










Access to Care

Know Your Options and Save

Nine out of 10 trips to the emergency room are unnecessary.

By selecting the right care option, you can save time and money. Your Primary Care Provider (PCP) should always be your first choice for care, but when he or she is unavailable, your Healthfirst plan covers several alternatives.

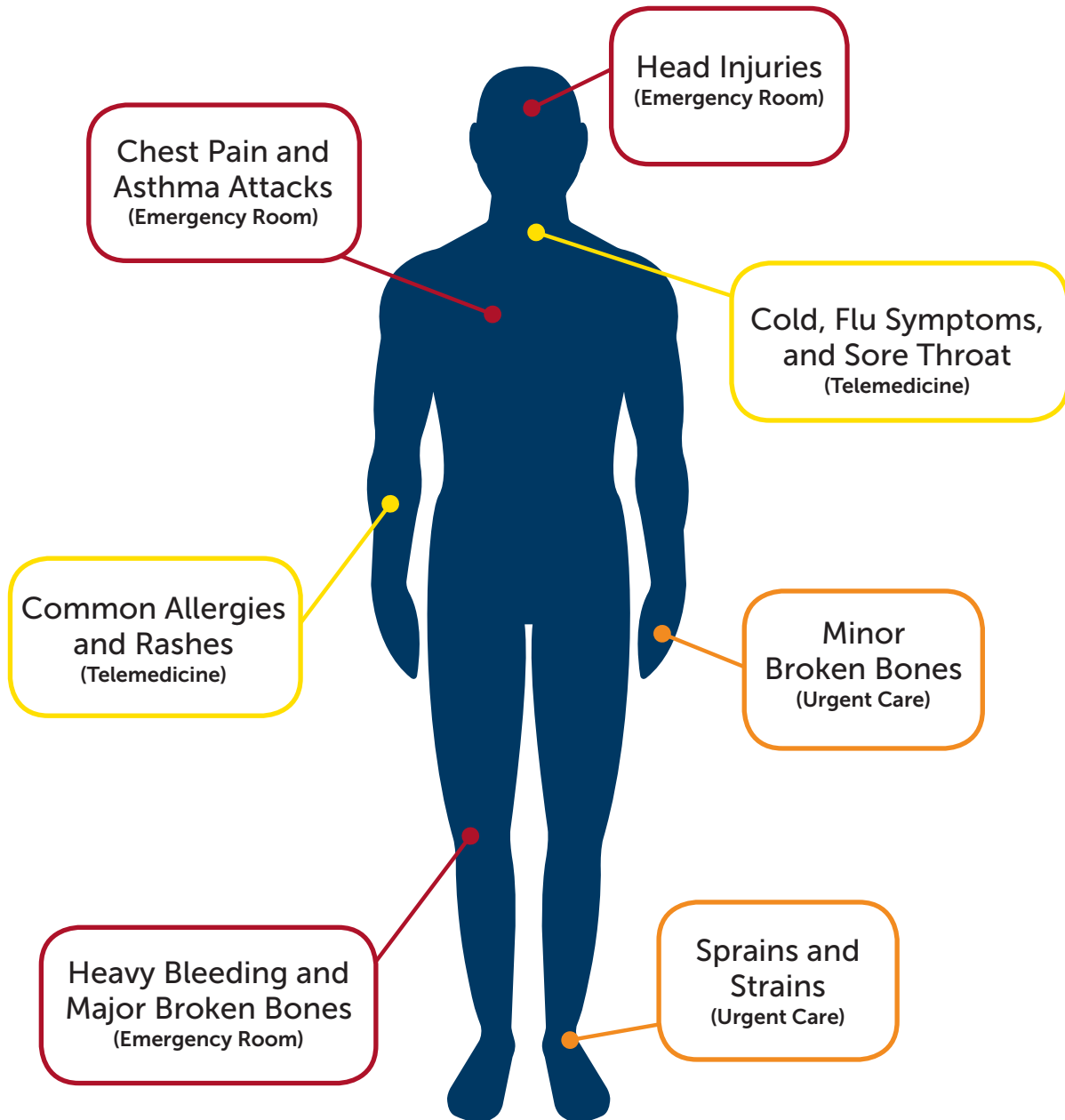
Use the chart below to learn about each option.

Care Option	Description	Typical Cost	Typical Wait Time	Examples
Telemedicine* 	Convenient care by phone or video chat for non-emergency situations; available 24/7 from anywhere 	\$0–\$	0–10 mins 	<ul style="list-style-type: none"> ▪ Cold and flu symptoms ▪ Common allergies and rashes ▪ Urinary tract infections ▪ Prescription refills
Urgent Care 	Immediate walk-in care for non-emergency situations; available nights, weekends, and holidays 	\$–\$\$	0–30 mins 	<ul style="list-style-type: none"> ▪ Sprains and strains ▪ Minor broken bones ▪ Minor infections
Emergency Room 	Immediate care for serious or life-threatening conditions; available 24/7 	\$\$\$\$	0–3+ hrs 	<ul style="list-style-type: none"> ▪ Heavy bleeding ▪ Severe head injuries ▪ Loss of consciousness ▪ Asthma attacks ▪ Chest pain ▪ Major broken bones

*Telemedicine services provided through Teladoc. Excludes Bronze level plans for Healthfirst Pro and Healthfirst Pro Plus.

To learn more about your care options and search in-network locations, visit [HFDocFinder.org](https://www.healthfirst.com/HFDocFinder.org).

By selecting the appropriate care option, you can help keep your healthcare costs down.



Sources:

"Wait Time for Treatment in Hospital Emergency Departments: 2009," CDC.gov. Accessed April 20, 2018.
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<https://www.advisory.com/Daily-Briefing/2012/12/04/Member-Asks>

"9 out of 10 New York hospital emergency room visits unnecessary," FierceHealthcare.com. Accessed April 20, 2018.
<https://www.fiercehealthcare.com/healthcare/9-out-10-new-york-hospital-emergency-room-visits-unnecessary>

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