

# Where should you go for care?

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

If you're injured or sick, you may be asking yourself where you should go for care. Should you go to the doctor's office, an urgent care center, or the emergency room?

Here are some helpful tips about 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

If your doctor is not available and you're not sure what to do, call our free 24/7 Nurse Advice Line. You will talk with a nurse when you call and they can help you understand medical topics so you can make good decisions about your health. If you have questions about where to go for care, call the Nurse Advice Line at **1-833-933-0487 (TTY: 711)**, 24 hours a day, seven days a week. This call is free.



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

Get 24-hour doctor access for non-life-threatening health questions or medical needs, including medically necessary prescriptions and behavioral health concerns. You'll speak with a board-certified doctor or licensed therapist at any time, from anywhere, by video conference or phone. It's safe, secure, and confidential. For more on MDLIVE, go to **sentarahealthplans.com/mdlive** or call **1-888-469-9198 (TTY: 711)**, 24 hours a day, seven days a week. This call is free.



### Your Doctor's Office

This is where you get routine and preventive care. Building a relationship with your doctor is important to manage your overall health. Your doctor will also help you keep track of your medications. Some examples of why you would go to your doctor's office include:

- earaches
- fever
- flu symptoms
- headaches
- infections
- immunizations/vaccines
- mild asthma
- routine checkups
- refill and renew medications
- screenings
- sore throat/coughing

If you don't have a primary care provider, please visit [sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc) or call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m. We can help you find one. Many doctors offer appointments virtually, online or by phone, in addition to in person.



### Urgent Care Center *(when your doctor is not available)*

Sentara Health Plans members can go to in-network urgent care centers for symptoms and conditions that need attention right away and are not life-threatening. Urgent care centers are open longer hours than doctor's offices and on weekends, and they often have shorter wait times than the emergency room. Some examples of conditions that can be treated at an urgent care center include:

- animal bites
- minor cuts
- minor burns
- lacerations/wound care
- nausea/vomiting
- simple fractures/sprains

To find an urgent care center, visit [sentarahealthplans.com/findadoc](https://www.sentarahealthplans.com/findadoc) or call Member Services at **1-800-881-2166 (TTY: 711)**, Monday through Friday, 8 a.m. to 8 p.m.



### The 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. Some examples of conditions that require a trip to the ER include:

- bleeding that won't stop
- confusion
- coughing up blood
- drug overdose
- head injury
- seizure
- chest or abdominal pain
- 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, see your doctor or go to an urgent care center.