

What type of visit is right for me?

Here's how to get the care you need, when you need it.

Telehealth visit (video or phone)	Your primary care provider's office
<ul style="list-style-type: none"> • Telehealth visits (by video or phone) let you connect with your provider without leaving home. • Video visits allow you to connect face-to-face with your provider; you will need a smartphone, tablet, or a computer with a microphone and a camera. • When a video visit is not possible, a phone visit may be an option instead. <p>When a telehealth visit may be appropriate:</p> <ul style="list-style-type: none"> • Routine follow-ups for chronic conditions and medications • Discuss lab or imaging results • Minor infections, illnesses, or injuries • Basic health concerns such as colds and flu 	<ul style="list-style-type: none"> • This is your traditional in-person visit with your provider. • In-person visits may be required for certain types of visits, including physical exams. • You may also be able to have some labs done during in-person visits. <p>When an in-person visit may be appropriate:</p> <ul style="list-style-type: none"> • Routine check-ups • Preventive care • Shots and vaccines 
Urgent care clinic	Emergency room (ER)
<ul style="list-style-type: none"> • Seek urgent care if you can't reach your doctor or if your doctor's office is closed. • Our high-quality urgent care clinics offer affordable, convenient care: some are open weekends and holidays, they may cost less than an ER, and walk-ins are welcome. <p>When an urgent care visit may be appropriate:</p> <ul style="list-style-type: none"> • Minor cuts, burns, and animal bites • Broken bones and muscle sprains • Minor infections, illnesses, or injuries—including flu or cold symptoms and urinary tract infections 	<ul style="list-style-type: none"> • Go to the ER for severe, life-threatening symptoms. <p>When an ER visit may be appropriate:</p> <ul style="list-style-type: none"> • Chest pain • Difficulty breathing • Severe bleeding • Suspected poisoning • Major injuries or trauma • Sudden numbness in arms and face • Loss of consciousness • Seizures • Serious burns <p>If you need emergency care, call 911 or go to the nearest ER right away.</p> 

The listed conditions are only a sample of the medical conditions that may be appropriate for each type of visit. Your provider will determine whether a telehealth or in-person visit is most appropriate for you.



To find out what type of visit is right for you, call your provider's office or our Patient Support Center at **1-800-403-4160, TTY 711.**