

Proper Use of Care

Where your employees go for medical care matters. When they know which level of care to access, they'll receive the best health outcomes and keep costs down.

Types of care

Primary care doctor: The primary care doctor is your regular doctor and should be your first stop for non-emergency situations. See your doctor for annual checkups, chronic condition management, non-acute symptoms such as a cough or sore throat, and minor injuries.

Urgent care: Urgent care centers are usually open outside your regular doctor's office hours. They're staffed with doctors and nurses who can treat minor injuries and illnesses. The cost of visiting urgent care is less than a trip to the emergency room. Go to urgent care for conditions that aren't life-threatening but need to be assessed right away and your doctor isn't available.

Emergency room: Emergency rooms treat urgent, acute and life-threatening conditions. Go to the ER for acute, sudden-onset symptoms or traumatic injuries such as broken bones, shortness of breath, symptoms of a heart attack or stroke, and deep cuts that require stitches.

Virtual doctor visits: Virtual doctor visits make it easy for you and family members to get a quick consultation for minor health issues. Virtual visits can be used for issues such as cough or cold, rash without a fever, sore throat or gastrointestinal problems. A virtual doctor will provide consultation and give next steps, such as taking an over-the-counter or prescription medication, obtaining further tests or visiting urgent care or the ER.



Educating your employees

To make sure your employees get the right care at the right place, you'll need to provide education. You can do this through:

- Lunch and learn sessions
- Open enrollment meetings
- Intranet
- Emails
- Newsletter articles

Remind your employees who have Blue Cross coverage that they can use the Find a Doctor tool on the home page of bcbsm.com to find primary care doctors, urgent care centers, pharmacies, specialists, dentists and more.

Sources: bcbs.com*, healthcarediver.com*, fiercehealthcare.com*, nber.org*, s3.amazonaws.com*

Join us for our next weekly meditation session on your computer or mobile device:

Topic: Healing Meditation
Wednesday, Sept. 11, 2019
8 to 8:10 a.m. Eastern time

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