walk-In Care

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When you need quick and convenient medical care, go online to book a same-day visit or walk right in to your nearest Sutter Walk-In Care, available in select areas. Open to everyone ages 18 months and older, every day from 11 a.m. to 7 p.m., holiday hours may vary.

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



## Urgent and Emergency Care

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You can access urgent and emergency care when you need it from any facility, in or out of the Sutter Health Plus network, without a referral. In the case of an emergency, dial 9-1-1 (where available) or go to the nearest hospital.

For a list of urgent care locations near you, visit [sutterhealthplus.org/urgent](https://sutterhealthplus.org/urgent).



## Nurse Advice Line

1-855-836-3500

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

\*All Sutter Health Plus members can enroll in MHO.

**Member Services 1-855-315-5800 | [sutterhealthplus.org](https://sutterhealthplus.org)**