

# 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.



Because Life.™

\* 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>.



Because Life.™

Health benefits or health benefit administration may be provided by or through Highmark Blue Shield, Highmark Benefits Group or Highmark Health Insurance Company, all of which are independent licensees of the Blue Cross Blue Shield Association.

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）。