

## WHERE CAN I GET CARE?

**At Blue Cross & Blue Shield of Rhode Island, we know some questions can't wait. What happens when your doctor's office is closed? For minor illnesses and injuries, you don't need to go to the emergency room. First, try your doctor's office.**

Many doctor offices now have evening and weekend hours. Or they may have a doctor or nurse on call to help you decide whether you can wait to receive care until the office is open or you need help right away. If this option is not available, the following choices might save you time and money.

### Talk with a doctor online

#### Open 24/7

With Doctors Online, you can talk to a top-rated, board-certified doctor using your smartphone, tablet, or computer, 365 days a year, 24 hours a day. It's easy access to care that you and your family need, made that much easier.

- Most virtual visits take 10 to 15 minutes
- Available any time of the day or night, seven days a week
- Doctors can virtually diagnose and treat a wide range of medical conditions

**Using Doctors Online, you can get treatment for a variety of non-emergency health issues, like:**

- Cough, sore throat, fever
- Flu
- Ear or sinus pain
- Bumps, cuts, scrapes
- Eye swelling, irritation, or pain
- Nausea, vomiting, diarrhea
- Back pain
- Sprains
- Mild asthma



#### The doctors of Doctors Online

**With Doctors Online**, doctors provide consultation, diagnosis, and even prescriptions (when available and appropriate). They are all U.S. board-certified, licensed, and have online profiles so you can see their education and practice experience.

#### How do I sign up?

**Creating an account is easy.**

- Search "Drs. Online" from the Apple or Google app store, or visit [drs-online.com](https://drs-online.com)
- Have your BCBSRI member ID information handy
- Provide your contact information
- Set up your username and password

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Doctors Online is a telemedicine service provided by American Well®, an independent company that administers Doctors Online on behalf of Blue Cross & Blue Shield of Rhode Island.

## Visit a retail health clinic

**Usually open daily**, including evenings, these walk-in clinics provide help for minor sicknesses and injuries, such as:

- Cough, sore throat, fever
- Flu
- Ear or sinus pain
- Bumps, cuts, scrapes
- Eye swelling, irritation, or pain



## Urgent care center

**Usually open daily**, including evenings, these centers treat conditions that are serious but not life-threatening, such as:

- Sprains
- Mild asthma
- Minor stitches
- Animal bites
- Burns

## Emergency room

**Open 24/7.** Call 911 or go to the emergency room right away if you feel your health is in serious jeopardy. Symptoms that are best evaluated in the emergency room can include:

- Difficulty breathing
- Persistent chest pain
- Altered mental status or confusion, including suicidal thoughts
- Deep cuts that require stitches
- Broken bones or dislocations

### Ask before you enter

**Many people have been surprised by their bill after visiting a freestanding emergency room (FSER). FSERs are able to treat similar conditions as an ER but do not have the ability to admit patients.** They are not located within or attached to a hospital. These facilities typically bill at ER rates (or higher) and can cost much more than an urgent care center. Before using one of these facilities, ask:

- ▶ Is this an urgent care center or a freestanding emergency room?
- ▶ Is this facility a provider within my health plan's network?

**IT'S WHAT  
WE LIVE FOR<sup>SM</sup>**



500 Exchange Street, Providence, RI 02903-2699

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Information in this flyer is provided for informational purposes only and does not constitute medical or other professional advice. If you think you may have a medical emergency, call your doctor, go to the emergency department, or call 911 immediately.