

Your local Blue Cross Blue Shield

# Where should I go when I need care?

## Remember, where you go matters!

Choosing the right treatment option can help you avoid needless worry, higher out-of-pocket costs and hours of unnecessary waiting. Use this simple guide to help you make the right decisions when you can't see your PCP.

#### Virtual visits

Virtual visits let you speak securely by online video with your family doctor, mental health provider or specialist. Use virtual visits for conditions like:

Rash

- Common cold
- Sinus infection
- Cough

• Flu

Urinary tract infection

Call your doctor and ask if they offer virtual visits.

#### **Convenient care centers**

Convenient care centers may be a good option. They usually have a similar copay to a PCP and treat things like:

- Cold and flu-like symptoms
- Sinus infection
- · Urinary tract infection
- Rash/skin conditions

Be sure to check to see if convenient care centers are in your plan's network.

### **Urgent care centers**

Urgent care centers are **less expensive than ERs** and often have **shorter wait times**. Visit an urgent care center for conditions like:

- · Cold, flu, and fever
- · Strains, sprains, and/or breaks
- Infections
- Mild burns

To find an urgent care center near you visit **floridablue.com** and select **Find a Doctor**.

#### **Emergency** room

Going to an ER for an issue that is not life-threatening often results in long wait times and high medical bills. Examples of symptoms that require emergency room care:

- Severe chest pain (a possible heart attack)
- Signs of a possible stroke
- · Severe or sudden shortness of breath
- Sudden or unexplained loss of consciousness

If you have a life-threatening emergency, call 911 right away.

## For more information on care options visit us online at **floridablue.com**.

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