

# KNOW WHERE TO GO

The right place—for the right care—at the right time

## HEALTH LINE BLUE<sup>SM</sup>

**YOUR GO-TO EXPERTS.** Get answers to your health questions fast, free and 24/7. A nurse can help you get relief and treat symptoms at home, or direct you to the care you need. Save this number in your phone for easy access!

**1-877-477-2424 (toll-free)**  
**24 hours a day, 7 days a week**

**A great first call when you think you need care right away.**

### CALL IF YOU:

- + Aren't sure where to go
- + Want to treat your illness or injury at home
- + Have health questions

## MY DOCTOR

**YOUR HEALTH CARE PARTNER.** A primary doctor knows your health history—often resulting in better care over time and better prevention of health problems in the future. You'll generally save money, time and hassle as well.

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Hours: \_\_\_\_\_  
After-Hours #: \_\_\_\_\_

**If it's not a life-threatening emergency, your primary doctor is usually the best option.**

### CALL IF YOU:

- + Have an illness, injury, pain or health issue
- + Need a prescription or refill
- + Have a long-term condition like high blood pressure, diabetes or asthma
- + Want to prevent problems (preventive care, like checkups or vaccines)

## URGENT CARE

**YOUR BACK-UP OPTION.** Urgent care centers can be a time- and money-saver when you have non-life-threatening illnesses or injuries—but you're not able to visit your doctor. Ideal for walk-ins, after-hours and weekends.

Location: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Hours: \_\_\_\_\_

**If your doctor can't see you today or the office is closed, urgent care is an option for issues that can't wait.**

### CALL IF YOU:

- + Can't wait until your doctor is available to treat you
- + Have a sudden injury and need a walk-in appointment
- + Need care after-hours or on weekends and your doctor is closed

**Remember: If you have an issue that threatens your life or health, never wait. Call 911 or go straight to the nearest emergency room!**



Learn more about your options at  
[bcbssc.com/CareOptions](https://www.bcbssc.com/CareOptions)

**This is not medical advice. Consult a medical professional and seek assistance in an emergency.**