



BlueCross BlueShield of Texas



Know Where To Go When You Need Care



Brandon McCorkle 8.16.2022

Know where to go when you need care

We want you and your family to know where to go for medical care when you need it. Going to the right place will ensure you get the care you need and help you save money.



Is your medical situation *minor or urgent*?

This information can help you decide your best course of action, depending on the nature of your medical situation.

Minor Conditions



Virtual Visits

Board-certified doctors offer convenient alternatives to treat more than 80 health conditions. Help is available 24 hours a day, seven days a week from your computer, phone, or mobile apps for conditions like:

- allergies
- asthma
- blood pressure
- fever/cold/flu



Your Primary Care Provider (PCP)

Schedule an appointment with your PCP for:

- annual health exams (no cost)
- minor injuries/illnesses
- routine screenings (no cost)

If your situation requires further attention, your PCP can help you find a specialist.



Retail Clinic

These clinics are found in stores and pharmacies and represent an excellent low-cost option for minor, non-emergency health issues when your doctor isn't available. Visit a retail clinic for things like:

- fever/cold/flu
- infections
- migraines
- sore or strep throat



Is your medical situation *minor or urgent*?

Urgent Conditions



Urgent Care

Visit an urgent care center when it's not an emergency, but you still need immediate attention. They're convenient and more affordable than hospital Emergency Rooms (ERs), with evening, weekend, and holiday hours for things like:

- cuts that require stitches
- minor burns
- sprains



Potentially Life-threatening Conditions



Emergency Room (ER)

For emergencies, call 911, or go to your nearest ER.

Symptoms that require a visit to the ER may include:

- chest pain
- heart attack
- heavy bleeding
- stroke
- sudden or severe pain
- trouble breathing



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Avoid Freestanding ERs

Freestanding ERs are becoming much more common across Texas, but what you don't know about freestanding ERs could hurt you – and your wallet.

Top 3 reasons to beware of freestanding ERs

1. **High costs!** Many freestanding ERs are out of network and have misleading prices. You may end up with a surprisingly high bill for unnecessary care.
2. **Lack of quality care!** Since freestanding ERs are not attached to hospitals, they may not be able to provide the care you need.
3. **Delayed care!** If you need actual emergency care or hospital admission, transferring to a hospital will cost you precious time and money.

Here's how to spot a freestanding ER

1. **They look like urgent care centers** but include “EMERGENCY” in the name.
2. **They are usually open 24 hours a day, seven days a week.** Urgent care centers typically close at night.
3. **They are not connected to a hospital.**



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Questions?

