

Where to Go for Care

YOUR SYMPTOMS

WHERE TO GO

MINOR CONDITIONS

- ▶ Sore throat
- ▶ Ear infections
- ▶ Pink eye
- ▶ Fever

ROUTINE CARE

- ▶ Anxiety
- ▶ Depression
- ▶ PTSD
- ▶ Eating disorders

ROUTINE CARE

- ▶ Preventive exams
- ▶ Chronic conditions
- ▶ Immunizations

URGENT CONDITIONS

- ▶ Minor burns and sprains
- ▶ Minor cuts and rashes
- ▶ Minor fractures

EMERGENCIES

- ▶ Heart attack
- ▶ Stroke
- ▶ Head trauma

MADDY VIRTUAL CARE: 24/7 VIRTUAL VISITS FOR URGENT MEDICAL CARE

Virtual visits with **Maddy Virtual Care** allow you to have a video visit with a board-certified doctor using your smartphone, tablet or computer. Doctors can answer questions, diagnose and prescribe medications for minor urgent health concerns such as ear infections, rashes and fevers.

MADDY VIRTUAL CARE: BEHAVIORAL HEALTH

You can schedule behavioral health appointments on your smartphone, tablet or computer. Online therapy and psychiatry allows you to see a psychologist, therapist or psychiatrist from the privacy of your own home. Typically, visits can be scheduled within one week, or as little as 24 hours.

PRIMARY CARE

Developing a relationship with a primary care provider (PCP) is an important part of managing your healthcare. Go to WEAtrust.com/Find-a-Doc to search for a primary care provider in our network.

URGENT CARE CENTER

Urgent care centers are best for issues that need same-day attention but do not put you in immediate danger. Your out-of-pocket costs will be lower if you use an in-network urgent care center.

EMERGENCY DEPARTMENT

For serious medical problems that require immediate help, go to an emergency department (ED). Given the high costs of most EDs, you should only use one for true emergencies like chest pain, abdominal pain, falls, numbness and disorientation.

STILL NOT SURE WHERE TO GO?

- ▶ For unknown medical issues, doctors on Maddy Virtual Care can help you determine if it's appropriate to go to urgent care or even the emergency room. If Maddy Virtual Care doctors can't treat you, they will often reimburse you for any copayment amount you paid toward the visit. Please contact the Maddy Virtual Care, powered by Amwell, Customer Service Team (855.818.3627) if you have questions about reimbursement.
- ▶ For chronic concerns or diseases that last more than three months, or more serious mental health conditions, a specialist may be appropriate. Start with your Primary Care Provider (PCP)—they may refer you to see a specialist.