










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

For non-urgent and preventative care

-  Annual checkup
-  Well child visits
-  Minor strains/pains
-  Dental care
-  Seasonal allergies
-  Mild anxiety and insomnia
-  Questions about the screenings

What to do

- Call your health care provider
- Behavioral health, medical and some dental care can be provided via a remote visit (phone, chat or video)
- Some in-person care, like vaccinations for children, should continue. Contact your pediatrician for information on how to receive vaccines safely.
- Some routine exams can be conducted remotely, and others can be rescheduled by calling your doctor's office.

It's important to know:



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://www.bluecrossma.org)










For chronic conditions

-  Diabetes
-  COPD
-  Asthma
-  Heart, kidney, and liver disease
-  Hypertension
-  Cancer
-  Behavioral health conditions like depression
-  Substance use treatment
-  Psychoses

What to do

- 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.
- Patients receiving dialysis, cancer treatment and other critical in-person treatments should keep appointments. Reschedule any cancelled appointments by calling your doctor's office.

For emergencies

-  Chest pain
-  Trouble breathing
-  Worsening belly pain
-  Slurred speech
-  Sudden muscle weakness
-  Balance problems
-  Fainting
-  Heavy bleeding
-  Behavioral health episodes where the person is a danger to themselves or others

What to do

- Call 911 or go to the emergency room.
- 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.