Different health problems require different levels of care. This guide can help you make the right decisions about where to receive treatment so you can get prompt attention, 7treeeduce (ork ait times, ho)2e1 (e trv) (w)2⊖n sa(v)2〔els oe an (v)〖J〗7〔-4.7 (s(-4.8∃.9 4 le.9

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Call your doctor first when you are sick or injured and it is not an urgent matter. Your doctor:

- Has an existing relationship with you and is familiar with your medical history
- Can quickly diagnose and start treatment
- Can help you decide what steps to take if you need to see a specialist or visit a hospital

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If you believe you should have same-day care and you can't see your doctor, an urgent care center may be a good option. No appointments are necessary at an urgent care center, and some have on-site pharmacies. Many urgent care centers can take X-rays, stitch wounds, and care for other minor injuries and ailments, such as:

- Colds and flu
- Earaches
- Minor burns
- Minor skin rashes
- Small cuts
- Sprains and strains

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You should only use the ER for serious problems that require immediate attention. The following are examples of problems where the ER usually is the right choice:

- Chest pain
- Breathing trouble
- Severe dizziness or confusion
- Seizures
- Heavy bleeding
- Large open wounds
- Severe vomiting
- Poisoning

If a problem is serious, you should call 911 or go straight to an emergency room.

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With Virtual Care, doctors can diagnose common illnesses and send prescriptions straight to your pharmacy. Virtual Care is a covered benefit on most health plans from the Capital BlueCross family of companies*, and it even includes behavioral health and counseling services.

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- Convenient and easy
- Can be less costly than a trip to an urgent care center or emergency room

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- Need to see a doctor, but can't fit it into your schedule or your doctor's office is closed
- Feel too sick to leave the house
- Become sick while traveling

Visit   a ca ➤cbc.c ⌁   to learn more about virtual visits and how to find local network doctors.