



Non-Urgent Cases

For issues that **are not urgent**, such as:

- Cold or flu, rashes, sore throats
- Headache, stomachache, fever
- Allergies, coughs, sinus pain
- Bumps, bruises, sprains



Call Your Doctor's Office

If their office is closed, an on-call doctor may be able to help.

Need to choose a doctor? Visit [PacificSource.com/find-a-provider](https://www.pacificsource.com/find-a-provider) to search by name, specialty, location, and other attributes.

Note: You'll want to search for doctors who are in your provider network. You can find your network on your member ID.



See a Doctor by Phone or Video

Our telemedicine partner has a national network of board-certified physicians available on demand, day or night. They can address issues such as sinus pain, pink eye, bronchitis, allergies, flu, urinary tract infections, and other infections.

Visit [Teladoc.com](https://www.teladoc.com) or call **(855) 201-7488**.

Employer group members: Check with your employer to see if this benefit is available to you.



Call Our 24/7 NurseLine

Have a health-related question but don't need a doctor right away? You can speak with a registered nurse any time, around the clock. They can answer many common questions and guide you to appropriate care. This is a no-cost service for PacificSource members. Call **(855) 834-6150**.



Urgent, but not Life-threatening

If your situation is **serious but not life-threatening**, a call to your doctor's office is still a good idea. Even if they are closed, an on-call doctor may be able to help.

If your doctor is not available, urgent care centers can be a good option for:

- Cold or flu, bronchitis, sinus infection
- Strep throat, ear infection, vomiting
- Diarrhea, minor burns, cuts, or fractures



Urgent and Life-threatening

For medical problems that are **urgent and life-threatening**, call 911 or visit an emergency room right away. Examples include:

- Trouble breathing, choking, severe head injury
- Seizure, severe burns, poison ingestion
- Chest pain, stroke, heavy bleeding

It's a good idea to follow up with your doctor after visiting an urgent care or emergency facility.