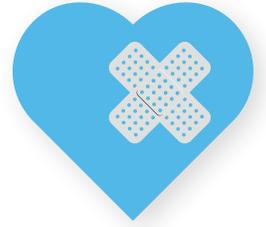


If you or someone you love gets sick or injured, know your care options ahead of time.



In a Medical Emergency



Call 911 for an ambulance or go directly to an emergency room for:

- ✓ Life-threatening medical conditions that may cause loss of life
- ✓ Injuries that may cause lasting physical damage
- ✓ Medical conditions that cause serious or severe symptoms

Emergency Rooms Facts

- » Only for serious and life-threatening conditions; not for non-urgent medical issues or chronic conditions
- » Have long waits, especially for non-urgent medical issues
- » Cost more—ER copays and deductibles are higher than for a doctor visit or walk-in health center
- » Don't offer preventive care services—get those from a primary care provider or walk-in health center



Options for Non-Emergency or Non-Urgent Medical Issues

Call your doctor

Your primary care provider (PCP) can:

- ✓ Give you medical advice over the phone
- ✓ Provide preventive care and immunizations
- ✓ Advise you about where to get treatment
- ✓ Manage chronic or on-going health conditions
- ✓ Schedule an appointment to evaluate your medical issue
- ✓ Educate you about your health and wellness



Use Teladoc®*

Request a phone, mobile app or video consultation with a U.S. board-certified physician 24/7 to treat non-emergency, non-chronic medical issues such as:

- ✓ Colds and the flu
- ✓ Allergies
- ✓ Bronchitis
- ✓ Rashes and much more



Go to healthnewengland.org/Teladoc or call **1-800-Teladoc** to set up your account.

*Teladoc is available for most members; however, some employer groups do not participate in this benefit.

See reverse for more Care Options. >>

Choosing the Correct Care

Call the Nurse Advice Line

Health New England's health information line:



- ✓ Can connect you with experienced registered nurses for free health advice
- ✓ Can help you determine whether to seek additional care
- ✓ Is available 24 hours/day, 7 days/week
- ✓ Can help you get answers to your questions about your health or medications

Call **(866) 389-7613** to access our Nurse Advice Line.

Go to a walk-in health center

Walk-in health centers offer:



- ✓ Preventive services and physicals
- ✓ Treatment for common illnesses and injuries
- ✓ Immunizations (shots to prevent disease)
- ✓ Health evaluations
- ✓ Health education/information
- ✓ Monitoring of chronic health conditions

Go to an urgent care center

Urgent care centers have capabilities to handle some minor medical emergencies like:



- ✓ Broken bones and sprains
- ✓ Bronchitis and pneumonia
- ✓ Insect bites, rashes and more

A list of contracted urgent care facilities is available at healthnewengland.org/provider-search.

Urgent care centers are more costly than your primary care provider or Teladoc, and wait times may also be longer.

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