

Where to go for care when it's not an emergency

When you need care, and it's not an emergency, you have options. The emergency room can be costly, and you could wait a long time before you are seen. Depending on the care you need, your doctor's office, an urgent care center, or virtual visits are a few of the choices available to you. Certain care options are open on the weekend and have extended hours during the week, others are available 24/7.

Use the guide below to help you make the right choice.

Remember, if you have a medical emergency, always call 911 or go to the emergency room immediately.

Options for the care you need

Care access	Care type	Average cost	Average wait time	Contact details
24/7 NurseLine	Phone line to registered nurses for general health questions and guidance on where to go for care	No cost	5 minutes ¹	800-337-4770
Sydney SM Health app	Mobile app for text and virtual visits about general health concerns and where to find care	No cost	10 minutes ²	Scan QR code below using your smartphone and download the app
Primary care doctor	In-office or virtual visits for general health concerns and routine exams	\$\$	18 minutes ³	anthem.com/find-care or our Sydney Health app
Urgent care center	Standalone center for urgent health concerns	\$\$\$	30 minutes ⁴	anthem.com/find-care or our Sydney Health app
Emergency room (ER)	Hospital emergency department for life-threatening health concerns	\$\$\$\$	4 hours ⁶	Call 911 or go to nearest ER

Costs are ranked according to the member's estimated out-of-pocket costs and average health plan copays (\$ = lower cost and \$\$\$ = higher cost). Care outside of your health plan's network may cost more out of pocket. Call the Member Services number on your ID card if you have questions about your plan.

Download the Sydney Health app and register to be ready when you want virtual care

You can have a video visit or real-time chat with a doctor 24/7. Mental health visits are also available by appointment.

How to download the Sydney Health app:

1. Scan the QR code using the camera on your smartphone.
2. Make sure the QR code is inside the box on your screen.
3. Tap the pop-up notification that appears.



1 24/7 NurseLine, internal data, 2021.

2 LiveHealth Online, internal data 2021.

3 Business Wire: 9th Annual Vitals Wait Time Report Released (accessed July 2021): businesswire.com.

4 Urgent Care Association: UCA 2019 Benchmarking Report (accessed July 2021): ucaaa.org.

5 Dispatch Health FAQ (accessed March 2022) dispatchhealth.com/faq

6 Harvard Business Review: To Reduce Emergency Room Wait Times, Tie Them to Payments (accessed July 2021): hbr.org.

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