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Emergency Room Alternatives

Save Time and Money: Alternatives to the Emergency Room

We're here to help you make better-informed decisions about getting the care you need. Depending on the severity of your medical concern, **the emergency room isn't always your best option.** Nearby retail clinics¹ and urgent care centers² can treat many conditions in less time for less money. See a list of options and how much you can save. Then talk to your primary care provider about your best choice for after-hours or urgent care centers.

Based on your symptoms, use the chart below to guide you.

	Blue Care Line SM 1-888-247-BLUE (2583)	Limited Service Clinics (For age 2+)	Urgent Care Centers
Description	Speak with a nurse about your treatment options. No waiting in line.	Use these facilities — for example, CVS Minute Clinic [®] — for treatment of non-urgent and minor concerns without an appointment or referral.	Use these facilities, which include CareWell [®] Urgent Care, Doctors Express, [®] and Health Express, for treatment of serious, but non-life threatening, conditions.
Cost	No Cost	Low Cost	Moderate Cost
Availability	24/7	Often open 7 days a week with evening hours	Often open 7 days a week with evening hours
Symptom or Service			
Ear Infection	X	X	X
Fever	X	X	X
Dizziness	X	X	X
Flu	X	X	X
Sore Throat	X	X	X
Pinkeye		X	X
Animal Bite			X
Burn			X
Back Pain			X
Sprain			X
Stitches			X

Emergency Room — Highest Cost

If you experience any of the following symptoms, go to the nearest hospital or call 911.

- Heart attack (sudden or severe chest pain)
- Stroke (numbness in face, arm, or leg on one side; difficulty talking; loss of vision)
- Severe shortness of breath
- High fever with stiff neck
- Coughing up or vomiting blood
- Cut or wound that won't stop bleeding
- Possible broken bone
- Poisoning
- Stab wound
- Sudden or severe abdominal pain
- Trauma to the head
- Suicidal feelings

Use our Find a Doctor & Estimate Costs tool to locate a retail clinic¹ or urgent care center² near you.

Go to www.bluecrossma.com/findadoctor. Log in to your account. Your plan name and network will display automatically. With clear menus and enhanced search features, finding the information you need is easy. You can type the doctor's name or speciality in the search field, or use the easy-to-follow guided search options.

Verify that your health plan covers care at the location you choose.

NOTE: Outside of Massachusetts, services will only be covered if the Blue Cross plan in that state has a contract with the retail clinic or urgent care center.

Also, check Find a Doctor & Estimate Costs regularly, as new retail clinics and urgent care centers are added all the time.

1. Example: CVS Minute Clinic[®]

2. Examples: CareWell[®] Urgent Care, Doctors Express,[®] and Health Express.

CareWell Urgent Care is an urgent care center accredited by the Urgent Care Association of America.

Directions for Children with Special Needs



MASSACHUSETTS

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