

# Where should you go for care?

Doctor's office, urgent care, or the emergency room

Injured or sick, and don't know where to go for care? Here are some helpful tips on where to go for care based on your medical condition and symptoms. This is not a complete list of conditions and symptoms.\*



## Free 24/7 Nurse Advice Line

Not sure what to do or where to go? Call our free 24/7 Nurse Advice Line at **1-833-933-0487 (TTY: 711)**. You will talk with a nurse who can assess your medical needs and advise you on what to do. This call is free.



## Telehealth through MDLIVE<sup>®</sup>

Get a hold of a doctor or therapist 24/7, including holidays, for non-emergency medical needs. Our providers can diagnose, treat, and prescribe medication.

Speak to a board-certified doctor or licensed therapist anytime, from anywhere, using your phone, tablet, or computer. It's safe, secure, and confidential.

For more on MDLIVE, go to [sentarahealthplans.com/mdlive](https://sentarahealthplans.com/mdlive) or call **1-888-469-9198 (TTY: 711)**, 24/7. This call is free.



## Sentara Community Care

Our healthcare providers at the Sentara Community Care centers offer primary medical care, vaccinations, sports physicals, mental health support, medication management, and much more. The centers offer evening and weekend hours and welcome walk-ins. Sentara Community Care centers and mobile care deliver care in over 25 locations around the state.

Visit [sentara.com/communitycare](https://sentara.com/communitycare) for locations.



### Doctor's office

Your doctor provides routine and preventive care. Having a good relationship with your doctor is important to manage your overall health. Your doctor will also help you keep track of your medications. Visit your doctor for:\*

- Earaches
- Fever
- Flu symptoms
- Headaches
- Infections
- Immunizations/vaccines
- Mild asthma
- Routine checkups
- Refill and renew medications
- Screenings
- Sore throat/coughing

Many doctors offer virtual appointments, in addition to in-person.



### Urgent care center

Visit an urgent care center when your doctor is closed for conditions that need attention right away and are not life-threatening. Urgent care centers are open evenings and weekends. They often have shorter wait times than an emergency room. Visit an urgent care center for:\*

- Animal bites
- Minor cuts
- Minor burns
- Lacerations/wound care
- Nausea/vomiting
- Simple fractures/sprains



### Emergency room (ER)

Go to the ER for serious or life-threatening conditions that require treatment right away. The ER usually has a longer wait time than urgent care centers. Go to the ER for:

- Bleeding that won't stop
- Chest or abdominal pain
- Confusion
- Coughing up blood
- Drug overdose
- Head injury
- Seizure or loss of consciousness
- Severe cuts and burns
- Severe vomiting or diarrhea
- Shortness of breath
- Sudden change in vision

You should not go to the ER for something that can wait to be treated or is not life-threatening. Instead, call the Nurse Advise Line, see your doctor, or go to an urgent care center.



If you need a doctor or to find an urgent care location, go to [sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc) or call Member Services at **1-800-881-2166 (TTY: 711)**, Monday–Friday, 8 a.m.–8 p.m.

*\*This list is a sample of symptoms and conditions. For more on where to go for care, visit [sentarahealthplans.com/members/features/where-to-go-for-care](https://www.sentarahealthplans.com/members/features/where-to-go-for-care).*