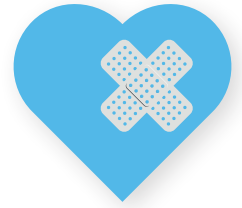


If you or someone you love gets sick or injured, know your care options ahead of time.



In a Medical Emergency



Call 911 for an ambulance or go directly to an emergency room for:

- ✓ Life-threatening medical conditions that may cause loss of life
- ✓ Injuries that may cause lasting physical damage
- ✓ Medical conditions that cause serious or severe symptoms

Emergency Rooms Facts

- » Only for serious and life-threatening conditions; not for non-urgent medical issues or chronic conditions
- » Have long waits, especially for non-urgent medical issues
- » Cost more—ER copays and deductibles are higher than for a doctor visit or walk-in health center
- » Don't offer preventive care services—get those from a primary care provider or walk-in health center



Options for Non-Emergency or Non-Urgent Medical Issues

Call your doctor

If you aren't able to meet in person, many providers can conduct telehealth visits. With telehealth, you can still receive quality care by talking with your primary care provider (PCP) over the phone or video from wherever you are. Your PCP can:

- ✓ Give you medical advice over the phone
- ✓ Provide preventive care and immunizations
- ✓ Advise you about where to get treatment
- ✓ Manage chronic or on-going health conditions
- ✓ Schedule an appointment to evaluate your medical issue
- ✓ Educate you about your health and wellness



Use Teladoc®*

Teladoc is our telehealth vendor partner, for when your PCP isn't available. Request a phone, mobile app or video consultation with a U.S. board-certified physician 24/7 to treat non-emergency, non-chronic medical issues such as:

- ✓ Colds and the flu
- ✓ Allergies
- ✓ Bronchitis
- ✓ Rashes and much more



Go to healthnewengland.org/Teladoc or call **1-800-Teladoc** to set up your account.

*Teladoc is available for most members; however, some employer groups do not participate in this benefit.

See reverse for more Care Options. >>

Choosing the Correct Care

Call the Nurse Advice Line

Health New England's health information line:



- ✓ Can connect you with experienced registered nurses for free health advice
- ✓ Can help you determine whether to seek additional care
- ✓ Is available 24 hours/day, 7 days/week
- ✓ Can help you get answers to your questions about your health or medications

Call **(866) 389-7613** to access our Nurse Advice Line.

Go to a walk-in health center

Walk-in health centers offer:



- ✓ Preventive services and physicals
- ✓ Treatment for common illnesses and injuries
- ✓ Immunizations (shots to prevent disease)
- ✓ Health evaluations
- ✓ Health education/information
- ✓ Monitoring of chronic health conditions

Go to an urgent care center

Urgent care centers have capabilities to handle some minor medical emergencies like:



- ✓ Broken bones and sprains
- ✓ Bronchitis and pneumonia
- ✓ Insect bites, rashes and more

A list of contracted urgent care facilities is available at healthnewengland.org/provider-search.

Urgent care centers are more costly than your primary care provider or Teladoc, and wait times may also be longer.

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