

# How's A PERSONAL HEALTH RECORD my health?

PUBLISHED BY



# What does The Women's Fund for Health Education and Resiliency do?

The Women's Fund is a non-profit organization that has been active in women's health since 1979, and we provide health education to the community free of charge. Our services include curriculum-based health classes, publications, health education events and one time educational sessions. We want all the Greater Houston area women and girls to have the tools they need to be advocates for their health, so we can be a community of healthy and resilient women.

WHAT ABOUT ME? The What about me? book is intended for girls 10 to 16. It is a resource with accurate information that girls can use to answer specific questions and refer to as needed about issues they may be going through. We hope that mothers and daughters will sit down and talk about the issues addressed in this book.

WHAT ARE THE FACTS? It is vital that woman remain aware of the ongoing changes occurring in medicine. We hope readers find What are the facts? to be a source of timely information and inspiration for healthier lifestyles.

WHICH WEIGH? A road map to a healthy lifestyle for you and your family. This guide is written in a simple easy-to-follow, step-by-step manner. It is designed to be an accurate and helpful resource for understanding why and how adults and children gain weight and for making good choices that will allow you and your family members to achieve and maintain a healthy weight.

For more information about our programs or publications, or if you are interested in becoming a member, please contact:



Phone: 713-623-6543 www.thewomensfund.org

This publication is generously sponsored by



#### Health Notes

#### Health Management begins with YOU!

Complete medical records are beneficial to physicians in caring for their patients. The Harris County Medical Society encourages the use of this book as an effective way to collect and maintain a patient's medical records.

This booklet is designed to be a simple, effective way to take charge of your health history and the history of your family members. You will have the information you need readily available and so will your family.

This book is designed to be a recording tool. The frequency of various tests and procedures should be agreed upon by you and your physician. You may keep records for your children and spouse. Encourage your children to take an active part in their own record keeping when they become old enough to do so.

The Women's Fund is grateful for the efforts of Ann Brinkerhoff, former Chairman of The Women's Fund Board of Trustees, for her insight in recognizing the need for this publication and for serving as its editor.

For information about additional copies go to: www.thewomensfund.org

#### A message from Dr. Bob Morrow

Southeast Market President, Blue Cross and Blue Shield of Texas

Blue Cross and Blue Shield of Texas (BCBSTX) knows health care coverage in Texas — we invented it. We're Texas born and bred, and this is the only place we do business. We have been around for nearly 90 years, and the cross and shield have come to represent the most experienced health care coverage organization in the state and the nation. Our mission is still focused on providing financially sound health care coverage to as many Texans as possible.

For us, giving back to the Texas communities we serve is a major priority. Our signature program is the Caring Foundation of Texas' Care Vans. Since 1997, BCBSTX has served as the foundation's statewide sponsor covering all administrative costs. Since the Care Vans' launch 20 years ago, nearly 860,000 children have received more than 1.3 million immunizations at no cost – a significant contribution to public health in Texas as it is estimated that every dollar spent on immunizations saves \$18.40 in health care costs. The mobile outreach program delivers immunizations across the state at day care centers, schools and other community locations that are convenient for families. Please refer to pagse 46-47 for information about the Care Van Program and resources in your community.

At BCBSTX, we also believe in transparency and education. Many Texans don't understand their options when faced with an unanticipated health issue that might involve a visit to an emergency room (ER). Unfortunately, making the wrong choice can result in a bill more painful than the health issue. But a little

education goes a long way in helping you understand your options to avoid an ER visit and a potentially costly bill. We included a helpful guide on pagse 48-49 to help you understand your options and choosing the most appropriate place to go for care.

As the oldest and largest health insurer in the state providing benefits to more than 5 million members, we believe in the value of a healthy Texas. Chronic diseases and conditions including heart disease, stroke, cancer, diabetes, obesity and arthritis are among the most common, costly – and preventable – of all health problems. Many of these preventable conditions are wreaking havoc on the health of Texans.

From my many years as a family physician, I would constantly tell my patients, "The best way to manage a disease is to not get one in the first place!"

Prevention and being an empowered patient are essential in your health journey. That's why the tools in this book are a great resource for all Texans to take control of your health by tracking all of your important health information.



# Personal Information

Name		
Address		
City	State	Zip
Home Phone		
SS#	Driver's License#	
Marital Status   Marrie	d 🗌 Divorced 🗎 Widow/er	☐ Single (Check One)
Current Employer		
Address		
	State	
Business Phone		
Spouse's Name		
	State	
Business Phone		
	Driver's License#	
Current Employer		
	State	Zip
Business Phone		

#### Insurance

# Primary Medical Insurance Co. Company Name City\_\_\_\_\_ State\_\_\_\_ Zip \_\_\_\_\_ Business Phone \_\_\_\_\_ Group#\_\_\_\_\_\_ Policy# \_\_\_\_\_ Secondary Medical Insurance Co. Company Name\_\_\_\_ City\_\_\_\_\_State\_\_\_\_Zip\_\_\_\_ Business Phone \_\_\_\_ Group#\_\_\_\_\_Policy#\_\_\_\_\_ **Pharmacy Information** Company Name\_\_\_\_\_ Address\_\_\_\_\_ City\_\_\_\_\_\_ State\_\_\_\_\_ Zip \_\_\_\_\_

Business Phone

# **Statistics**

Name				<del></del>
Date of Birth				
Place of Birth				
Special Circumstances of Birth(premature, Caesarian, twin, etc.)				
Blood Type				<del> </del>
Allergies/Sensitivities to Medications	S			
Medications:	Reaction	ո:		
Ex. Penicillin	Ex. Rash, I	hives, itchy ey	esetc.	
Other Allergies(dust, food, plants, etc.)				
Primary Care Physician				<del> </del>
Address	Phor	ne		
In an emergency contact:				
Address				
City	State		Zip	
Yes No Did yo Do you smoke?	u ever smoke?	How much?	How long?	Date Quit
	Yes No	How much?	How often?	Date Quit
Do you drink alcoholic beverages?				
Did you ever drink alcohol on a daily	basis?			

# Past Employment

#### Illness/Injury

Name of Employer		
Type of Business		
Location of Job		
Job Description		
Dates of Employment		
Exposure to Harmful Substance	/Foreign Disease(s)	
Work-Related Illness/Injury		
Name of Employer		
Type of Business		
Location of Job		
Job Description		
Dates of Employment	Beginning	Ending
Exposure to Hazardous Materia		
Work Related Illness/Injury		

# **Health History**

### Major Illnesses

Check if yes	Name	Date	Age
	Anemia or Blood Disease		
	Appendicitis		
	Asthma		
	Cancer		
	Breast		
	Colon		
	Leukemia		
	Lung		
	Lymphoma		
	Prostate		
	Skin		
	Testicular		
	Thyroid		
	Chicken Pox		
	Chronic Lung/Breathing Problems		
	Circulatory Disease		
	Diabetes		
	Emphysema		
	Endometriosis		
	Epilepsy/Seizures		
	Gall Bladder Disease		
	Heart Disease or Murmur		
	Hepatitis or Jaundice		
	High Blood Pressure (Hypertension)		
	HIV/AIDS		
	Influenza (Flu)		
	Kidney or Bladder Disease		

# Health History

### Major Illnesses

Check if yes	Name	Date	Age
	Malaria		
	Measles (Rubella, Roseola, Rubeola)		
	Meningitis		
	Mononucleosis (Mono)		
	Pneumonia or Pleurisy		
	Rheumatic Fever		
	Scarlet Fever		
	Sexually Transmitted Infections (Gonorrhea, Chlamydia)		
	Stroke or Paralysis		
	Syphillis		
	Thyroid Disease or Goiter		
	Whooping Cough (Pertussis)		
	Other:		

# **Immunizations**

Name	Date	Age
Chicken Pox		
Tdap "Diptheria,Tetanus, Pertussis"		
Hepatitis A		
Hepatitis B		
Hlb Vaccine "Hemophilus b"		
HPV Human Papilloma Virus		
Influenza (Flu)		
Meningococcal		
MCV4		
MENB		
MMR "Measles, Mumps, Rubella"		
Mumps		
Pneumonia		
PVC 13		
PPSV 23		
Polio		
Shingles		
Smallpox		
TB Skin Test		
Tetanus, Diphtheria		
Side Effects:		

Always ask your care provider about immunization.

# Gynecological

Age at onset of menstruation				
Present length of cycle in days				
Present regularity of cycle	:			
Onset of menopause				
Symptoms of menopause				
PMS Symptoms (check all that apply)	Swollen Breasts			
	Fluid Retention			
	Anxiety or Tensio	n		
Present birth control method				
Previous birth control method(s)			Date	Туре
Number of times you have been pregnant				
Number of living children				
Number of full-term deliveries				
Number of premature deliveries				
Number of Abortions?				
Number of Miscarriages?				
Cause(s) of miscarriage				
Problems during pregnancy				

# Family History Brothers and Sisters

Name		
Relationship		
Date of Birth	Date of Death	
Cause of Death		
Noteworthy Physical or Mental Condi	itions	
Name		
Relationship		
Date of Birth	Date of Death	
Cause of Death		
Noteworthy Physical or Mental Condi	itions	
Name		
Relationship		
Date of Birth	Date of Death	
Cause of Death		
Noteworthy Physical or Mental Condi	itions	
Name	<del> </del>	
Relationship		
Date of Birth		
Cause of Death		
Noteworthy Physical or Mental Condi	itions	

# Family History Children

Name		
Date of Birth	SS #	
Type of Delivery		
Multigenerational Physical Traits		
(obesity, color blindness, sickle cell anemi	a, etc.)	
Name		
Date of Birth	SS #	
Type of Delivery		· · · · · · · · · · · · · · · · · · ·
Multigenerational Physical Traits		
(obesity, color blindness, sickle cell anemi	a, etc.)	
Name		
Date of Birth		
Type of Delivery		
Multigenerational Physical Traits		
(obesity, color blindness, sickle cell anemi	a, etc.)	
Name		
Date of Birth	SS #	
Type of Delivery		
Multigenerational Physical Traits		<del> </del>
(obesity, color blindness, sickle cell anemi	a, etc.)	

# Family History

#### Mother

My Mother's Name		
	Date of Death	
Cause of		
Her Mother's Name (My Grandmother)		
Date of Birth	Date of Death	Age at Death
Cause of		
Method of Treatment		
Major Illness and Mental		
(substance abuse, alcohol a		
Her Father's Name (My Grandfather)		
Date of Birth	Date of Death	Age at Death
Cause of		

# Family History

#### Father

My Father's Name		
Date of Birth	Date of Death	Age at Death
Cause of		
Major Medical Problems		
Method of Treatment		
Major Illness and Mental (substance abuse, alcohol		
His Mother's Name		
(My Grandmother)		
Date of Birth	Date of Death	Age at Death
Cause of		
Major Medical Problems		
Method of Treatment		
(substance abuse, alcohol		
His Father's Name(My Grandfather)		
Date of Birth	Date of Death	Age at Death
Cause of		

Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instructions	<b>::</b>		
Name			
Date		4	
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instructions	<b>:</b> :		

N4 1:	C		n
Medication	Strength	How often taken	Doctor/Reason
ide Effects:			
Special Instructi	ons:		
	ons:		
Special Instructi			
Special Instructi			
Special Instructi Name Date			Doctor/Reason
ipecial Instructi Name		How often taken	Doctor/Reason
Special Instructi Name Date			Doctor/Reason
Special Instructi Name Date			Doctor/Reason
Special Instructi			Doctor/Reason
Special Instructi Name Date			Doctor/Reason

Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instructions	<b>::</b>		
Name			
Date		4	
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instructions	<b>:</b> :		

Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
C: da F#a ata.			
Side Effects:			
Special Instruction	ons:		
Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
Side Effects:		<u> </u>	
Special Instruction			

Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instruction	s:		
Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instruction	s:		

N4 1:	C		n
Medication	Strength	How often taken	Doctor/Reason
ide Effects:			
Special Instructi	ons:		
	ons:		
Special Instructi			
Special Instructi			
Special Instructi Name Date			Doctor/Reason
ipecial Instructi Name		How often taken	Doctor/Reason
Special Instructi Name Date			Doctor/Reason
Special Instructi Name Date			Doctor/Reason
Special Instructi			Doctor/Reason
Special Instructi Name Date			Doctor/Reason

#### Over the Counter

Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instructions	s:		
Name			
Date			1
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instructions	s:		

#### Over the Counter

Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
Side Effects:			
Special Instructio	ns:		
Name			
Date			
Medication	Strength	How often taken	Doctor/Reason
Side Effects:	1	1	
Special Instruction	nc.		

# **Doctor Visits**

Doctor visits of	
Doctor visits of	
DOCTOL AIRIES OF	

Doctor	Specialty	Reason for visit	Date	Date Range Seen

# **Medical Information**

Medical Information of

Date	Doctor	Weight	Blood pressure	Pulse Rate	Cholesterol	HDL	IDL	Teriglycerides

# **Doctor Visits**

Doctor	Specialty	Reason for visit	Date	Date Range Seen

# **Medical Information**

Medical Information of

Date	Doctor	Weight	Blood pressure	Pulse Rate	Cholesterol	HDL	IDL	Teriglycerides

Medical History of	
Date	Test/Procedure
Hospital/Clinic	
Date	Test/Procedure
Hospital/Clinic	
Date	Test/Procedure
Hospital/Clinic	
Date	Test/Procedure
Hospital/Clinic	
	· · · · · · · · · · · · · · · · · · ·
Date	Test/Procedure

Medical History of _	
Date	Test/Procedure
Date	Test/Procedure
Hospital/Clinic	
Date	Test/Procedure
Hospital/Clinic	
Date	Test/Procedure
Hospital/Clinic	
Physician	
Results	
Date	Test/Procedure
Hospital/Clinic	
Results	

Medical History of	
Date	Test/Procedure
Hospital/Clinic	
Date	Test/Procedure
Hospital/Clinic	
Date	Test/Procedure
Hospital/Clinic	
Date	Test/Procedure
Hospital/Clinic	
	· · · · · · · · · · · · · · · · · · ·
Date	Test/Procedure

Medical History of	
	Test/Procedure
Results	
Date	Test/Procedure
	<del>-</del>
Date	Test/Procedure
Hospital/Clinic	
Physician	
Date	Test/Procedure
Date	Test/Procedure
Hospital/Clinic	
Results	

# Surgery

Name:		
Date	Reason	
Hospital	Surgeon	
Anesthesia		
Blood Products Received		
Date	Reason	
Hospital	Surgeon	
Anesthesia		
Length of Recovery/Com	ments	
Date	Reason	
Hospital	Surgeon	
Anesthesia		
Date	Reason	
Length of Recovery/Com		

# Hospitalizations

Name:		
Date	Reason	
Hospital	Surgeon	
Anesthesia		
Blood Products Received		
Date	Reason	
Hospital	Surgeon	
Anesthesia		
Length of Recovery/Com	ments	
Date	Reason	
Hospital	Surgeon	
Anesthesia		
Date	Reason	
Length of Recovery/Com		

# **Examinations**

Eye

Eye	Examinations of:	

Date	Physician	Vision L	Vision R	Recommendation (s)

# **Examinations**

Hearing

Hearing Examinations of:	
--------------------------	--

Date	Physician	Left Ear	Right Ear	Recommendation (s)
			6	(-)

# Examinations

## Dental

Dental Examinations of:				

Date	Dentist	Procedure	X-ray	Comments
		l		l

# Health Notes

Health Notes of:					

Date	Sign/Symptom Noticed

# Questions

Date	Question	What prompted question?
3/15	Example: Will eating bananas help my leg cramps?	Example: Article in "Family Circle Magazine"

# Health Care Providers

Name		
	Specialty	
Name		
Phone	Specialty	
Name		
	Specialty	
Name		
Address		
	Specialty	
Name		
Address		
	Specialty	
Name		
	Specialty	
Name		
Address		
Phone	Specialty	

# Health Care

## Spending Records

Date	Type of Service/ Provider	Paid for by Primary Insurance	Paid for by Secondary Insurance	Not Covered by Insurance

# Health Care

## Spending Records

Date	Type of Service/ Provider	Paid for by Primary Insurance	Paid for by Secondary Insurance	Not Covered by Insurance

# Appendix A

## Blood Pressure Categories

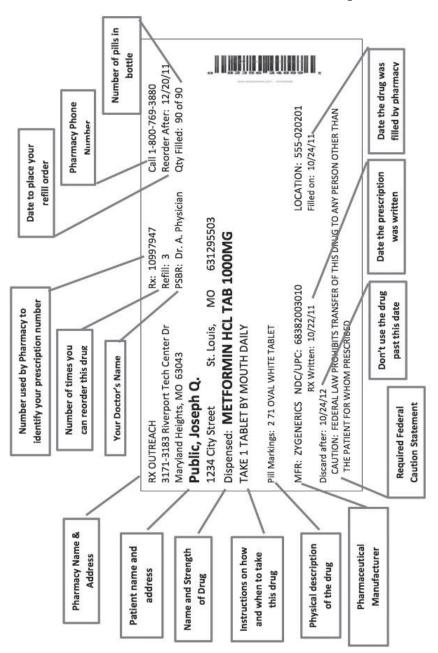
Blood Pressure Categories (American Heart Association)

Blood Pressure Category	Systolic mm Hg (upper number)		Diastolic mm Hg (lower number)
Normal	Less than 120	And	Less than 80
Elevated	120-129	And	Less than 80
High Blood Pressure (Hypertension) Stage I	130-139	Or	80-89
High Blood Pressure (Hypertension) Stage 2	140 or higher	Ō	90 or higher
Hypertensive Crisis (consult your doctor immediately)	Higher than 180	And/ Or	Higher than 120

Target	Desirable - Less than 200 Borderline - 200 – 239 Greater than - 240 – High Risk	Greater than 60 or above - Low risk of heart disease Near optimal - 40 – 60 Less than 40 or below – High risk of heart disease	Less than 100 or below – Low risk of heart disease	Less than 150 or below – Low risk of heart disease
Screening	Cholesterol (total)	HDL (High Density Lipo-protein)	LDL (Low Density Lipo-protein)	Triglycerides

# Appendix B

## How to Read a Prescription Label





# Immunizations: What You Need to Know

## Information brought to you by the Caring Foundation of Texas<sup>SM</sup>

Vaccines are recommended for children, teens, and adults based on different factors like age, health conditions, lifestyle, jobs, and travel. The Centers for Disease Control and Prevention (CDC) and other medical experts update vaccine recommendations every year based on the latest research and science.

Immunization is important because it not only protects the person who gets the vaccine, but also helps to keep diseases from spreading to others, like family members, neighbors, classmates, and others in your communities. Most parents today have never seen first-hand the devastating consequences that vaccine-preventable diseases have on a child, a family, or community. Protecting your child's health and safety is very important. That's why most parents choose immunization — it's a powerful defense that's safe, proven, and effective.

Vaccines aren't just for kids. They can help adults stay healthy too — especially if they have health conditions. Even if you got all your vaccines as a child, the protection from some vaccines can wear off over time. Adults with chronic conditions like asthma/COPD, heart disease, and diabetes are more likely to get complications from certain diseases. Getting sick is not fun at any age — and for adults it can mean medical bills, missed work, and not being able to take care of family.

You can even make sure your baby is born with protection by getting vaccinated when you are pregnant. When you get vaccinated while pregnant, you aren't just protecting yourself—

you are passing some protection on to your baby in the first few months of life when they are too young to build immunity on their own. CDC recommends you get whooping cough and flu vaccines during each pregnancy to help protect yourself and your developing baby.

Vaccine-preventable diseases can be very serious, may require hospitalization, or even be deadly — especially in infants and young children. Yet because of cost or access to care, thousands of children living in Texas will go without medical care and the immunizations needed to prevent serious disease; the same holds true for dental care. However, the Care Van® Program is here to help!

Through mobile outreach, the Texas Care Van® Program virtually eliminates financial and geographic barriers to health care access. In collaboration with schools and community organizations serving as host sites, the program offers free immunizations, dental screenings (in targeted regions) and health education.

Recently, the Caring Foundation launched a maternal immunization initiative to help provide pertussis and influenza vaccines to expectant mothers 19 years or older. These vaccines may help protect mothers and unborn children from vaccine-preventable diseases such as whopping cough and flu. Additionally, immunization services will be extended to grandparents visiting outreach clinics, providing flu and Tdap (tetanus and pertussis) vaccines to senior adults. These vaccines may help protect senior adults and the children they care for from vaccine-preventable diseases. To learn more about the Caring Foundation of Texas or Care Van® Program, visit <a href="https://www.carevan.org">www.carevan.org</a> or call 800-258-KIDS.

Talk to your doctor to make sure you are up to date on the vaccines that are right for you.



# Appendix C

## Immunization Recommendations

Figure 1. Recommended immunization schedule for adults aged 19 years or older by age group. United States, 2018

No recommendation

Recommended for adults with other indications

Recommended for adults who meet the age requirement, lack documentation of vaccination, or lack evidence of past infection



# Appendix C

No recommendation

Contraindicated

Recommended for adults with other

indications

age requirement, lack documentation of vaccination, or lack evidence of past infection

Recommended for adults who meet the

# Immunization Recommendations by Health Condition

Men who have sex with men<sup>6,8,9</sup> This figure should be reviewed with the accompanying footnotes. This figure and the footnotes describe indications for which vaccines, if not previously administered, should be administered unless noted otherwise. 2 or 3 doses through age 26 yrs Figure 2. Recommended immunization schedule for adults aged 19 years or older by medical condition and other indications, United States, 2018 Health care personnel349 1, 2, or 3 doses depending on indication Diabetes7,9 2 or 3 doses depending on vaccine 1 or 2 doses depending on indication, then booster every 5 yrs if risk remains Chronic liver disease<sup>7-9</sup> 2 or 3 doses through age 26 yrs 2 or 3 doses through age 21 yrs 2 doses RZV at age ≥50 yrs (preferred) 3 doses .... Or dose Tdap, then Td booster every 10 yrs 1 or 2 doses depending on indication Asplenia, End-stage renal Heart or complement disease, on lung disease, deficiencies<sup>7,10,11</sup> hemodialysis<sup>7,3</sup> alcoholism<sup>7</sup> 1 dose ZVL at age ≥60 yrs 2 or 3 doses depending on vaccine 1 dose annually 2 doses 1 dose 1 dose CD4+ count (cells/µL)<sup>3-7,9-10</sup> <200 ≥200 3 doses through age 26 yrs 3 doses through age 26 yrs compromised (excluding HIV infection)<sup>3-7,11</sup> 3 doses HSCT recipients only contraindicated contraindicated contraindicated Pregnancy¹<sup>-6</sup> 1 dose Tdap each pregnancy RZV<sup>5</sup>(preferred) HPV-Female<sup>6</sup> Vaccine Tdap<sup>2</sup> or Td<sup>2</sup> Men ACWY10 HPV-Male<sup>6</sup> Influenza or ..... PPSV237 MenB<sup>10</sup> PCV137 HepA<sup>8</sup> HepB<sub>9</sub> MMR<sup>3</sup> VAR<sup>4</sup> ZVL<sup>5</sup> Hib





## **Using SmartER Care<sup>SM</sup> Options**

If you aren't having an emergency, knowing where to go for medical care may save you on cost and time.

You have choices for where you get non-emergency care — what we call SmartER Care options. Try these places instead of the emergency room (ER). Plus, when you visit in-network providers, you may pay less for care. Visit the "Control Costs with SmartER Care" web page at bcbstx.com for more details.

#### **NEED ADVICE?**

The 24/7 Bilingual Nurseline can help you identify some options. Nurses are available at 800-581-0393, 24 hours a day, seven days a week, to answer your health questions. The 24/7 Bilingual Nurseline may not be available with all plans. Check your benefits booklet for details.

	SYMPTOMS*			
		Virtual Visits	Average Cost	Average Wait
<b>♣</b>	Allergies     Cold/Flu     Depression	You may be able to have a live doctor visit by phone, online video or mobile app for non-emergency medical and behavioral health care. 12  24 hours a day, 7 days a week	\$	<b>20</b> Minutes
	Fever, colds and flu     Sore throat     Stomach ache	Doctor's Office		Average Wait
		Talk to the person who knows you and your medical history.		
		Office hours may vary		
	Infections     Minor injuries or pain     Sore and strep throat	Retail Clinic		Average Wait
		Use for non-emergency care when you can't see your doctor.	¢	15
		Hours based on retail store hours	Þ	Minutes
7	Cuts that need stitches     Migraines or headaches     Back pain     Sprains or strains     Animal bites or rashes     Tolerable pain	Urgent Care		Average Wait
		Visit when it's not an emergency, but needs immediate attention.	<b>¢</b> ¢	16-24
		Generally includes evening, weekend and holiday hours	фф	Minutes
	Heart problems, heart attack     Chest pain, stroke     Breathing problems     Heavy bleeding     Broken bones     Sudden or severe pain	Emergency Room	Average Cost	Average Wait
		Use for life-threatening symptoms.		4 Hours
		Open 24 hours, 7 days a week	\$\$\$	7 Minutes

<sup>\*</sup>Note: These examples are not inclusive of all symptoms and health issues

#### WHAT IS AN EMERGENCY?

Life happens. One minute you're making dinner and the next you slice your finger. Luckily, your health care coverage puts you in control of your care — and your costs. You have choices when it comes to choosing care. Just because your finger is hurt doesn't mean you need to go to the emergency room (ER). And in some cases, if you do go to the ER, your visit may not be covered. This means you could end up paying part or all of the bill.

Knowing what is - and isn't - an emergency can help you plan for the unexpected.



### When the ER Should be Used

You should go to the ER for life-threatening symptoms, such as:

Heart problems

Breathing problems

Heavy bleeding

Broken bones

Severe pain

#### When the ER Shouldn't be Used

You have choices other than the ER for health concerns like:

Colds and sore throat

Ear or sinus pain

Rashes

Cuts that don't need stitches

Constipation

Tolerable pain

#### FREESTANDING EMERGENCY ROOM OR URGENT CARE

Knowing whether to go freestanding ERs or urgent care centers can be tricky. While they may seem like the same thing, they do have different buildings and visit charges.

#### Freestanding ERs:

- Will have the word "Emergency" in the name or on the building
- Charge emergency room rates, even if the care you need is minor
- · Are mostly out-of-network, so you may get a bill for the amount that your health care plan doesn't cover

Knowing this may help you decide where to get care for health concerns or life-threatening emergencies.

#### NEED HELP DECIDING WHERE TO GO FOR CARE?

Use Provider Finder® at bcbstx.com to find a network provider or call the Customer Service number on the back of your member ID card. If you need emergency care, call 911 or seek help from any doctor or hospital right away.

Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for datails. Non-emergency medical service in Idaho, Montana and New Mexico is limited to interactive audicivideo (video only), along with the ability to prescribe. Non-emergency medical service in Arkansas is limited to interactive audicivideo (video only), along with the ability to prescribe. Behavioral health service is limited to interactive audicivideo (video only), along with the ability to prescribe. Behavioral health service is limited to interactive audicivideo (video only), along with the ability to prescribe in all states. Service availability depends on location at the time of consultation.

Virsul voits, powerd by MDLVE, may not be available on all plans. Virsul voits are subject to the terms and conditions of your benefit plan, including benefits, limitations, and exclusions. MDLVE operates subject to state regulations and may not be available in certain states. MDLVE is not an insurance product or a prescription MBITM can be completed to a prescription MBITM can be available in certain states. MDLVE is not an insurance product or a prescription MBITM can be available in considerable substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential flor abuse. MDLIVE physicians reserve the right to deny care for potential floral so of services.

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<sup>1</sup> Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your cellular data or internet service provider's plan for details

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"The Women's Fund for Health Education and Research is a 501 (c) (3) non-profit organization whose mission is to provide Houston area women and girls with the tools they need to be advocates for their health"



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