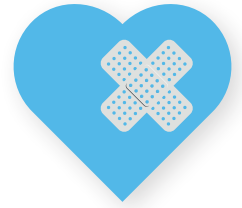


If you or someone you love gets sick or injured, know your care options ahead of time.



## 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
- ✓ Medical conditions that cause serious or severe symptoms
- ✓ Injuries that may cause lasting physical damage

## Emergency Rooms Facts

- » Only for serious and life-threatening conditions; not for non-urgent medical issues or chronic conditions
- » Cost more—ER copays and deductibles are higher than for a doctor visit or walk-in health center
- » Have long waits, especially for non-urgent medical issues
- » 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
- ✓ Advise you about where to get treatment
- ✓ Schedule an appointment to evaluate your medical issue
- ✓ Provide preventive care and immunizations
- ✓ Manage chronic or on-going health conditions
- ✓ 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

*Teladoc also offers access to a licensed therapist by phone or video for a wide variety of behavioral health issues.*

Go to [healthnewengland.org/Teladoc](http://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. Cost sharing may apply depending on the plan.

**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](https://healthnewengland.org/provider-search).

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

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