

# SAVE MONEY BY SAVING THE ER FOR EMERGENCIES

If you feel your health is in jeopardy, call 911 or get to the closest emergency room right away. For minor illnesses or injuries, consider other options. You could save hours of time and hundreds—or thousands—of dollars.

Not sure which care option is best? This chart can help you decide.

Care Option	Services Offered	How to Contact
<b>Primary Care Provider (PCP) Office</b>	<p>Your PCP should be the first person you call when you feel sick and it's not an emergency. They can provide you with a <b>wide range of care and assistance</b>, including:</p> <ul style="list-style-type: none"> <li>• Regular checkups</li> <li>• Care for many illnesses, minor injuries, and most chronic conditions</li> <li>• Referrals to medical specialists when needed</li> </ul>	<p><b>Call.</b></p> <p>Even if the PCP's office is not open, a provider may be on call 24/7. They can help you decide if you should wait to receive care or if you need to be seen right away.</p> <p><b>Hours</b> Typically weekdays, although some PCPs may offer evening or weekend hours.</p>
<b>BCBSRI Doctors Online</b>	<p>You can visit with a doctor via video chat about a range of <b>common, non-emergency conditions</b>, including:</p> <ul style="list-style-type: none"> <li>• Cough, sore throat, fever</li> <li>• Ear or sinus pain</li> <li>• Bumps, cuts, scrapes</li> <li>• Eye swelling, irritation, or pain</li> <li>• Back pain</li> <li>• Nausea, vomiting, diarrhea</li> <li>• Mild asthma</li> </ul>	<p><b>Download</b> the BCBSRI Drs. Online app via the App Store or Google Play* or visit <a href="https://www.bcbstri.com/drs-online">drs-online.com</a>.</p> <p><b>Hours</b> 24/7</p>
<b>Retail Health Clinic</b>	<p>These clinics are staffed with medical professionals and provide help for <b>minor sicknesses and injuries</b>, such as:</p> <ul style="list-style-type: none"> <li>• Cough, sore throat, fever</li> <li>• Flu</li> <li>• Ear or sinus pain</li> <li>• Bumps, cuts, scrapes</li> <li>• Eye swelling, irritation, or pain</li> </ul>	<p><b>Walk in or call.</b></p> <p>Appointments can also be made online.</p> <p><b>Hours</b> Typically daytime and early evening. Some may offer limited weekend hours.</p>

[More care options >](#)

Care Option	Services Offered	How to Contact
<p><b>Urgent Care Center</b></p>	<p>These centers treat conditions that are <b>serious but not life-threatening</b>, such as:</p> <ul style="list-style-type: none"> <li>• Cough, sore throat, fever</li> <li>• Flu</li> <li>• Ear or sinus pain</li> <li>• Bumps, cuts, scrapes</li> <li>• Eye swelling, irritation, or pain</li> <li>• Back pain</li> <li>• Nausea, vomiting, diarrhea</li> <li>• Sprain</li> <li>• Injuries requiring stitches</li> <li>• Mild asthma</li> <li>• Animal bite</li> <li>• Burns</li> </ul>	<p><b>Walk in or call.</b></p> <p>Appointments can sometimes be made online.</p> <p><b>Hours</b></p> <p>Typically open every day, although weekend hours may be more limited.</p>
<p><b>Emergency Room</b></p>	<p>The ER <b>is the only choice</b> if you feel your health is in serious jeopardy. Symptoms that are best evaluated in the ER include:</p> <ul style="list-style-type: none"> <li>• Difficulty breathing</li> <li>• Persistent chest pain</li> <li>• Altered mental status or confusion, including suicidal thoughts</li> <li>• Sudden, severe headache</li> <li>• Deep cuts that require stitches or a large open wound that won't stop bleeding</li> <li>• Broken bones or dislocations</li> </ul>	<p><b>Call 911 or walk in.</b></p> <p><b>Hours</b></p> <p>24/7</p>

**Learn more about your options for getting care.**

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