

## Sick or Injured? Now What? A Comprehensive Guide on Where to Get Care



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Illness and injury are never convenient and often happen without warning. When these situations occur, you may feel unsure where to go for care, especially if the symptoms seem severe. Fortunately, with State of Iowa health coverage, you have a number of options available to you.

First, it is important to note: If you believe you are facing an actual emergency don't hesitate to call 9-1-1 and get to a hospital right away. For those less clear cut situations, here is a guide to help get you to the right place for treatment.

### **BeWell 24/7<sup>SM</sup>**

Sometimes you just need a quick answer to a health question. With Be Well 24/7, you can call any time - day or night, seven days a week, 365 days a year - to ask a trained professional basic health questions and address concerns such as:

- Your symptoms
- Medications and side effects
- Reliable self-care home treatments
- When to go to your doctor
- When to go to the hospital emergency department

Best of all, BeWell 24/7<sup>SM</sup> is a free resource to you. Call 844-84-BeWell (842-3955).

### **Doctor On Demand<sup>TM</sup>**

Doctor On Demand is a new benefit allowing you and your family members to visit a doctor on your smartphone or tablet from almost anywhere. Speak with a board-certified physician who can treat the most common medical conditions and prescribe medication if needed.

The copay for a visit with Doctor On Demand is \$10 for most State of Iowa employees.

#### **Getting started is easy:**

1. Download the Doctor On Demand app or visit [DoctorOnDemand.com](http://DoctorOnDemand.com).
2. Have your Wellmark member ID card ready.
3. Create an account or sign in and follow the instructions from there.

### **Your Doctor's Office**

Same-day appointments are available at most doctor's offices. Your primary care doctor knows your health history, including what treatments have worked best in the past and whether you have other medical conditions to take into consideration. Even after hours, you can call most doctor's offices to chat about your symptoms. It may be as simple as scheduling an appointment - whether that same day or the next. If they think you need treatment sooner, they will let you know.

With Iowa Choice and National Choice, the copay for a visit to your Primary Care Practitioner (PCP) is \$15.

### **Urgent Care Clinics**

Urgent care clinics help fill a vital gap when you become sick or injured, but your regular doctor is not available and you can't wait for an appointment. Urgent care centers are same-day clinics handling a variety of medical problems needing quick attention but not considered true emergencies. If it turns out you are having a true medical emergency, the urgent care staff will arrange for you to go the emergency department.

With Iowa Choice and National Choice, the copay for a visit to an urgent care clinic is \$15.

### **Hospital Emergency Departments**

Hospital emergency departments (EDs) provide medical care at any time, day or night. However, unlike urgent care clinics, they are equipped and staffed for the most complex or critical care needs. EDs are set up to focus on medical emergencies or when you feel a delay in care could negatively impact your health.

With Iowa Choice and National Choice, the copay for an ED visit is \$100.

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Knowing where to go for care when an unexpected illness or injury hits can help you get the right services and it will most likely save you valuable time and money in the process.