

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
- Sinus infection
- Urinary tract infection
- Common cold
- Cough
- Flu

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.