

# Where Should I Go When I Need Care?

## Remember, where you go matters!

Choosing the right treatment option can help you avoid needless worry, higher out-of-pocket costs and hours of unnecessary waiting. Use this simple guide to help you make the right decisions when you can't see your PCP.

### Virtual Visits

Virtual visits let you speak securely by online video with your network or Teladoc family doctor, mental health provider or specialist. Use virtual visits for conditions like:

- Rash
- Sinus infection
- Urinary tract infection
- Common cold
- Cough
- Flu

Call your doctor and ask if they offer virtual visits, or register with Teladoc at [teladoc.com](https://teladoc.com).

### Convenient Care Centers

Convenient care centers may be a good option. They usually have a similar copay to a PCP and treat things like:

- Cold and flu-like symptoms
- Sinus infection
- Urinary tract infection
- Rash/skin conditions

Be sure to check to see if convenient care centers are in your plan's network.

### Urgent Care Centers

Urgent care centers are **less expensive than ERs** and often have **shorter wait times**. Visit an urgent care center for conditions like:

- Cold, flu and fever
- Strains, sprains and/or breaks
- Infections
- Mild burns

To find an urgent care center near you visit [floridablue.com](https://floridablue.com) and select **Find a Doctor**.

### Emergency Room

Going to an ER for an issue that is not life-threatening often results in long wait times and high medical bills. Examples of symptoms that require emergency room care:

- Severe chest pain (a possible heart attack)
- Signs of a possible stroke
- Severe or sudden shortness of breath
- Sudden or unexplained loss of consciousness

**If you have a life-threatening emergency, call 911 right away.**

For more information on care options visit us online at [floridablue.com](https://floridablue.com).