



Where should I go when I need care?

Remember, where you go matters!

When you need care, choosing the right treatment option can help you avoid needless worry, higher out-of-pocket costs and hours of unnecessary waiting. Your primary care physician should be your first choice when seeking care. Your PCP can treat common illnesses (cold, flu, sore throat, etc.), minor injuries and conduct routine exams, vaccinations and screenings.

Use this simple guide to help you make the right decisions when you can't see your PCP.

Teladoc

Teladoc doctors (including pediatricians) are available via phone or video **24/7, 365** days a year. Use Teladoc for conditions like:

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

Learn More

Download the Teladoc app from your app store or visit www.teladoc.com to register.

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 close to 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 do have a life-threatening emergency, call 911 right away.

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