



Is It An Emergency?

When you or a family member get sick or hurt, you want the best care. What if this happens when your doctor's office is closed? Knowing where to get care can save you time and money. You may think about going to the emergency room (ER) first. Emergency room waits can be very long (and very costly). This may not be your best choice.

ASK YOURSELF THESE QUESTIONS BEFORE GOING TO THE ER:

- Is it safe to wait and call my doctor first?
- Is it safe to wait if I can get in to see my doctor later today?
- Is it safe to wait and see if I can get in to visit my doctor in the next day or two?
- If my doctor can't see me, is it safe to go to an urgent care center?
- Is my life at risk if I don't get medical help right away?
- Is a telehealth or Teladoc® call a good choice for my condition?

If you are not sure of the answer to these questions, call the CareSource24® Nurse Advice Line to help you decide. The number is on your CareSource ID card.



COUNSELING SERVICES

Mental Health and Substance Use Disorder counseling appointments are available 7 days a week by appointment from 7 a.m. to 9 p.m. These visits are also available to members at **No Cost!**

Call or log on today!
1-800-TELADOC (1-800-835-2362)
www.Teladoc.com/CareSource

IS IT AN EMERGENCY?

Know where to go for care





WHEN TO SEEK URGENT CARE

There are times when you may need care fast. If you can't reach your family doctor, you may want to try an urgent care, retail convenience care clinic, or even telehealth.

Urgent care clinics have family, pediatric, and ER doctors on staff. Usually, you won't have to wait as long as you might at an ER. And you'll pay less too. Urgent care clinics and convenience care clinics can treat things like:

- Coughs and sore throats
- Minor cuts
- Sinus infections
- Earaches
- Rashes
- Minor infections
- Nausea/vomiting
- Urinary tract infections (UTIs)
- Sprains and strains



CONVENIENCE CARE CLINICS

Our network includes clinics like CVS MinuteClinic®.

These clinics are open late and on weekends to help you get care when your doctor's office is closed. You can find these network providers through **Find a Doctor**, our online search tool. Visit **Findadoctor.CareSource.com**. Search for 'clinics' to find a clinic near you.



WHEN TO GO TO THE EMERGENCY ROOM

A true emergency is when you have a life-threatening injury or illness that must be treated right away. If you feel it is an emergency, **act quickly – don't wait**. Go to the emergency room or call 911.

Here are some reasons to go to the ER:

- Chest pain
- Difficulty breathing
- Bleeding that won't stop
- Severe pain
- Head injury
- Broken bones
- Major burns
- Trouble seeing, talking, or moving
- Drug overdose
- Miscarriage

REMINDER!

Emergency rooms are NOT the place to go for routine care.

Your family doctor is the best place to get routine care. If you do not have a PCP use our **Find A Doctor/Provider** tool on **CareSource.com** to find one or call Member Services for help.

Call or see your Primary Care doctor within 5 days after an ER or Hospital visit.

DON'T KNOW WHERE TO GO?

Call CareSource24®, our 24-hour Nurse Advice Line. A caring, registered nurse will listen to your concerns and help you decide what to do. They can also help you decide where to get care. There's **no cost** for you. Call 24 hours a day, 7 days a week.

1-844-206-5944 (TTY: 711)

Note: Our nurse advice line number is on your member ID card. Keep it handy. We are here for you.

TELADOC® TELEHEALTH

A great option when your doctor's office is closed, or you can't get an appointment when you need one. You can talk to a board-certified physician with your smart phone or computer.

It is available 24 hours a day, and usually takes less than 15 minutes to talk with a doctor.

Best of all, you can talk with a doctor from the convenience of your home or work, for FREE!

Call Teladoc to treat:



- Coughs and sore throats
- Minor cuts
- Sinus infections
- Earaches
- Rashes
- Minor infections
- Nausea/vomiting
- Sprains and strains
- Urinary tract infections (UTIs)