

Knowing where to go and when to go there may save time, money—and maybe your life.

YOUR PRIMARY CARE DOCTOR

Unless you are experiencing an emergency, your doctor is the best place to start. Your primary care doctor's office has information about you and your medical history at their fingertips, and may be able to give you a same-day appointment.

URGENT CARE CENTER

If your primary care physician is not available and you need quick medical attention for a non-emergency problem, visit an urgent care center. Urgent care centers have similar resources to primary care facilities, but they provide comprehensive quality care on a walk-in basis with extended hours — and a lower cost than the emergency room.

EMERGENCY ROOM

Emergencies and late-night trauma require an immediate visit to the hospital. Emergency rooms offer inpatient care, emergency services, trauma services and more. An emergency room doctor can recognize, diagnose and make recommendations for a wide array of medical issues.

BLUECARE TELEMEDICINE

When you can't get an appointment with your doctor right away, BlueCare is a great choice for non-emergency illnesses. With BlueCare, you can see and speak with a doctor from your computer, tablet or smartphone—anytime, anywhere. Simply select a doctor and connect. Register online now at BlueCareLA.com, so you'll be ready when the need arises.

As your health plan provider,
Blue Cross and Blue Shield of Louisiana
wants to help you be sure you get
the care you need—when you need it.

This brochure could help you make
important decisions that could save you
time, money—and maybe your life.



Blue Cross and Blue Shield of Louisiana
P.O. Box 98508 | Baton Rouge, LA 70884-9957

Blue Cross and Blue Shield of Louisiana is an independent licensee
of the Blue Cross and Blue Shield Association and
incorporated as Louisiana Health Service & Indemnity Company.

75422319-001-09

**WHERE SHOULD
YOU GO WHEN YOU'RE
SICK OR INJURED?**

**PRIMARY CARE
DOCTOR**



**URGENT
CARE**



**EMERGENCY
ROOM**



**BLUECARE
TELEMEDICINE**



**ANSWER:
IT DEPENDS.**



www.BCBSLA.com/MyWellness

Blue Cross and Blue Shield of Louisiana is an independent licensee
of the Blue Cross and Blue Shield Association and
incorporated as Louisiana Health Service & Indemnity Company.

Do you
know the
right place
to get the
right care
at the
right time?

01MK6773 R04/19

Sometimes it's hard to know what kind of care is needed and where you should go to get it. Here are some guidelines to help you decide:



YOUR PRIMARY CARE DOCTOR

Unless you are experiencing an emergency, start by calling your primary care physician.

Here are some situations in which you may want to call your primary care physician:

- Colds, flu-like symptoms and sore throats
- Nausea, vomiting, diarrhea
- Rashes, skin infections, insect bites
- Minor injuries, aches and pains
- Headaches
- Routine health exams

► **For conditions that aren't emergencies, and when you can't see your doctor, you may be able to get the help you need at the nearest urgent care center.**



URGENT CARE

For conditions that aren't emergencies, and when you can't see your doctor, you may be able to save time and money by going to the nearest urgent care center.

Here are some situations in which an urgent care center can better meet your needs:

- Minor burns or injuries
- Asthma
- Sprains and strains
- Coughs, colds and sore throats
- Puncture wounds
- Ear infections
- Allergic reactions (non emergencies)
- Fever or flu-like symptoms
- Rash or other skin irritations
- Animal bites
- Possible broken bone
- Sharp abdominal pain lasting more than an hour

► **When in doubt, call ahead. If the urgent care clinic in question can't accommodate your condition, they will advise you to go to the nearest emergency facility.**



EMERGENCY ROOM

Some conditions ARE emergencies and require immediate attention. In such cases, the emergency room at the nearest hospital is the appropriate place to go.

Here are some situations in which you should go to the nearest emergency room:

- Signs of a heart attack including, but not limited to, crushing or ongoing chest pain that lasts two minutes or longer
- Signs of stroke, like sudden onset of numbness in any extremity
- Severe shortness of breath
- Bleeding that won't stop after 10 minutes of direct pressure
- Deformed or severed digit(s) or limb(s)
- Poisoning
- Drug overdose
- Complicated fractures
- Major injury such as head injury
- Coughing up or vomiting blood
- Suicidal or homicidal feelings
- Major burns or electric shock
- Sudden inability to walk

► **For emergency conditions, the emergency room is your best option.**



Blue Cross and Blue Shield of Louisiana has been taking care of our Louisiana neighbors since 1934. With eight locations across the state, we are always close to home and ready to serve you.

BLUECARE TELEMEDICINE



With BlueCare, you can see a doctor anytime, anywhere, on your computer, tablet or smartphone. It's faster and less expensive than going to the ER or urgent care for minor health needs. You can also use BlueCare to get a prescription or to check in with a doctor if you need a follow-up visit.

BlueCare is an easier way to see a doctor for non-emergency illnesses, such as:

- Sinus infections
- Cough or cold
- Rashes
- Allergies
- Pink eye
- Bladder infections
- Nausea, vomiting, diarrhea
- Fever or flu-like symptoms

1 Visit BlueCareLA.com to enroll, or visit the Apple App Store or Google Play and download the BlueCare app.

2 Open the app or sign in online and register today.



For iPhone or iPad, go to the Apple App Store.



For an Android device, go to the Google Play Store.



**KNOW THE RIGHT PLACE
TO GET THE RIGHT CARE
AT THE RIGHT TIME**