

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

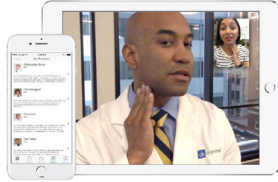
Coordination of Care

- 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 CENTER



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 Extended Hours Care Center:

- Multiple locations in Seminole County with physicians and advanced practitioners
- Same-day appointments
- Shorter wait time
- Significant savings over ER

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
 SEMINOLE COUNTY

**SOME REASONS TO VISIT
 EXTENDED HOURS CARE**



vs.



**SOME REASONS TO VISIT
 THE EMERGENCY DEPARTMENT**

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VISITING AN EXTENDED HOURS CARE CENTER OVER THE EMERGENCY ROOM CAN SAVE YOU TIME & MONEY!

Express Care Clinic

2650 W. State Rd. 434
 Longwood, FL 32779
 407-475-3366

Mon: 7:00 a.m. - 7:00 p.m.
 Tues - Thurs: 9:00 a.m. - 6:00 p.m.
 Fri: 8:00 a.m. - 7:00 p.m.
 Sat - Sun: 9:00 a.m. - 6:00 p.m.

Heathrow Urgent Care

920 International Pkwy, Ste. 1056
 Lake Mary, FL 32746
 407-804-9494

Mon - Fri: 9:00 a.m. - 7:00 p.m.
 Sat - Sun: 9:00 a.m. - 3:00 p.m.

Paramount Urgent Care - Casselberry

3950 S. US Hwy. 17/92, Ste. 1040
 Casselberry, FL 32707
 407-960-2188

Open 7 days a week:
 8:00 a.m. - 8:00 p.m.

Paramount Urgent Care - Oviedo

1984 Alafaya Trl., Ste. 1002
 Oviedo, FL 32765
 407-542-0346

Open 7 days a week:
 8:00 a.m. - 8:00 p.m.

Urgent Care of Longwood

450 W. State Rd. 434, Ste. 1010
 Longwood, FL 32750
 407-212-3000

Mon - Fri: 8:30 a.m. - 5:00 p.m.

Central Florida Pediatric Urgent Care

425 Hunt Club Blvd
 Suite 1001
 Apopka, FL 32703
 407 865-6564

Mon- Fri: 5:00 p.m. - 12:00 a.m.
 Sat & Sun: 12:00 p.m. - 12:00 a.m.

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.

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.

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.

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

Commercial Members:
www.fhcp.com/providersearch

Medicare members:
www.fhcpmedicare.com/providersearch



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.

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

386-676-7110 | wellness@fhcp.com