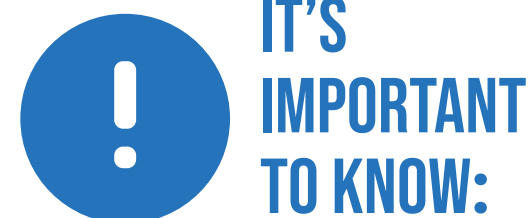


# YOU CAN SAFELY SEEK MEDICAL CARE. HERE'S HOW.

Amid the pandemic, many elective procedures and in-person well visits for adults have been temporarily canceled. But managing chronic conditions and getting emergency care is vital, and safe. And many routine visits can be done remotely. Use this chart for an overview of ways to seek care.

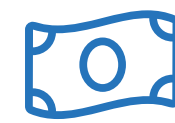
Type of care	Non-urgent and preventative care	Chronic conditions	Emergency
Example	Annual checkup, minor strains/pains, seasonal allergies, questions about the screenings, well child visits, dental care, and behavioral health issues like mild anxiety and insomnia	Diabetes, COPD, asthma, heart, kidney and liver disease; hypertension, cancer, and behavioral health conditions like depression, substance use treatment and psychoses	May include chest pain, trouble breathing, worsening belly pain, slurred speech, sudden muscle weakness or balance problems, fainting, heavy bleeding and behavioral health episodes where the person is a danger to themselves or others
What to do	<ul style="list-style-type: none"> <li>• Call your health care provider.</li> <li>• Behavioral health, medical and some dental care can be provided via a remote visit (phone, chat or video).</li> <li>• Some in-person care, like vaccinations for children and adults should continue. Contact your physician for information on how to receive vaccines safely.</li> <li>• Some routine exams can be conducted remotely, and others can be rescheduled by calling your doctor's office.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue regular contact with the health care provider who helps you manage your condition. Many routine visits for chronic conditions can be conducted remotely via phone or video.</li> <li>• Patients receiving dialysis, cancer treatment and other critical in-person treatments should keep appointments. Reschedule any cancelled appointments by calling your doctor's office</li> </ul>	<ul style="list-style-type: none"> <li>• Call 911 or go to the emergency room.</li> <li>• Hospitals have taken steps to reduce the risk of spreading coronavirus, and if you are having a medical emergency, the risks of staying home are far greater than the risks of going to the hospital.</li> </ul>



Health care providers have made changes and are taking precautions to improve the safety of in-person visits



Telehealth promotes physical distancing



Blue Cross Blue Shield of Massachusetts is waiving co-payment, co-insurance and deductible for all covered services provided by phone, chat, or telehealth for the duration of the state health emergency



Benefits and coverage vary. Check your plan at [bluecrossma.org](https://bluecrossma.org)