

# When You Need Medical Care, Know Where to Go

**E** If you are experiencing a life-threatening emergency, call 911 or go to the nearest emergency department.

## Anytime, Anywhere Care.

### CONTACT YOUR PRIMARY CARE PHYSICIAN

For non-emergency care, contact your primary care physician to schedule an appointment. Depending on your physician, virtual care from your mobile device or computer may be an option. For more information on virtual care, visit [OhioHealth.com/VirtualHealth](http://OhioHealth.com/VirtualHealth). If you don't have a primary care physician, visit [OhioHealthyPlans.com](http://OhioHealthyPlans.com) and use the "Find Doctors and Locations" feature to identify an in-network physician.

*If your primary care physician is not available:*

#### Option 1 | CONTACT A MEMBER ADVOCATE

Contact a Member Advocate Monday through Friday 8:30 AM – 5 PM by calling the number on the back of your member ID card. When you need care, Member Advocates can help determine your options.

#### Option 2 | CALL THE FREE NURSE ADVICE LINE

Contact a licensed nurse 24/7 for support or questions by calling **(844) 834-4375**.

#### Option 3 | VISIT THE EXPRESS APPOINTMENT CENTER

Schedule a same-day appointment with the Express Appointment Center by calling **(614) 788-2730**. The Express Appointment Center offers the same services as your OhioHealth primary care office from minor illnesses and injuries to the routine management of chronic health conditions.

#### Option 4 | SCHEDULE A VIRTUAL CARE VISIT

Schedule a virtual visit with Teladoc through the convenience of your mobile device or computer. Teladoc is a national network of on-demand providers offering 24/7 access to board-certified physicians. Download the Teladoc Mobile App or visit [Teladoc.com](http://Teladoc.com) to get started.

## Right Care, Right Place.

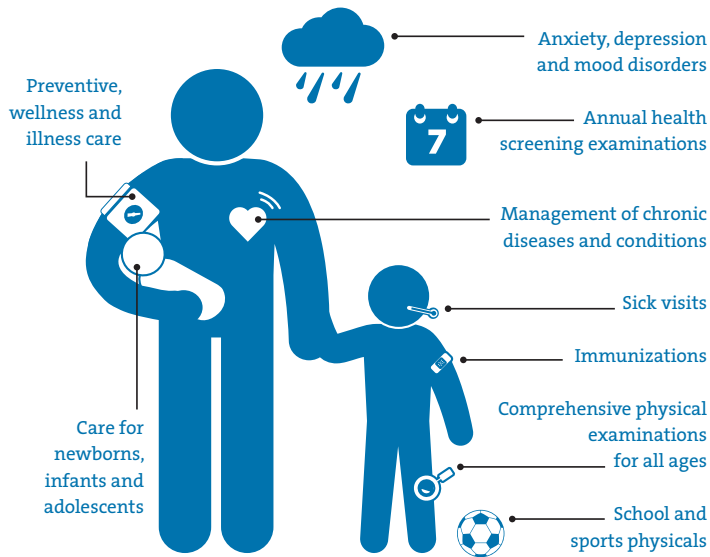
Knowing your options will help to select the right care at the right place. It may also help you save on healthcare costs too. Tips to know your options when you need medical care:

CARE OPTION	CARE COST	CARE NEED
Primary Care	\$	Routine care
Virtual Care	\$	Basic care
Urgent Care	\$\$	Immediate, but not life threatening, care
Emergency Care	\$\$\$\$\$\$	Life threatening care

# Where to Go for Care

## WHEN TO GO TO YOUR PRIMARY CARE PHYSICIAN

For routine concerns, wellness screenings and sick care.

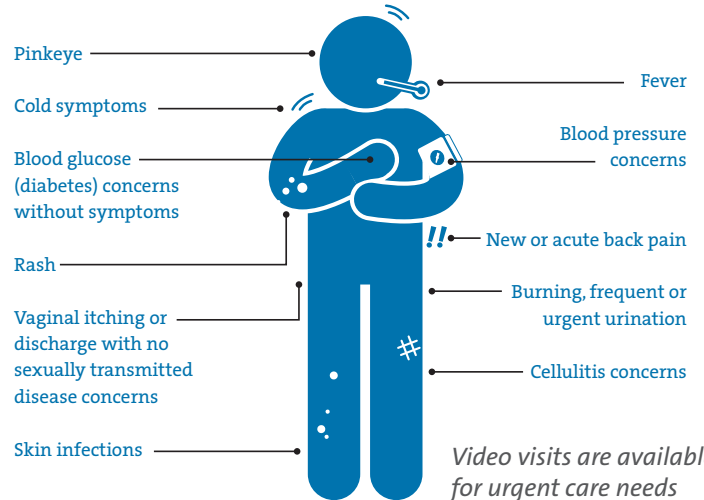


Cost: \$

[OhioHealth.com/PrimaryCare](https://OhioHealth.com/PrimaryCare)

## WHEN TO USE VIRTUAL HEALTH

A convenient option for basic needs and follow-up care.



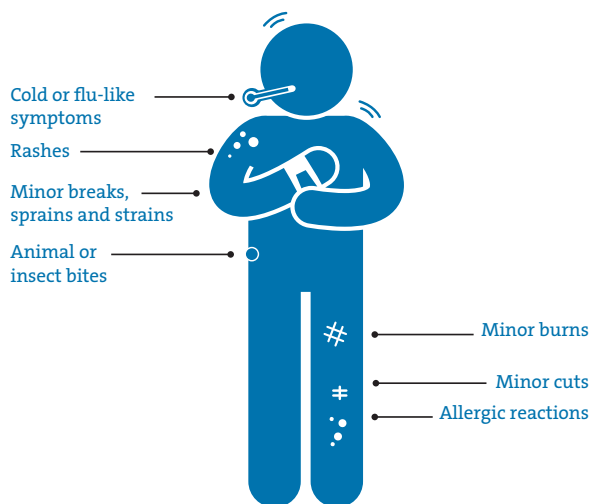
*Video visits are available for urgent care needs and to patients with an OhioHealth primary care provider.*

Cost: \$

[OhioHealth.com/VirtualHealth](https://OhioHealth.com/VirtualHealth)

## WHEN TO GO TO URGENT CARE

For immediate needs that are not life-threatening.

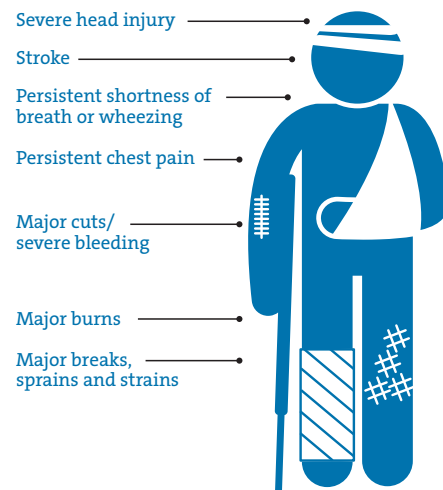


Cost: \$\$

[OhioHealth.com/UrgentCare](https://OhioHealth.com/UrgentCare)

## WHEN TO GO TO THE EMERGENCY DEPARTMENT

For life-threatening conditions and severe injuries.



Cost: \$\$\$\$\$\$

[OhioHealth.com/EmergencyCare](https://OhioHealth.com/EmergencyCare)