



HEALTH SUPPORT

TIPS FOR GETTING CARE ASAP

Want to know your options when you need care right away?
Trying to understand telehealth, urgent care and ER?
Here's what you need to know.

Telehealth

Telehealth* is care delivered via phone or computer by primary care physicians and nurse practitioners, usually those in group practices and large medical/hospital systems. It's great for non-emergency medical conditions that just require a quick consult with a provider. It's not the right option for emergencies. Your provider should help you understand your options, but common ailments treated via telehealth include:

- Allergies
- Cold & flu
- Constipation
- Nausea
- Ear infections
- Headache
- Infections
- Pink eye
- Rashes
- Sinus infection
- Sore throat

Ask your provider if their clinic offers telehealth. Some offices don't, but they can tell you about resources that do.

Urgent care

If you are not experiencing dangerous, life-threatening symptoms, urgent care facilities offer a convenient, affordable alternative to the ER. Consider urgent care for:

- Cuts or wounds where bleeding is controlled
- Strains, sprains or bruises
- Asthma attacks
- Infections
- Flu-like symptoms
- Rashes, insect bites or sunburn
- Other non-emergency conditions

Find an urgent care facility near you

Visit regence.com to see a list of in-network urgent care centers in your area.

* Starting in 2016, most Regence health plans will add a telehealth benefit when they renew. Idaho regulations require telehealth services be video-enabled; video services are available from 7 a.m. - 9 p.m., Eastern time. By law, additional exclusions in other states may apply.



\$\$\$ The emergency room

Save the ER for true medical emergencies to avoid higher costs and longer wait times. Here are some examples of conditions that call for a trip to the ER:

- Serious accidents
- Uncontrollable bleeding
- Broken bones
- Symptoms of a heart attack or stroke
- Severe shortness of breath or dizziness
- Coughing up blood
- Suicidal thoughts or feelings
- Other life-threatening emergencies

If you are unable to drive to the ER and need medical attention right away, call 911.

WELL TIP ▶ You can find a participating provider by clicking on *Find a doctor* on regence.com or from your member dashboard under *Helpful resources*. Your cost will be lower if you pick someone in your network.