







Get the right care, right when you need it

Here's where to go based on symptoms, location, cost, and hours of operation.

Virtual Health	\$	 <p>Access online for at-home treatment of common symptoms:</p>	Cold and flu Earaches Sinus infections Mental health: Talk therapy and psychiatry	Access 24/7 via My Highmark
Doctor's Office*	\$\$	 or  <p>Access online or in-person for routine checkups and chronic conditions:</p>	Ear, throat, and urinary tract infections Stomach issues Diabetes Mental health: Talk therapy and psychiatry	Business hours (generally)
Urgent Care*	\$\$\$	 or  <p>Access online or in-person for urgent conditions that are <u>not</u> life-threatening:</p>	Sprains and strains Asthma/breathing conditions Flu or cold with fever Moderate allergic reactions and rashes	Mornings, evenings, and weekends
Emergency Room (ER)	\$\$\$\$	 <p>Access in-person for serious or life-threatening problems:</p>	Difficulty breathing Uncontrolled bleeding Severe injury Mental health: Severe depression and suicidal thoughts	Open 24/7

* Many doctor and urgent care offices offer virtual visits. Talk to your provider about the options they have available.

If you believe you are having a medical emergency and you need immediate treatment, go directly to any hospital emergency room or call 911