

WHERE TO GO

WHEN YOU NEED MEDICAL ATTENTION

Your Primary Care Physician (PCP) office is your Medical Home and is the first place to call with any health care needs and questions. Your physician has your history and is often able to help you.

PRIMARY CARE PHYSICIAN



Reasons to see your Primary Care Physician include:

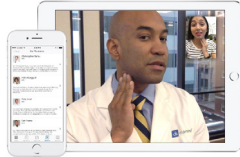
- Chronic Conditions like:*
- Hypertension/High Blood Pressure
 - Diabetes/High Blood Sugar
 - High Lipids/Cholesterol
 - Heart Disease
 - Arthritis
 - Depression

- Acute Conditions like:*
- Headache and/or fever
 - Urinary tract infection
 - Minor injuries
 - Low back pain

- Coordination of Care*
- After Hospital, Skilled Nursing Home or Home Health Discharge
 - After ER Evaluation

- Benefits of visiting PCP*
- Low copay for most plans
 - Medical history is available
 - Established relationship with your physician and clinical staff

DOCTOR ON DEMAND



Reasons to use a video visit with a physician include:

- Cough, cold or flu
- Minor strains & sprains
- Bronchitis & sinus infection
- Skin & eye issues
- Upset stomach
- Urinary tract/bladder infections
- Rashes
- Pediatric issues
- Psychological issues
- Visit with a licensed therapist

Benefits of using Doctor On Demand:

- Low copay and 24/7 hours
- Board certified physicians
- Licensed psychologists
- Use smartphone or tablet
- Available throughout U.S.
- Use when PCP/EHCC are unavailable to you

Download the app from the App Store on your smartphone or tablet today!

EXTENDED HOURS CARE CENTERS



Reasons to visit an EHCC include:

- Acute minor trauma
- Cough, cold or flu
- Strains & sprains
- Minor allergic reactions
- Immunizations
- Low back pain
- Placement of stitches for a cut/laceration
- Removal of stitches
- Urinary tract/bladder infections

Benefits of visiting an EHCC:

- Multiple locations in Volusia and Flagler Counties with physicians and advanced practitioners
- WorkForce Wellness rider is accepted
- Same-day appointments
- Shorter wait time
- Significant savings over ER

If your local FHCP Extended Hours Care Center is closed, please consider visiting the nearest FHCP participating Urgent Care Center.

EMERGENCY ROOM



Reasons to visit the Emergency Room include:

- Any life-threatening emergency
- Any severe illness or injury
- Unresponsiveness
- Chest pain
- Weakness on one side
- Inability to speak
- Spine or head injury
- Mental status change
- Difficulty breathing
- Uncontrolled bleeding
- Poisoning



FLORIDA HEALTH CARE PLANS
EXTENDED HOURS CARE CENTERS
 VOLUSIA/FLAGLER/ST. JOHNS COUNTY

**SOME REASONS TO VISIT
 EXTENDED HOURS CARE CENTERS**



vs.



**SOME REASONS TO VISIT
 THE EMERGENCY DEPARTMENT**

- | | | | |
|----------------------------|--|----------------------------------|-------------------------|
| - Acute minor trauma | - Low back pain | - Any life-threatening emergency | - Inability to speak |
| - Cough, cold or flu | - Placement of stitches for a cut/laceration | - Any severe illness or injury | - Spine or head injury |
| - Strains & sprains | - Removal of stitches | - Unresponsiveness | - Mental status change |
| - Minor allergic reactions | - Urinary tract/bladder infections | - Chest pain | - Difficulty breathing |
| - Immunizations | | - Weakness on one side | - Uncontrolled bleeding |
| | | | - Poisoning |

VISITING FHCP'S EXTENDED HOURS CARE CENTERS OVER THE EMERGENCY ROOM CAN SAVE YOU TIME & MONEY!

FHCP - Daytona Beach

350 N. Clyde Morris Blvd.
 Daytona Beach, FL 32114
386-238-3204

Mon - Fri: 7:00 a.m. - 7:00 p.m.
 Sat: 8:00 a.m. - Noon

CALL FHCP CENTRAL SCHEDULING AT
**386-676-7198 TO SCHEDULE AN APPOINTMENT
 AT ONE OF OUR FHCP FACILITIES**

Avoid unnecessary, costly Emergency Room visits, and save time by using an Extended Hours Care Center (EHCC). EHCC locations offer same-day appointments and are conveniently located throughout the community

FHCP - DeLand

937 N. Spring Garden Ave.
 Deland, FL 32720
386-736-1948

Mon - Fri: 7:00 a.m. - 7:00 p.m.
 Sat: 8:00 a.m. - Noon

Advanced Urgent Care-Port Orange

1690 Dunlawton Ave., Ste. 120
 Port Orange, FL 32127
386-271-2273

Mon - Fri: 7:00 a.m. - 10:00 p.m.
 Sat & Sun: 9:00 a.m. - 7:00 p.m.

For additional questions, please contact Member Services

Commercial Members: 386-615-4022 or 1-877-615-4022 (TTY: 1-800-955-8770). 8:00 a.m.- 8:00 p.m. local time, Monday-Friday.

FHCP - Edgewater

239 N. Ridgewood Ave.
 Edgewater, FL 32132
386-427-4868

Mon - Fri: 7:00 a.m. - 7:00 p.m.
 Sat: 8:00 a.m. - Noon

MediQuick Walk-in Clinic

140 Pinnacles Dr.
 Palm Coast, FL 32164
386-597-2829

Mon - Fri: 8:00 a.m. - 6:30 p.m.
 Sat: 8:00 a.m. - 5:30 p.m.
 Sun: 10:00 a.m. - 4:30 p.m.

Medicare members: 1-833-866-6559 (TTY: 1-800-955-8770), 8:00 a.m. - 8:00 p.m. local time, 7 days a week from October 1- March 31, except for Thanksgiving and Christmas. From April 1 - September 30, our hours are 8:00 a.m. - 8:00 p.m. local time, Monday-Friday.

FHCP - Orange City

2777 Enterprise Rd.
 Orange City, FL 32763
386-774-2550

Mon - Fri: 7:00 a.m. - 7:00 p.m.
 Sat: 8:00 a.m. - Noon

MediQuick Walk-in Clinic

6 Office Park Dr
 Palm Coast, FL 32137
386-401-5470

Mon - Fri: 8:00 a.m. - 7:30 p.m.
 Sat: 8:00 a.m. - 5:30 p.m.
 Sun: 8:00 a.m. - 2:30 p.m.

For a complete list of Urgent Care centers, please visit:

Commercial Members:

www.fhcp.com/providersearch

Medicare members:

www.fhcpmedicare.com/providersearch

FHCP - Ormond Beach

461 S. Nova Rd.
 Ormond Beach, FL 32174
386-671-4337

Mon - Fri: 7:00 a.m. - 7:00 p.m.
 Sat: 8:00 a.m. - Noon

CareFast+

110 Health Park Blvd.
 St. Augustine, FL 32086
904-823-3401

Mon - Fri: 8:00 a.m. - 8:00 p.m.
 Sat & Sun: 8:00 a.m. - 6:00 p.m.

FHCP - Port Orange

740 Dunlawton Avenue
 Port Orange, FL 32127
386-763-1000

Mon - Fri: 7:00 a.m. - 7:00 p.m.



HMO coverage is offered by Florida Blue Medicare, Inc., DBA FHCP Medicare, an Independent Licensee of the Blue Cross and Blue Shield Association. FHCP Medicare is administered by Florida Health Care Plan, Inc.

10131_ALL 0323R8

WE SEE HEALTH CARE FROM A DIFFERENT POINT OF VIEW - YOURS!

386-676-7110 | wellness@fhcp.com