

When you need immediate medical care
the emergency room may not always be
the best answer.

FIRST_NAME
LAST_NAME
ADDR_LINE_1
ADDR_LINE_2
ADDR_LINE_3
CITY
STATE
ZIP PLUS4



Emergency room or not?

Know where to go in an emergency.

Your wallet and your health will thank you.

Chances are you've faced one or more of these kinds of health issues:

- + The Saturday-afternoon sprained ankle that needs immediate attention
- + Your child's fever that simply can't wait till tomorrow for relief
- + The migraine that's not responding to medication

At times like these – when your doctor may not be available – you want to get to the right care as quickly as possible. And you might think an emergency room visit would be the answer.

But did you know that for non-life-threatening issues like these you have options other than a long, expensive visit to the emergency room? Options like a FastMed Urgent Care center. In fact, often you can get the care you need less expensively – and much faster – at an urgent care center or convenience care center.

Get to know your options

Blue Cross and Blue Shield of North Carolina (BCBSNC) wants to make sure you know where to turn when you need immediate care.

Whenever you have a health issue that demands immediate attention, you'll save time and money – and reduce stress – when you get to the right place for the care you need. Just consider the options:

Questions? Call Health Line Blue at **1-877-477-2424**.¹ Specially trained nurses are available 24/7 with advice on where to turn for the care you need.

Remember: If you're facing an issue that threatens your life or health, never hesitate: Call 911 or go straight to the nearest emergency room!

Blue Cross and Blue Shield of North Carolina complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

- **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-206-4697 (TTY: 1-800-442-7028).
- **注意:** 如果您講廣東話或普通話, 您可以免費獲得語言援助服務。請致電 1-888-206-4697 (TTY: 1-800-442-7028)。

1) Urgent Care Benchmarking Study. Journal of Urgent Care Medicine. January 2012. 2) Average cost to BCBSNC members across commercial group and individual business. Based on BCBSNC internal data for 12 months ending December 2012. 3) Average cost to BCBSNC members across commercial group plans. Based on BCBSNC internal data for 12 months ending December 2012. 4) BCBSNC provides Health Line Blue for member convenience and is not liable in any way for services received. BCBSNC reserves the right to discontinue or change the program at any time. Decisions regarding care should be made with the advice of a doctor. 5) Emergency Department Pulse Report. Press Ganey Associates. http://www.pressganey.com/Documents_secure/Pulse%20Reports/2010_ED_Pulse_Report.pdf?viewFile (Accessed October 2013.) 6) Average cost to BCBSNC members across commercial group and individual business. Based on BCBSNC internal data for 12 months ending December 2012. Emergency room costs include both facility and professional charges and combine copayment, deductible and coinsurance.

The information provided in this material has been consolidated for your convenience from various health resources. The information in this material should not be viewed as medical advice from BCBSNC. If you have any questions concerning your medical condition or any drugs, treatment plans or new symptoms, consult your health care provider. Blue Cross®, Blue Shield®, the Cross and Shield symbols and Health Line Blue are service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. The FastMed name and logo are property of FastMed Urgent Care. FastMed Urgent Care is a third-party vendor independent of BCBSNC. Other marks and trade names are property of their respective owners. BCBSNC is an independent licensee of the Blue Cross and Blue Shield Association. U9793i, 2/17



Urgent care centers

An urgent care center costs less and provides faster service than a hospital emergency room, and you'll receive care from a physician or physician assistant.

Average wait time: 11 to 20 minutes¹
Average cost: \$60²



Convenience care centers

Convenience care centers are generally located in pharmacies or "big-box" retailers and can offer you quality basic care from a nurse practitioner.

Average wait time: 15 minutes
Average member cost: \$24³



Emergency rooms

Available 24/7, an emergency room offers care for life-threatening medical emergencies from trained clinicians.

Average wait time: 4 hours, 7 minutes⁵
Average cost: \$582⁶



Primary care doctors

A primary care doctor, especially one you've seen regularly, can often be your fastest, most efficient resource for care when you need it quickly.