

Where to Go For Care

Telemedicine, in-office, urgent care or the ER?

You need health care, but where should you go? Your GuideStone® health coverage provides five basic options. See which one is right for you.

	Telemedicine (Teladoc®)	Primary Care Physician	Urgent Care	Hospital-based ER	Freestanding ER ²
Some Common Conditions	Cold and flu	Regular health screenings	Sprains and strains	Persistent chest pain	Sudden, severe headache
	Bronchitis	Regular health checkups	Sports injuries	Difficulty speaking, altered mental status	Fever in a newborn baby
	Allergies	Fever without a rash	Cuts that require stitches	Sudden or unexplained loss of consciousness	Severe pain
Why Visit	The convenient choice	The in-office choice	The urgent and after-hours choice	The emergency choice	The emergency choice
Cost	\$	\$\$	\$\$\$	\$\$\$\$\$	\$\$\$\$\$
Hours	24/7/365	Weekdays only (typically)	8 a.m.—9 p.m. daily (typically)	24/7/365	24/7/365
Wait time	15-minute call-back time	By appointment only	Varies depending on demand. Online check-in may be an option	Could wait hours before seeing a doctor	Generally shorter wait times than a hospital-based emergency room

¹High Deductible Health Plan (HDHP) members are required to pay the full consultation fee until they have met their deductible/co-insurance requirements. Teladoc Mental Health benefits are not available on Secure Health plans. ²Freestanding emergency rooms generally do not accept patients delivered via ambulance. Remember, if you are facing a lifethreatening situation, always go to the hospital-based emergency room first.