

Which care is best for me?

When you need medical care, you have many options, but what is the best fit for your needs? Below are some questions to think through the next time you are trying to decide whether to go to your Primary Care Doctor, Virtual Care, Urgent Care, or the Emergency Room.

Are you experiencing any of the following potentially life-threatening conditions?

Some examples include:

- Heart attack signs, such as severe chest pain
- Stroke signs, such as numbness, sudden loss of vision and difficulty talking
- Severe shortness of breath
- Coughing up or vomiting blood
- Cuts or wounds that won't stop bleeding
- Possible broken bones
- Poisoning
- Trauma to the head
- Sudden, severe abdominal pain
- Suicidal thoughts

No



Contact your primary care doctor's office either by calling or by going online through their patient portal.
Are they able to help?

No

Do you need or want to see a doctor in person or through virtual care?

In Person

Virtual Care



Visit an urgent care center to get the care you need.

Yes

Are you able to go into their office?

No

Does your doctor offer telehealth services? (Ask them to find out.)

No



Schedule a visit with our telemedicine provider, MDLIVE®

Yes



Call 911 for assistance or have someone drive you to your nearest emergency room.

Yes



Schedule an in-office visit with your doctor.

Yes



Contact your doctor's office to schedule a telehealth visit.

Need to find a primary care doctor or get started with telemedicine?
Visit our website at [ExcellusBCBS.com/Find-A-Doctor](https://www.ExcellusBCBS.com/Find-A-Doctor)

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Everybody Benefits

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