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.**

A black and white logo

Description automatically generated



Highmark Blue Cross Blue Shield West Virginia is an independent licensee 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.





10/22 MX1956750