

# Get to the right care quickly

Know your options when you need immediate medical care and your doctor's not available. You'll save time and money and get the care that's right for you.

Learn more at [bcbsnc.com/urgent](http://bcbsnc.com/urgent)

Your options

## HealthLineBlue<sup>1</sup> Call 1-877-477-2424

- Specially trained nurses to answer your questions on almost any medical concern or condition
- Information about where to go for immediate care
- No additional cost to BCBSNC members
- Available 24/7

## Convenience Care Centers (such as a CVS MinuteClinic<sup>®1</sup>)

- Basic care from a nurse practitioner for anyone over 18 months old
- Available on a walk-in basis
- Extended hours

## Urgent Care Centers

- Immediate quality care from a doctor
- Available on a walk-in basis
- Extended hours
- X-rays and lab services available

## Emergency Rooms

- Care for severe emergencies from trained clinicians
- Available 24/7

	Minor Health Issues (examples)	Moderate Health Issues (examples)	Life Threatening Emergencies (examples)
Where to go	<ul style="list-style-type: none"> <li>▪ Sore or strep throat</li> <li>▪ Urinary tract and bladder infections</li> <li>▪ Earaches and ear infections</li> <li>▪ Minor fevers</li> <li>▪ Cough, colds and flu</li> <li>▪ Nasal congestion</li> <li>▪ Allergy symptoms</li> <li>▪ Skin issues including rashes, ringworm and chicken pox</li> <li>▪ Pink eye</li> <li>▪ Head lice</li> <li>▪ Insect bites</li> <li>▪ Minor burns, cuts and scrapes</li> <li>▪ Sprains and strains</li> </ul>	<ul style="list-style-type: none"> <li>▪ Migraines</li> <li>▪ Severe back pain</li> <li>▪ Vomiting and diarrhea</li> <li>▪ Minor broken bones (toe, foot, finger)</li> <li>▪ Fevers</li> <li>▪ Asthma attacks (mild to moderate)</li> <li>▪ Severe cough</li> <li>▪ Eye irritation</li> <li>▪ Pinworms</li> <li>▪ Minor reactions to medications (itchiness, skin rash, hives)</li> <li>▪ Animal bites</li> <li>▪ Wounds requiring stitches</li> </ul>	<ul style="list-style-type: none"> <li>▪ Loss of consciousness</li> <li>▪ Chest pain</li> <li>▪ Severe trouble breathing</li> <li>▪ Sudden loss of vision, numbness or difficulty speaking</li> <li>▪ Severe abdominal pain</li> <li>▪ Coughing up blood or vomiting blood</li> <li>▪ Severe bleeding</li> <li>▪ Severe burns</li> <li>▪ Head trauma</li> <li>▪ Major broken bones</li> <li>▪ Seizures / convulsions</li> </ul>
	<p>HealthLineBlue Call 1-877-477-2424</p> <p>Average wait time: <b>13.5 seconds</b></p> <p>Your cost: <b>\$0</b></p>		
	<p><b>Convenience Care Center</b></p> <p>Average wait time: <b>15 min.</b></p> <p>Average member cost: <b>\$19.30<sup>2</sup></b></p>	<p>HealthLineBlue Call 1-877-477-2424</p> <p>Average wait time: <b>13.5 seconds</b></p> <p>Your cost: <b>\$0</b></p>	
	<p><b>Urgent Care Center</b></p> <p>Average wait time: <b>15 to 45 min.</b></p> <p>Average member cost: <b>\$53.77<sup>2</sup></b></p>		<p><b>Emergency Room</b></p> <p>Average wait time: <b>4 hrs., 7 min.<sup>3</sup></b></p> <p>Average member cost: <b>\$390.62<sup>2,4</sup></b></p>

The information provided in this material has been consolidated for your convenience from various health resources. The information should not be viewed as medical advice from Blue Cross and Blue Shield of North Carolina (BCBSNC). If you have any questions concerning your medical condition or any drugs, treatment plans or new symptoms, consult your health care provider.

1) Blue Cross and Blue Shield of North Carolina (BCBSNC) provides the Health Line Blue program for your convenience and is not liable in any way for the goods or services received. BCBSNC reserves the right to discontinue or change the program at any time. Decisions regarding your care should be made with the advice of a doctor. Depending on your plan, selected programs may not be available to you at this time. Check with your benefits administrator or BCBSNC Customer Service to determine your eligibility. BCBSNC has contracted with a third-party vendor independent from BCBSNC to bring you Health Line Blue. 2) Average cost to BCBSNC members across group commercial plans. Based on BCBSNC internal data, April 2011. 3) Emergency Department Pulse Report 2010 Patient Perspectives on American Health Care. Press Ganey Associates. [http://www.pressganey.com/Documents\\_secure/Pulse%20Reports/2010\\_ED\\_Pulse\\_Report.pdf?viewFile](http://www.pressganey.com/Documents_secure/Pulse%20Reports/2010_ED_Pulse_Report.pdf?viewFile) (Accessed April 2011) 4) Emergency room costs include both facility and professional charges and combine copayment, deductible and coinsurance.

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**Keep this sheet for reference. On the reverse side, you'll find additional information and the Health Line Blue refrigerator magnet.**

## HealthLineBlue™

Talk with specially trained nurses

Call

**1-877-477-2424**

Available 24/7



**BlueCross BlueShield  
of North Carolina**

[bcbsnc.com/urgent](http://bcbsnc.com/urgent)

### Doctor:

ph #: \_\_\_\_\_

hours: \_\_\_\_\_

### Care Center:

ph #: \_\_\_\_\_

hours: \_\_\_\_\_

Use this **refrigerator magnet** to record the phone numbers and office hours of your doctor and an urgent care or convenience care center **near your home**.

To find an urgent care center, convenience care center or doctor near you, visit [bcbsnc.com/urgent](http://bcbsnc.com/urgent) and click on **"Find Urgent Care."**

### **Keep this sheet for reference.**

On the reverse side, you'll find a chart to help you make the right decision on choosing the best place for care when you need immediate medical attention.