

Where to go for care when you need help.



Your symptoms or condition determine your best setting for care.



Telemedicine



Doctor's Office



Urgent/Express Care



Emergency Room (ER)

| | | | | |
|------------------------------|---|--|--|---|
| When and where to visit | Convenient, at-home care for minor illnesses and behavioral health care | Sick visits, checkups, and care for chronic conditions | Urgent, but not life-threatening | Serious, life-threatening, or involving severe pain |
| Symptoms/conditions | Cold, flu, and other minor illnesses that don't require an office visit | Cold/sinus symptoms, stomach problems, high blood pressure, other chronic conditions | Headaches/migraines, asthma/breathing conditions, flu, urinary tract infection | Difficulty breathing, uncontrolled bleeding, chest pain, severe injury stroke symptoms* |
| Estimated cost by comparison | Lowest | Lower | Moderate | Highest |
| Hours of operation | 24/7 (behavioral health care must be scheduled) | Business hours (generally) | Mornings, evenings, and weekends | 24/7 |

If you believe you are having a medical emergency and you need immediate treatment, go directly to any hospital emergency room or call 911.



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* Numbness or weakness in your face, arm, or leg, especially on one side. Confusion or trouble understanding other people. Difficulty speaking. Trouble seeing with one or both eyes.

This is intended to provide general information only and is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider regarding your medical condition(s). Coverage for medical services described herein is subject to the terms of your health plan benefit agreement and network coverage varies by plan. Check your member materials for details.

Source: Vorvick, L. J., Sieve, D., & Conaway, B. (2019). When to use the emergency room—adult. Retrieved from: <https://medlineplus.gov/ency/patientinstructions/000593.htm>.



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The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。