July 2019

Where to Go for Care

For minor illness at times when you can’t see your doctor, an urgent care clinic or a call to a nurse helpline or your telemedicine advocate may be able to provide the care you need, as well as save you time and the high costs of an emergency room visit. Research the urgent care options available on your health plan. These guidelines can help you decide if you or someone else needs emergency attention:

### Emergency Room/Call 911
- Chest pains with shortness of breath and/or sweating
- Difficulty breathing
- Uncontrollable bleeding
- Trauma or head injury
- Severe injury, burns or electrical shock
- Sudden dizziness, difficulty seeing, slurred speech, confusion, numbness or paralysis
- Unconsciousness
- Poisoning
- Vaginal bleeding during pregnancy
- Severe allergic reactions
- Severe abdominal pain
- Coughing or throwing up blood

### Urgent Care
- Sore throats, congestion, coughs, fever less than 103°F and other flu or cold symptoms
- Mild or moderate asthma attacks
- Earaches and minor skin infections
- Minor allergic reactions
- Insect bites or rashes
- Bladder infections
- Sprains, strains, deep bruises
- Diarrhea
- Pregnancy tests
- Broken or dislocated bones
- Concussions

### Dispatch Health
A mobile and virtual health care provider, whose team is ER trained and equipped to treat anything urgent care would, plus more from the comfort of your home. Call 303-500-1518 or visit [www.dispatchhealth.com](http://www.dispatchhealth.com).

### Preventive/Proactive Care
- General health questions
- Routine preventive/wellness exams
- Sports physicals
- Medication concerns, question or general oversight
- Minor or moderate illnesses and colds

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“No man really becomes a fool until he stops asking questions.”
— Charles Steinmetz

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**Click the blue text links for additional information.**

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**July 2019**

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**Get Your Ounce of Prevention**

**Independence Blue**

**24/7 NurseLine**
1-800-337-4770

**What’s the Difference? Doctor’s Office, Urgent Care and Retail Clinics**

**Well-Child Visit; Schedule and Benefits**

**Preventive Care Benefits**

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**Quick Care Options**

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**LiveHealth Online**

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**Smart Living: Use 1 pharmacy to fill all of your prescriptions. The staff will track all your drugs and alert you or your health care provider if a new drug might cause problems. Your pharmacist is a vital member of your health care team, ready to help you and answer your questions.**

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**LiveHealth Online:** Get face-to-face communication with a doctor through your mobile device or computer webcam. Call 1-855-503-7985 or visit [www.livehealthonline.com](http://www.livehealthonline.com).