

# KNOW WHERE TO GO

A reference guide when you need the right care at the right time

## MY PROVIDER

YOUR HEALTH CARE PARTNER

Your provider knows you and your health history, and, in general, you save money, time and hassle by visiting them.

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Hours: \_\_\_\_\_

After-Hours #: \_\_\_\_\_

**If it's not a life-threatening emergency, your provider is probably the best option.**

**CALL IF YOU:**

- Have an illness, injury, pain or health issue
- Need a prescription or refill
- Need help managing 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 save you time and money when you have a non life-threatening illness or injury, but can't get in to see your provider. Ideal for walk-ins, after hours and weekends.

Location: \_\_\_\_\_

Phone: \_\_\_\_\_

Hours: \_\_\_\_\_

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

**CALL IF YOU:**

- Can't wait until your provider is available
- Have a sudden injury and need a walk-in appointment
- Need care after hours or on weekends when your provider's office is closed

## TELEHEALTH

YOUR 24/7 OPTION

Teladoc® connects you to state licensed, board-certified doctors and pediatricians 24 hours a day, seven days a week (even holidays). No appointment required.

Website: [teladoc.com](https://www.teladoc.com)

Phone: 1-800-835-2362 (1-800-TELADOC)

**If you want to skip the waiting room altogether, telehealth with Teladoc is an option for minor health issues.**

**CALL IF YOU:**

- Have a non-emergency health concern
- Are out of town
- Don't have the time to go to the doctor's office

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

**If you have a life-threatening issue, call 911 or go straight to the nearest emergency room.**

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