

Choosing the right place for care

Knowing there are smart health care options will help you get the care you need when you need it. Here's where, when, and how to get care for whatever you've got:

24-HOUR NURSE LINE	BLUE CROSS ONLINE VISITS SM	PRIMARY CARE DOCTOR	URGENT CARE CENTERS	EMERGENCY ROOM
\$0	\$	\$	\$	\$\$
Average time for care 12 minutes	Average time for care 10 minutes	Average time for care 60 minutes	Average time for care 60–90 minutes	Average time for care 4 hours
Appointment required? No	Appointment required? No	Appointment required? Yes	Appointment required? No	Appointment required? No
Treatment When you have questions about an illness or injury, anytime day or night	Treatment When you want to talk to a doctor or therapist face to face from the comfort of your home or on the go	Treatment When you want to talk face to face with a doctor you know and trust	Treatment When your symptoms are a little more complicated and you need convenient, in-person care	Treatment When you need immediate care for life threatening conditions
<ul style="list-style-type: none"> No cost Available by phone anytime, anywhere in the U.S. Service provided by a registered nurse 	<ul style="list-style-type: none"> Video chat with a doctor or therapist anywhere in the U.S. Send a visit summary to your primary doctor Care provided by U.S. board-certified doctors or therapists through smartphone, tablet or computer 	<ul style="list-style-type: none"> High-quality, comprehensive care Knows you and your medical history and coordinates all your care May offer additional services, such as labs 	<ul style="list-style-type: none"> Evening and weekend hours Convenient locations Lab and X-rays Care provided by U.S. board-certified doctors, nurses and nurse practitioners, depending on severity of symptoms 	<ul style="list-style-type: none"> If you're experiencing serious symptoms, call 911 or go immediately to the hospital.

Start using your smart choices for care. Learn how at bcbsm.com/findcare