

# Where to go for care

## YOUR SYMPTOMS

## WHERE TO GO

### MINOR CONDITIONS:

- ▶ Sore throat
- ▶ Ear infections
- ▶ Pinkeye

### ROUTINE CARE:

- ▶ Mental health conditions, like anxiety or depression

### ROUTINE CARE:

- ▶ Preventive exams & checkups
- ▶ Chronic conditions
- ▶ Immunizations

### URGENT CONDITIONS :

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

### EMERGENCIES:

- ▶ Heart attack
- ▶ Stroke
- ▶ Head trauma

### 24 / 7 AMWELL E-VISITS:

Amwell allows you to have a video visit with a board-certified doctor using your smartphone, tablet or computer. Doctors on Amwell can answer questions, diagnose and prescribe medications. Amwell is also available over the phone.

### AMWELL ONLINE THERAPY:

You can schedule therapy appointments on your smartphone, tablet or computer. Therapists on Amwell will address your condition through a 45-minute talk therapy session with follow-up visits if necessary.

### PRIMARY CARE:

Developing a relationship with a primary care doctor is an important part of managing your healthcare. Go to [WEAtrust.com/find-a-doc](https://www.wetrust.com/find-a-doc) to search for a primary care doctor 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 a Network urgent care.

### EMERGENCY ROOM:

For serious medical problems that require immediate help, go to an emergency room. Given the high costs of most ERs, 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 Amwell can help you determine if it's appropriate to go to urgent care or even the emergency room. If Amwell can't treat you, they will often reimburse you for any copayment amount you paid toward the visit. Please contact Amwell Customer Service (1-855-818-DOCS) 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—they may refer you to see a specialist.