# AED INITIATIVE DIRECT MAIL



Firstname Lastname 1234 Anywhere Street Tacoma, WA. 98105 Regence complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of the case, color, national confint, age, disability, sex, gender identity or sexual onientation. ATEKOLOV: si habis español, tiene a outiguis age, disability, sex, gender identity or sexual uniguistros. ATEKS sexual sexual disability of sexual manual sexual disability and sexual sexual

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It's important to be prepared

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# Did you know that 30% of ER visits could've been treated somewhere else?

The ERs in Tacoma have been busy. But many people go to the ER for things that don't require emergency care. With the long waits and expensive costs at the ER, it's important to know that there are other ways to get care that can save you time and money.

When you have conditions like acute upper respiratory infections—the most common diagnosis in Tacoma ERs—consider going to an urgent care clinic or having an urgent care visit at home. Look inside to learn about all of your on-demand care options.



### On-demand care

You're not feeling well and your doctor's office is closed. Should you go to urgent care? The ER? Wait it out? It's hard to know what to do. With these on-demand care options, you can get the care you need right away.

Nurse line For questions about common health issues and whether you should see a doctor, call Regence Advice24. Nurses will help you decide what to do, and calls are free and confidential.	Virtual visit Meet with a doctor over the phone or video, from the comfort of home. Even get a prescription sent to your pharmacy.	Urgent care clinic Choose an urgent care center if you need more immediate, in-person attention, especially after hours. Plus, urgent care costs a lot less than the ER.	In-home urgent care Have a team of trained medical professionals from DispatchHealth come right to you. Availability depends on your health plan and where you live.	Emergency room  If you're experiencing life-threatening symptoms, go to the ER. Doctors there are specially trained to treat critical health needs.
Available 24/7	Available 24/7	Hours vary by location	Hours vary by location	Available 24/7
Average wait time Short	Average wait time Short	Average wait time Moderate	Average wait time Moderate	Average wait time Long
Average cost None	Average cost Low	Average cost Moderate	Average cost Moderate	Average cost High
Consider for Cold & flu Fever Minor burns	Consider for Allergies Depression & anxiety Cold & flu UTIs	Consider for Allergies Cold & flu Fever Minor burns	Consider for Cuts & lacerations Infections Nausea & vomiting Sprains & strains	Consider for Chest pain Major burns Shortness of breath Uncontrolled bleeding
How to connect Call 1-XXX-XXXX.	How to connect Sign in to your regence.com account and look for Doctor On Demand under Covered Services > Resources	How to connect Sign in to your regence.com account and select Find care > Find a provider > Medical	How to connect Sign in at regence. com and look for DispatchHealth under Covered Services > Resources, or call DispatchHealth at 1-833-652-0539.	How to connect Sign in to your regence.com account and select Find care > Find a provider > Medical

## Fill out your "Know where to go" card No one likes to think about a health issue before it happens, but

It's important to be prepared. Complete the rest of the information on your "Know where to go" card by signing in to your account at regence.com. Go to Find care to see the care options available to you. From here, you can also use our provider search tool to locate nearby urgent care clinics and ERs in your network.





#### Know where to go (and who to call)

Keep this information handy, so you always know your options.

Regence Advice24 nurse line: 1-XXX-XXXX

24/7 virtual care: Doctor On Demand (access through

 $\textbf{DispatchHealth (in-home urgent care):} \ 1-833-652-0539$ 

Urgent care clinic:

Emergency room:



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#### Regence AED Campaign Tri-Fold Mailer Mock-Up

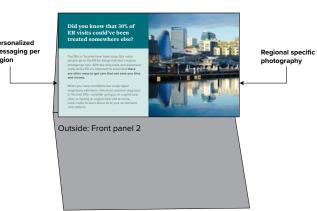
Panel size: h=5.5" x w=9.5" Total trimmed dimensions: h=16.5" x w=9.5"



#### Outside: Front panel 1



#### Outside: Back panel



#### Inside

