

# Where to go for care when you need help.



The symptoms/condition you have determine your best setting for care.



	<b>Doctor's Office/ Clinic</b> Check ups, illness, and chronic care	<b>Urgent/Express Care</b> Urgent but not life-threatening	<b>Emergency Dept</b> Serious, life-threatening, or involving severe pain
Symptoms/ Conditions	Cold & sinus symptoms Stomach problems High blood pressure Behavioral health issues Other chronic conditions	Headaches/migraines Asthma/breathing conditions Flu Urinary tract infections	Difficulty breathing Chest pain Uncontrolled bleeding Severe injury Stroke symptoms*
Estimated cost by comparison	Lowest	Low or Moderate	Highest
Hours of operation	Business hours, but please check with your provider for after hours and weekend availability.	Mornings, evenings, and weekends, when your PCP is not available	24/7

If you believe you are having a medical emergency and you need immediate treatment, go directly to any hospital emergency room or call 911.



\* Numbness or weakness in your face, arm, or leg, especially on one side. Confusion or trouble understanding other people. Difficulty speaking. Trouble seeing with one or both eyes.

The information provided is intended to provide general information only and does not attempt to give you advice that relates to your specific circumstances. This information is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions or concerns regarding a medical condition.

Source: Vorvick, L. J, Sieve, D., & Conaway, B. (2019). When to use the emergency room-adult. Retrieved from: <https://medlineplus.gov/ency/patientinstructions/000593.htm>.

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The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。  
请拨打您的身份证背面的号码（TTY：711）。