

When you're sick or hurt, do you know where to go?

WHERE TO GET CARE

Life is unpredictable, especially when you or a family member needs quick medical care. So, what should you do? A general rule of thumb is:



See your personal doctor for managing your health.



Visit a walk-in clinic or use [Doctor On Demand](#)[®] when your doctor is not available.



Go to the emergency room for serious or life-threatening emergencies.

That said, where you go for care can depend on a lot of factors, from the time of day to the condition you need to be seen for. To get the right care at the right cost, consider the chart below.

	HOW URGENT IS IT?	WHEN IS CARE AVAILABLE?	WHAT'S WRONG?	WHAT WILL IT COST?
PRIMARY CARE PHYSICIAN	Low-Medium	Standard clinic hours	Any non-life-threatening condition	\$-\$
DOCTOR ON DEMAND	Medium	24/7 availability	<ul style="list-style-type: none"> • Colds, flu, and respiratory infections • Skin rashes • Urinary tract infections • Mild asthma • Vomiting, diarrhea, or dehydration 	\$
URGENT CARE	Medium-High	Extended evening and weekend hours	All Doctor on Demand treatable conditions, plus: <ul style="list-style-type: none"> • Accidents, sprains and strains • Bleeding/minor cuts • Minor fractures like fingers and toes 	\$-\$
EMERGENCY ROOM/ CALL 911	High	24/7 availability	Any serious or life-threatening emergencies, including: <ul style="list-style-type: none"> • Chest pain or pressure • Uncontrolled bleeding • Coughing or vomiting blood • Difficulty breathing • Sudden dizziness, weakness, or vision changes • Severe injuries, burns, or pain • Severe vomiting or diarrhea • Changes in mental status, such as confusion • Feeling suicidal or other mental health crises 	\$\$\$

Still not sure where to go?

BeWell 24/7SM can help. Free for State of Iowa and Wellmark[®] Blue Cross[®] and Blue Shield[®] members, BeWell 24/7 can tell you where to go for care, answer questions about symptoms and medications, and help you find doctors in your network.



Call BeWell 24/7, day or night. 844-84-BEWELL

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