




# Three options for care:

## Teladoc, urgent care centers and emergency rooms

Sometimes you can't wait for a doctor's appointment – and you don't have to. You have three options to choose from, depending on your situation. Here is some helpful information on when and where to get quick care.

	 Teladoc	 Urgent care centers	 Emergency rooms
<b>Staff</b>	Licensed medical doctors	Licensed medical doctors, nurses, physician assistants, medical assistants and other urgent care staff	Licensed doctors, nurses, physician assistants, medical assistants and other hospital staff
<b>How to access care</b>	<ul style="list-style-type: none"> <li>Access 24/7/365.</li> <li>Available via phone, video, or Blue Shield mobile app (and clicking on Teladoc)</li> </ul> <p>Call <b>1-800-Teladoc (835-2362)</b> or go to <b>blueshieldca.com/teladoc</b> to schedule a consultation via phone or video. Video consultation is available 7 a.m. to 9 p.m.</p>	<ul style="list-style-type: none"> <li>Hours/days of service vary by center.</li> <li>Centers are standalone or adjacent to hospitals.</li> </ul> <p>To find a network urgent care center, go to <b>blueshieldca.com/find-a-doctor/help</b>.</p>	<ul style="list-style-type: none"> <li>Access 24/7.</li> <li>ERs are located in many hospitals.</li> </ul> <p>In an emergency, call <b>911</b> or go immediately to the nearest ER.</p>
<b>When to use</b>	<ul style="list-style-type: none"> <li>If you are considering the ER or an urgent care center for a non-emergency issue.</li> <li>On vacation, a business trip or away from home.</li> <li>For short-term prescription refills.</li> </ul>	In situations where your doctor is not available and in-person non-emergency care is needed. (Examples include animal bites and sprains.)	If you are experiencing a life-threatening or disabling condition.
<b>Examples of conditions treated</b>	<ul style="list-style-type: none"> <li>Cold and flu symptoms</li> <li>Allergies</li> <li>Bronchitis</li> <li>Ear infection</li> <li>Rash, skin problems</li> <li>Pink eye</li> <li>Respiratory infection</li> <li>Sinus problems</li> <li>Medical counseling</li> </ul> <p>If appropriate, the Teladoc doctor can write a short-term prescription and have it sent to the pharmacy of your choice.</p>	<ul style="list-style-type: none"> <li>Cough, sore throat*</li> <li>Respiratory infections*</li> <li>Earaches*</li> <li>Burning with urination*</li> <li>Colds, sinus infections, allergies*</li> <li>Back pain, body aches</li> <li>Eye irritation, swelling or pain</li> <li>Sprains, muscle strains</li> <li>Minor cuts, scrapes</li> <li>Nausea, vomiting, diarrhea</li> <li>Animal bites</li> </ul> <p>* Conditions that can also be treated by Teladoc.</p>	<ul style="list-style-type: none"> <li>Injury, with loss of consciousness or fainting</li> <li>Uncontrolled bleeding</li> <li>Sudden numbness of limbs or face, difficulty speaking</li> <li>Severe shortness of breath or difficulty breathing</li> <li>Severe chest pain or pressure</li> <li>Major injuries, vehicle accidents, stab wounds</li> <li>Poisoning</li> <li>Sudden, severe abdominal pain</li> <li>Vomiting blood</li> <li>Broken bones</li> </ul>
<b>Wait time</b>	Less than 22 minutes	Usually less than an hour <sup>1</sup>	Immediate care for emergencies, 5.5 hours (330 minutes) for non-emergency care <sup>2</sup>
<b>Out-of-pocket cost</b>			
<b>PPO Combined Deductible 1000</b>	\$0	10% Applies to Deductible	10% Applies to Deductible

1 Johns Hopkins Medicine Health Alerts (posted November 18, 2009, reviewed January 2011), Urgent Care or the ER – Which is the Right Choice [www.johnshopkinshealthalerts.com/alerts/healthy\\_living/JohnsHopkinsHealthyLivingHealthAlert\\_3247-1.html](http://www.johnshopkinshealthalerts.com/alerts/healthy_living/JohnsHopkinsHealthyLivingHealthAlert_3247-1.html).

2 America's Emergency Care Environment, A State-by-State Report Card – 2014: American College of Emergency Physicians. Blue Shield and the Shield symbol are registered trademarks of the BlueCross