

Content 3 Ways

**TOPIC: ER Avoidance with virtual and in-home care options**

**Instructions**

Copy and paste the below content that works best for the way you want your employees to receive the information. The content is presented 3 ways:

1. **Long:** Designed for your employee newsletter or email
2. **Medium:** Ready for your employee website or as a brief reminder
3. **Short:** Great for an employee text message or your employee television

*Premera does not authorize any changes to text, unless specifically identified in the document. Employers will be solely responsible for all consequences due to any unauthorized changes made to the provided templates.*

**1. Long**:

For your employee newsletter or email

Avoid costly ER visits with these convenient care options

Urgent health concerns can arise day or night, and it can be stressful not knowing how to find care. You might think that a visit to your local emergency room is your only option. As a Premera member, you have access to convenient, affordable, same-day medical care options that don’t require hours of waiting in a busy emergency room.

24-Hour NurseLine: If you need advice, quick answers, or help deciding if you need immediate care, call the free Premera 24-hour NurseLine at the number on the back of your ID card to speak with a registered nurse.

Virtual care**:** Get quick access to convenient, high-quality medical care 24/7 via phone, text, or video from the comfort of home with the Premera MyCare app. Find in-network, board-certified doctors, therapists, and other specialists when you download the app. Download the Premera MyCare app now from [Apple Store](https://apps.apple.com/us/app/premera-mycare/id1522382403) or [Google Play](https://play.google.com/store/apps/details?id=com.premera.mycare).

Urgent care: Use Premera’s Find a Doctor tool to locate an urgent care center close to your home or current location. Urgent care clinics offer care for health concerns like ear infections, flu symptoms, or injuries.

How to use the tool

* Sign in to your member account at [premera.com](https://www.premera.com/sign-in)
* Go to Find Care and then Find a Doctor
* Click the blue search your network button
* Select current location or enter your city, state, or ZIP code
* Search for urgent care center

You can also use the Find a Doctor tool on the go by downloading the Premera mobile app. Download the app now from [Apple Store](https://apps.apple.com/app/id1139271535) or [Google Play](https://play.google.com/store/apps/details?id=com.premera.android&referrer=utm_campaign%3Dadb_acq_v3%26utm_source%3Dadb_acq_v3%26utm_content%3D2906744987be3705c6dbb36e2a39ec3a10bd85db).

DispatchHealth: Care that’s delivered directly to you. DispatchHealth arrives at your home with everything needed to treat your illness or injury. They can treat anything an urgent care center can, including serious health concerns like urinary tract infections, pneumonia, dehydration, respiratory infections, sprains, strains, and more. Find out what conditions DispatchHealth treats [here](https://www.dispatchhealth.com/what-we-treat/).

DispatchHealth is in-network with Premera and delivers care to your home for the same out-of-pocket cost as a visit to an in-network urgent care clinic. Cost shares are collected at the time of visit.

DispatchHealth is available 7 days a week from 8 a.m. to 10 p.m., including weekends and holidays. Check the [location map](https://www.dispatchhealth.com/locations/) to see if DispatchHealth is available near you. Call 855-354-8961 or visit [dispatchhealth.com](file://MLTPCFS21/Shared/Marketing/Group_Member_Communications/10.%20B%27link/Dispatch%20Health/SECOND%20DRAFTS/dispatchhealth.com) to book an appointment.

Emergency Room**:** Emergency room visits cost the most and should be used for emergencies, such as severe abdominal pain, shortness of breath, sudden numbness, loss of consciousness, or significant injuries.

If your condition is life- or disability-threatening, call 911 or head to your nearest emergency room.

*DispatchHealth shouldn’t be used in a life-threatening emergency and doesn’t replace your primary care provider.*

**2. Medium**:

For your employee website or as a brief reminder

Avoid costly ER visits with these convenient care options

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Check the [location map](https://www.dispatchhealth.com/locations/) to see if DispatchHealth is available near you. For more information or to book an appointment, call 855-354-8961 or visit [dispatchhealth.com](file://MLTPCFS21/Shared/Marketing/Group_Member_Communications/10.%20B%27link/Dispatch%20Health/SECOND%20DRAFTS/dispatchhealth.com).

If your condition is life- or disability-threatening, call 911 or head to your nearest emergency room.

*DispatchHealth should not be used in a life-threatening emergency and does not replace a primary care provider.*

**3. Short**:

For an employee text message or your employee television

Avoid the ER next time you need care. Visit [premera.com](https://www.premera.com/visitor/virtual-care) for more information about the 24-Hour NurseLine, virtual care with [Premera MyCare](https://www.premera.com/visitor/go-mobile), or at-home urgent care with [DispatchHealth](https://www.dispatchhealth.com/).