

Guide to Accessing Care

Presbyterian offers many easy ways to get medical care. Compare the options below or go online to www.phsgetcare.org to help you make decisions about where to go for care.

LESS TIME/
NO COST



PresRN



MyChart



Online Visits



Video Visits



Primary Care



Urgent Care



PRESNow
24/7 Urgent and
Emergency Care



Emergency
Department

MORE TIME/
HIGH COST

PresRN Free

PresRN is a great starting point, giving you direct access to medical advice 24 hours a day, 7 days a week, including holidays. PresRN provides an easy way to speak immediately with a Presbyterian nurse by phone if you are not feeling well and do not know what to do or if you simply have general health questions.

Must be a Presbyterian Health Plan member.
(505) 923-5570

MyChart Free

Gives you secure, online access to your Presbyterian health records. With MyChart you can:

- Message your care team
- Make and manage primary care provider appointments
- Access your medical information and records
- Request access to your family's records
- Request specialist provider appointments
- View your test results
- Request a prescription renewal

Requires a myPRES account.

www.phs.org/mychart

Online Visits Free, at this time

Online Visits could save you a trip to your provider's office.

- You will have access to a Presbyterian Medical Group provider who can diagnose and provide a treatment plan for your medical problem
- The online medical survey will take about 10 minutes to complete and then you'll receive a treatment plan in about an hour
- This option can be used for medical problems such as cough, cold, allergies, flu, sinus pain/pressure, pink eye, ear pain, rashes and bladder infection (UTI)

Requires a myPRES account. Must be 18 or older and a Presbyterian patient.

www.phs.org/onlinevisits

Video Visits

See a provider any time, day or night, with Video Visits. This convenient option offers you a way to see a medical provider for non-emergency medical conditions via secure video through your smartphone, tablet or computer webcam.

Requires a myPRES account. Must be a Presbyterian Health Plan member.

www.phs.org/videovisits

Primary Care

Your primary care team includes a primary care provider (PCP), and may include a nurse practitioner or physician assistant, nurses, pharmacists and assistants who work together to meet your medical needs. Your team can help you:

- Complete your annual exams
- Manage your medications and prescriptions
- Manage chronic conditions like diabetes
- Direct you to a specialist provider

You can make an appointment with your care team to be seen via phone, video or in-person. To select a PCP, please call **(505) 923-8000**.

phs.org

Urgent Care

Presbyterian urgent care clinics can provide adults and children with the care needed for minor illnesses and injuries.

- Same day, scheduled appointments or walk-in appointments are available
- Urgent care is best for small cuts, minor broken bones, sprains, cough, cold, allergies, flu, sinus pain/pressure, pink eye, ear pain, rashes and bladder infection

www.phs.org/urgentcare

PRESNow 24/7 Urgent and Emergency Care

Accepts most major insurances

PRESNow 24/7 Urgent and Emergency Care is available when you do not know if you need urgent or emergent care. You will be assessed, treated, and will only pay for the level of care you receive.

www.presnow247.org

Emergency Department (ED)

For a serious emergency or injury that needs immediate medical help, call 911 or go to the closest emergency department.

- Each patient who arrives at the ED is screened to determine what medical services are needed
- The ED is best for life-threatening illnesses and injuries, such as chest pain, sudden or very bad pain, difficulty breathing, head injuries, sudden changes in vision, confusion or dizziness, difficulty talking, suicidal thoughts, major broken bones, bleeding or abdominal pain

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Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. If you need language assistance, services are available at no cost. Call (505) 923-5420, 1-855-592-7737 (TTY: 711).

ATENCIÓN: Si usted prefiere hablar en español, están a su disposición servicios gratuitos de ayuda lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711).

Díí baa akó nínzín: Díí saad bée yááníí'go Diné Bizaad, saad bée áká'ánída'áwo'déjé', t'áá jík'eh. éí ná hóló, kóji' hódíílnih (505) 923-5420, 1-855-592-7737 (TTY: 711).

For more information, visit <https://www.phs.org/pages/nondiscrimination.aspx>.