

After-Hours Care: What to Do When You Need Help Fast

Health problems don't always happen during the day. You might get sick at night, on the weekend, or during a holiday. When this happens, it can be hard to know where to go for help. Here are your options for getting care after hours.

Talk to a Nurse or Doctor Anytime

Your County health plans—Blue Shield, Kaiser, and Cigna—let you talk to a nurse or doctor by phone or video 24/7. This is a good choice if you have a common health issue like:

- COVID-19, cold, flu, or Respiratory Syncytial Virus (RSV) symptoms
- A urinary tract infection (UTI)
- Pink eye
- Other minor illnesses

These phone or video visits don't need an appointment. You can use your plan's app, website, or phone number on your ID card.

Blue Shield

- **NurseHelp 24/7:** Talk to a registered nurse anytime at no extra cost.
- **Teladoc Health (Medical):** Get 24/7 access to board-certified doctors for non-emergency medical concerns. Have phone or video visits with licensed mental health providers for members aged 13 and older.

Cigna

- **MDLIVE:** Get virtual care for minor illnesses or injuries anytime, guaranteed in English or Spanish. Some providers may speak additional languages, however availability isn't guaranteed.
- **Health Information Line:** Speak with a personal health advocate who can answer your questions.

Kaiser

- **Get Care Now:** Talk to a clinician anytime by phone or video with no appointment.
- **E-visit:** Answer a few questions online and get a care plan from a clinician, usually within 2 hours.

Urgent Care (When It's Not an Emergency)

Go to an urgent care center when your regular doctor is not available. Urgent care can save you time and money compared to the emergency room. It is for illnesses and injuries that need quick attention but are not life-threatening.

You can use urgent care for things like:

- Back pain
- Fevers
- Sprains or falls
- Rashes
- Small cuts or minor wounds

Urgent care centers often stay open later than regular doctor offices. Many are open on weekends and holidays. Some let you make an appointment, so you don't have to wait as long.

How to find urgent care near you:

- **Blue Shield:** Go to blueshieldca.com → Find a doctor → choose Blue Shield of California PPO Network → search for "Urgent Care Centers."
- **Cigna:** Use the MyCigna app or go to myCigna.com to find in-network urgent care.
- **Kaiser:** Use the Kaiser app or go to kp.org → All Care Options → Walk in urgent care → Find urgent care locations → View participating facilities.

You can also reach out to your health plan for assistance locating a nearby urgent care center.

Emergency Room (For Life-Threatening Problems)

Call 911 and get immediate medical care in an emergency room (ER) if you have a life-threatening emergency. This includes:

- Chest pain
- Trouble breathing
- Severe stomach pain
- Numbness or weakness on one side of your face or body
- Serious injuries like large cuts, heavy bleeding, broken bones, or dislocations

Women may have different signs of a heart attack, such as:

- Pain in the left shoulder, back, or jaw
- Nausea or vomiting
- Feeling very tired
- Shortness of breath

Pregnant women should go to the emergency room if they have cramping or bleeding. Babies younger than 30 days old should go to the ER if they have a fever.

Be prepared! Find your nearest in-network emergency room before you need it. Call your health plan to find the in-network emergency room nearest to you.

HEALTH PLAN CONTACT INFORMATION:

Blue Shield of California (Medical claims administrator for Wellwise and Sharewell Choice PPO Plans)

[Blueshieldca.com/oc](https://blueshieldca.com/oc)
1-888-235-1767

OptumRx (Pharmacy claims administrator for Wellwise and Sharewell Choice PPO Plans)

www.optumrx.com
1-800-573-3583

Cigna Choice and Select HMO Plans

Cigna.com/countyoforange
1-800-244-6224

Kaiser Choice HMO Plan

My.kp.org/oc
1-833-KP4CARE (1-833-574-2273)