

# Choose the Best Source for Your Care



Different health problems require different levels of care. This guide can help you make the right decisions about where to receive treatment so you can get prompt attention, reduce wait times, and even save money.

## Family Doctor

Call your doctor first when you are sick or injured and it is not an urgent matter. Your doctor:

- Has an existing relationship with you and is familiar with your medical history
- Can quickly diagnose and start treatment
- Can help you decide what steps to take if you need to see a specialist or visit a hospital

## Urgent Care Center

If you believe you should have same-day care and you can't see your doctor, an urgent care center may be a good option. No appointments are necessary at an urgent care center, and some have on-site pharmacies. Many urgent care centers can take X-rays, stitch wounds, and care for other minor injuries and ailments, such as:

- Colds and flu
- Earaches
- Minor burns
- Minor skin rashes
- Small cuts
- Sprains and strains

## Emergency Room (ER)

You should only use the ER for serious problems that require immediate attention. The following are examples of problems where the ER usually is the right choice:

- Chest pain
- Breathing trouble
- Severe dizziness or confusion
- Seizures
- Heavy bleeding
- Large open wounds
- Severe vomiting
- Poisoning

If a problem is serious, you should call 911 or go straight to an emergency room.

## Virtual Care

With Virtual Care, doctors can diagnose common illnesses and send prescriptions straight to your pharmacy. Virtual Care is a covered benefit on most health plans from the Capital BlueCross family of companies\*, and it even includes behavioral health and counseling services.

### Why use Virtual Care?

- Convenient and easy
- Can be less costly than a trip to an urgent care center or emergency room

### Helpful when you:

- Need to see a doctor, but can't fit it into your schedule or your doctor's office is closed
- Feel too sick to leave the house
- Become sick while traveling

Visit [virtualcarecbc.com](https://virtualcarecbc.com) to learn more about virtual visits and how to find local network doctors.

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\*Virtual Care is not available to all members. Please check with your employer or review your benefit plan booklet to verify that Virtual Care is included in your program. On behalf of Capital BlueCross, American Well Corp. provides this online healthcare tool. American Well is an independent company.

## Your Choice on Where to Get Care Can Save You Money

Copays and deductibles may apply to healthcare services you receive. Generally, costs are lowest for telehealth and office visits and are highest for emergency room care. Refer to your Certificate of Coverage for cost share details.

## Healthwise® Knowledgebase Symptom Checker

Our free library of health topics and interactive tools can help you determine when and where to seek care. Access the tool by registering or logging in at [capbluecross.com](https://www.capbluecross.com) and choosing the Wellness tab at the top of your secure account. Type a word or short phrase into the search box to find information about a specific condition or health-related question. To use the Symptom Checker, click on *Check Your Symptoms*.



### We Can Help You Decide Where to Get Care

**Capital BlueCross Nurse Line: 800.452.2583** (TTY: 711)

Call 24/7 to speak with a registered nurse for advice on symptoms, where to get care, and general health concerns.

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[capbluecross.com](https://www.capbluecross.com)

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