Blue Cross Blue Shield of Rhode Island

Finding the right care right when you need it

A roadmap for BCBSRI members

When you or someone you care for isn't feeling well, it can be hard to know what to do. This simple tool from BCBSRI Senior Medical Director Bridget McCabe, M.D. can help you decide where to go for care.

Green Light – Speak with your primary care provider (PCP)

If you're experiencing symptoms like those listed below, you may be able to treat them at home if they're mild, or call your PCP's office to talk with your provider and schedule an appointment if needed.

- Cough, sore throat, fever
- Ear or sinus pain
- Seasonal allergies
- Minor bumps and scrapes
- Skin rashes and bug bites
- Mild headache, tiredness, or other non-severe issues

If you don't have a PCP, consider **Doctors Online** if it's included with your plan.* Doctors Online provides 24/7 access to care for common, non-emergency health needs.

To access **Doctors Online**, log in to your **BlueCare Connect** account, go to **Get Care**, and select **Get Care Now**. If you need help, call a Care Guide at the number on the back of your member ID card.

Scan the code to get started.

Yellow Light – Go to an urgent care facility

If you're experiencing symptoms like those listed below and are not able to see your PCP, consider going to a nearby urgent care facility.

- Cold or flu symptoms that are getting worse
- Pain, swelling, or discomfort that isn't improving
- Minor cuts and burns
- Worsening symptoms of an existing health condition, such as very high or low blood sugar, blood pressure, or heart rate
- Sprains

To find an urgent care facility near you, log in to **BlueCare Connect**, go to **Get Care**, and select **Search**, or call a **Care Guide** at the number on the back of your member ID card.

Reminder: Some PCP offices do offer urgent care appointments. Ask your PCP so you'll know before the need arises.

The symptoms listed are examples and don't include all the possible health issues you may experience. The information provided is not medical advice and should not be used for the diagnosis or treatment of any medical condition. Consult your healthcare provider for personalized guidance. In an emergency, call 911.

*Not all plans include Doctor Online. If you're not sure about yours, ask your employer.

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Red Light – Seek immediate medical attention!

Call 911 if it's life-threatening or go to the nearest hospital right away if you are experiencing:

- Choking or difficulty breathing
- Heart attack/chest pain
- Confusion, fainting, dizziness, or difficulty waking up
- Seizures
- Severe injuries, burns, allergic reactions, or bleeding that won't stop
- Possible broken bones
- Sudden severe headache, numbness, or weakness
- Stroke symptoms, including trouble speaking or walking
- Suspected overdose

If you suspect poisoning, call RI Poison Control at **1-800-222-1222** unless the individual is in immediate distress (call **911**).

Symptoms listed are examples and do not include all possible health issues you may experience. This information is not medical advice and should not be used for the diagnosis or treatment of any medical condition. Consult your healthcare provider for personalized guidance. In an emergency, always call 911.

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