

ER Alternatives

Member engagement message blurbs

Harvard Pilgrim covers you for convenient and cost-efficient options when you need care but it's not life threatening. 56% of all ER visits are avoidable according to NEHI, the New England Health Institute. Talk to your PCP about the care you need, and learn more at **harvardpilgrim.org**.

We can all count on minor illnesses and accidents to strike when they are least expected! There are times when care is needed right away, but it's not life threatening. Your PCP is a great start, and you are covered for virtual visits through Doctor On Demand to save time and money—no matter where you live or work.

When it's not life-threatening, you have options! Your first and best move is to call your PCP. Harvard Pilgrim members can also visit urgent care centers and convenience care centers to save time and money. Or, have a virtual visit through Doctor On Demand. Harvard Pilgrim is here to support you no matter where you live or work.

The math adds up! Your cost sharing amounts for PCP visits, virtual visits, and convenience or urgent care clinics will typically be much lower than for an ER visit. The wait time will most likely be shorter, as well. Harvard Pilgrim is here to help you know your options when it comes to care that is needed now, but it's not life-threatening.

With Doctor On Demand, you can see a board-certified doctor for a virtual video visit within minutes—using a smartphone, tablet or computer. It's as easy as going to **doctorondemand.com** or downloading the free app in the App Store or Google Play to sign up.

It's easy to find alternatives to the ER when it's not a true emergency. Talk to your PCP about the care that is best for you, and visit **harvardpilgrim.org** to find urgent care and convenience care clinics close to home and work.