

When you are experiencing an illness or injury, you need to decide how serious it is and how soon to get medical care. If your doctor isn't available, this guide will help you decide your best and most convenient option for care, based on the symptoms you are experiencing.

Making sure you are getting the right care at the right place at the right time is beneficial for your health and well-being—and if you are responsible for copayments and deductibles, it may save you money, too.



A guide to getting:

- the **right care**
- in the **right place**
- at the **right time**

If you are...not feeling well, you don't think it's an emergency, but you want some medical advice:

Call Nurse Connect

- WHEN:** 24 hours a day, 7 days a week you can call Nurse Connect—a telephone advice line manned by registered nurses.
- WHAT:** Call with health questions or concerns about:*
Colds and flu, sore throats, cuts, stings and rashes, fevers, earaches, stomachaches, nausea, vomiting, diarrhea.
Explain your symptoms, and the nurse will help you decide your treatment options.
- WHO:** For Fallon Health members only: 1-800-609-6175 (TDD/TTY: 1-800-848-0160)
- HOW MUCH**** FREE

If you are...suffering from flu-like symptoms, earache, pinkeye, sore throat or poison ivy:

Visit a limited service clinic

- WHEN:** Open hours include days, evenings and weekends for limited service clinics, like CVS Minute Clinics.
- WHAT:** Staffed by a board certified Nurse Practitioner, a limited service clinic is not appropriate for a child under 2 years of age. Visit a limited service clinic if you have:*
Flu-like symptoms, pinkeye, sore throat or poison ivy
- WHERE:** Fallon has a list of limited service clinics in our network. When you can, you should access one of those. Visit fallonhealth.org for a complete list. If there is not a clinic in our network close to you, go to the nearest limited service clinic.
- HOW MUCH**** \$

If you believe you are...sick or hurt with a condition that you think needs immediate attention but is not life threatening:

Visit an urgent care center

- WHEN:** Open hours include days, evenings and weekends for urgent care centers, like Carewell®, Doctors Express® and ReadyMed™.
- WHAT:** Staffed by a doctor, an urgent care center can handle issues like:*
Common illnesses like colds, the flu, earaches, sore throats, migraines, low-grade fevers and limited rashes;
Minor injuries, such as sprains, back pain, minor cuts and burns, minor broken bones and minor eye injuries.
After visiting an urgent care center, it is important that you follow up with your primary care provider.
- WHERE:** Fallon has a list of urgent care centers in our network. When you can, you should access one of those. Visit fallonhealth.org for a complete list. If there is not a center in our network close to you, go to the nearest urgent care center.
- HOW MUCH**** \$\$

If you believe you are...in a life threatening situation, or one that could cause permanent disability:

Go to the Emergency Room (ER)

- WHEN:** 24 hours a day, 7 days a week you can go to any Emergency Room/call 911.
- WHAT:** If you have any serious symptoms or injuries like those below, you should immediately call 911 or go to the nearest ER. Some of these conditions include:*
Trouble breathing; passing out, fainting or loss of consciousness; deep wound; severe chest pain; pressure, pain in the arm or jaw; heavy bleeding; unusual or bad headache, especially if it came on suddenly; poisoning or overdose of drugs/alcohol; possible stroke symptoms, such as slurred speech and sudden paralysis; coughing or throwing up blood; possible broken bone, especially if the bone is pushing through the skin.
- HOW MUCH**** \$\$\$



*This list is not all inclusive.

**Copays and deductibles would apply for all services where applicable.