

# KNOW WHERE TO GO FOR CARE

Save money and time by using the right type of place for the care you need. Make sure the doctor, clinic or hospital is in your network before getting care.



## DOCTOR ON DEMAND

Medical visits 24/7; mental health visits available next day by appointment

### Routine care/common health concern

Get face-to-face, online care from a board-certified doctor at [doctorondemand.com/bluecrossmn](https://doctorondemand.com/bluecrossmn)

- Cold, cough and flu
- Bladder infection
- Mental health



Minimal or no wait time



## CONVENIENCE CLINIC

Open extended hours (nights/weekends)

### Minor health issue

No appointment needed for treatment of minor health issues

- Cold, cough and flu
- Ear and eye infections
- Sore throat



Short wait times



## OFFICE VISIT

Open during regular clinic hours

### Preventive/routine care or health concern

Make an appointment for preventive care, routine care and health issues

- General health issues
- Preventive care
- Screenings and vaccines
- Referrals to specialty care



Wait times vary



## URGENT CARE CLINIC

Open extended hours (nights/weekends)

### Urgent – not life threatening

Drop in for medical care that is urgent but not life-threatening

- Minor cuts, sprains and burns
- Skin rashes
- Fever and flu
- X-rays and lab testing



Varies, typically longer than an office visit



## EMERGENCY ROOM (ER)

Open 24/7

### Life threatening

Call 911 or go to the nearest ER if the situation seems life-threatening

- Chest pain
- Shortness of breath
- Uncontrolled bleeding
- Poisoning or other serious illness/injury



Longer if you go with a minor condition

Doctor On Demand is an independent company providing telehealth services.

Make sure your doctor and clinic/hospital are in your network before receiving care. This will make sure you receive the highest level of benefits. Each health care provider is an independent contractor and not our agent.