











Care from Anywhere				
Non-Emergency				
Care Options	 <b>Anthem's NurseLine</b> Talk with a registered nurse any time, day or night.	 <b>Symptom Checker and Virtual Text</b> Answer a few questions about how you're feeling and then visit a doctor over text.	 <b>Virtual Visit With A Provider (LiveHealth Online)</b> Video visit with a doctor, therapist, psychiatrist or lactation consultant.	 <b>Virtual Primary Care</b> Receive guidance for non-emergency care virtually.
When to Use:	<ul style="list-style-type: none"> <li>• Get answers to your health questions</li> <li>• Decide where to go for care</li> <li>• Find providers in your area</li> </ul>	<ul style="list-style-type: none"> <li>• Acute care (cold, flu, sore throat, sinus infections, minor injuries, or rashes)</li> <li>• Allergies</li> <li>• Back pain</li> <li>• Earaches</li> <li>• Eye/sinus infections</li> <li>• Mild asthma</li> <li>• Sprains</li> </ul>	<ul style="list-style-type: none"> <li>• Acute care (cold, flu, sore throat, sinus infections, minor injuries, or rashes)</li> </ul> Specialties: <ul style="list-style-type: none"> <li>• Anxiety/ Depression</li> <li>• Stress management</li> <li>• Allergy specialist</li> <li>• Dermatology</li> <li>• Sleep specialist</li> <li>• Lactation consultant</li> </ul>	<ul style="list-style-type: none"> <li>• Acute care (cold, flu, sore throat, sinus infections, minor injuries, or rashes)</li> <li>• Chronic condition management (heart disease, diabetes, arthritis, etc.)</li> <li>• Routine care (wellness check-ins/ prescription refills)</li> </ul>
How to Access	 1-800-337-4770	 Sydney Health Mobile App Text 'SYDHEALTH' to 268436 for a link to download the app.		

Care from Anywhere				
	Non-Emergency	Urgent	Emergency	
Care Options	 <b>Primary Care Physician (PCP)</b> Receive guidance for non-emergency care.	 <b>Retail Health Clinic</b> Receive care for minor injuries or illnesses at walk-in clinics located in certain drug stores and major retailers.	 <b>Urgent Care Center</b> Receive care for serious, but not life-threatening situations, imaging, X-ray and lab services.	 <b>Emergency Room (ER)</b> Receive care for emergencies that can permanently impair or endanger your life.
When to Use:	<ul style="list-style-type: none"> <li>• Acute care (cold, flu, sore throat, sinus infections, minor injuries, or rashes)</li> <li>• Chronic condition management (heart disease, diabetes, arthritis, etc.)</li> <li>• Routine care (wellness check-ins &amp; prescription refills)</li> <li>• Urgent care may be available by appointment</li> <li>• Vaccinations &amp; injections</li> </ul>	<ul style="list-style-type: none"> <li>• Acute care (cold, flu, sore throat, sinus infections, minor injuries, or rashes)</li> <li>• Allergies</li> <li>• Ear infections</li> <li>• Eye/sinus infections</li> <li>• Insect bites</li> <li>• Mild skin conditions</li> <li>• Respiratory infections</li> <li>• Urinary tract infections</li> <li>• Vaccinations</li> </ul>	<ul style="list-style-type: none"> <li>• Cough, pneumonia, and asthma</li> <li>• Cuts that require stitches</li> <li>• Flu and bronchitis</li> <li>• Minor burns</li> <li>• Neck and lower back pain</li> <li>• Skin, eye, ear, nose, throat, and genital infections</li> <li>• Sprain and small fractures</li> <li>• Stomach pain, vomiting, and diarrhea</li> </ul>	<ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Major bone break</li> <li>• Severe abdominal pain</li> <li>• Severe allergic reactions</li> <li>• Severe head injury</li> <li>• Trouble breathing</li> <li>• Uncontrollable bleeding</li> <li>• Symptoms that may put your life at risk</li> </ul>
How to Access	By appointment only	Walk-in or by appointment	Walk-in or by appointment	Walk-in