

Where to Go for Medical Care

Making Decisions About Where to Go for Healthcare



Your health and wellness are important to us. We want to help you make the best decision about where to go for medical care.

More than 80 percent of all visits to the emergency room could have been managed in less time and at a lower cost to you by your primary care doctor, an urgent care center, a telehealth provider or walk-in clinic.

For common concerns, you can refer to the chart on the reverse side to determine which type of facility will provide the best care at the lowest cost to you.

When Do I Visit My Primary Care Provider?

If you need medical care, but it is not an emergency, you should always call your Primary Care Provider (PCP) for an appointment. If you are not sure if your symptoms require emergency care, contact your PCP to help you evaluate your symptoms and determine where you need to go.

Whether you receive care in an emergency room or at an urgent care center, you should notify your PCP of your visit. Keeping your PCP informed is the best way to ensure he or she is aware of your medical history.

When Do I Visit an Urgent Care Center or Walk-in Clinic?

If you need to take care of a problem right away because you feel sick or uncomfortable, and you do not have, or your PCP is not available, an urgent care center or walk-in clinic is the next best option. Generally, urgent care centers offer walk-in service, and are often open before and after regular business hours and weekends. In most cases an appointment is not necessary.

When Can I Use a Telehealth provider?

If you are experiencing symptoms of a commonly-treated condition, such as allergies, sinus infection, migraine, bronchitis, stomach flu, pinkeye or rash, and you cannot see your primary care provider, Telehealth is a new, convenient option for you. Blue KC has

partnered with American Well (Amwell*) to bring you care wherever you are - right in the palm of your hand - 24/7. You can "meet" with a board-certified doctor using your phone, tablet or computer. The Amwell app can be downloaded directly to your smart phone or tablet. Or, if you prefer the Web, visit Amwell.com. After creating an account, you can view a list of available doctors and select one to engage in a secure live video visit.

* American Well's online Care Group is an independent provider contracted to participate in Blue KC's commercial provider networks. Telehealth services are available to most Blue KC members (Medicare Advantage members do not have access). Services are limited to medical and children's medical services only.

When Do I Use the Emergency Room?

Emergency rooms are set up to focus on medical emergencies, and not routine healthcare. When you go to the emergency room, a healthcare provider, who may not be familiar with your medical history, will determine whether you need emergency care. Members with serious or life-threatening injuries or illnesses should be taken directly to an emergency room, or call 911. You must notify Blue KC of any emergency hospital admission within 48 hours of the admission time, or as soon as reasonably possible.

Why Does it Matter to Me?

If you go to the emergency room for a problem that is not an emergency:

- You may wait longer and it may cost you more
- Your care will be from someone that doesn't know your medical history

Be Prepared

Search for hospitals, pharmacies, walk-in clinics and urgent care centers at BlueKC.com. You may also contact Blue KC Customer Service by calling the phone number printed on your Member ID Card.

Continued on back



Kansas City

Guide to Finding the Best Care Option

	Primary Care Provider	Walk-in Clinic	Telehealth/ Amwell	Urgent Care Center	Emergency Room
Mild Asthma	✓	✓	✓	✓	
Minor Headaches	✓	✓	✓	✓	
Sprains, Strains	✓	✓	✓	✓	
Nausea, Vomiting, Diarrhea	✓	✓	✓	✓	
Bumps, Cuts, Scrapes	✓	✓	✓	✓	
Burning with Urination	✓	✓	✓	✓	
Coughs, Sore Throat	✓	✓	✓	✓	
Ear and Sinus Pain	✓	✓	✓	✓	
Eye Swelling, Irritation, Redness or Pain	✓	✓	✓	✓	
Minor Allergic Reactions	✓	✓	✓	✓	
Minor Fevers, Colds	✓	✓	✓	✓	
Rashes, Minor Burns	✓	✓	✓	✓	
Vaccinations	✓	✓		✓	
Animal bites				✓	
Stitches				✓	
X-rays				✓	
Back Pain	✓			✓	
Any life-threatening or disabling condition including difficult breathing					✓
Sudden or unexplained loss of consciousness					✓
Chest pain, numbness in face, arm or leg; difficult speaking					✓
Severe shortness of breath					✓
High fever with stiff neck, mental confusion or difficulty breathing					✓
Coughing up or vomiting blood					✓
Cut or Wound that won't stop bleeding					✓
Major injuries					✓
Possible broken bones					✓

If you think you are having a medical emergency, go to the nearest emergency room or call 911 immediately. Each center or clinic may have different services. Be sure to call and ask before you go.



Kansas City