



## Know Where to Go:

---

Primary Care Physician,  
Urgent Care Facility or  
Emergency Room (ER)

*To save time and money  
and receive appropriate care,  
it's important to understand  
when to see your Primary Care  
Physician and when to visit an  
Urgent Care facility or an ER.*

*Blue Cross and Blue Shield of Alabama  
cares about your health and wellness.*

*This is an informational series designed to provide you  
with specific ideas for a healthy and safe lifestyle.*

[AlabamaBlue.com/myBlueWellness](http://AlabamaBlue.com/myBlueWellness)



Blue Cross and Blue Shield of Alabama is an independent licensee  
of the Blue Cross and Blue Shield Association.

FYH24-1701



*A wellness program for you  
from Blue Cross and Blue Shield of Alabama*

## START HERE: PRIMARY CARE PHYSICIAN

Start with your Primary Care Physician for **non-life threatening** conditions. They manage acute and chronic conditions and deliver more comprehensive patient care. They know your full medical history, including any underlying conditions.



### Conditions treated include:

- Cold/flu symptoms
- Stomach ache
- Skin rash
- Chronic conditions, such as diabetes and hypertension

## TURN HERE: URGENT CARE

Turn to an Urgent Care facility **after hours** or when your Primary Care Physician is otherwise **unavailable**. They focus on treating acute illnesses and injuries that are non-life threatening.



### Conditions treated include:

- Cold/flu symptoms
- Stomach ache
- Skin rash

## GO HERE: EMERGENCY ROOM

Go to the ER immediately for **severe** and **life-threatening** conditions. ERs are open 24/7/365 and are properly staffed for critical situations.



### Conditions treated include:

- Head/neck injury
- Chest pain
- Continuous bleeding
- Loss of consciousness

*If poison is ingested, call the  
Poison Control Center immediately:*

**1-800-222-1222 Alabama**

**1-800-292-6678 Nationwide**

**Help keep ERs available for people who need life-saving treatment.** You'll save both time and money by knowing where to go for the right care.

For help choosing a Primary Care Physician in your area, visit **AlabamaBlue.com** and click *Find a Doctor*.