






Know where to go for care

Type of care location	Examples of health issues			Average cost
 24/7 eVisits Online questionnaire reviewed by BSW's provider team within one hour.	<ul style="list-style-type: none"> • Asthma medication refill • Cold sore • Cold, sinus infection or flu • Eczema 	<ul style="list-style-type: none"> • EpiPen refill • Eye stye • Female bladder infection • Motion sickness • Nail conditions 	<ul style="list-style-type: none"> • Pink eye • Seasonal allergies • Skin irritations • Swimmer's ear • Vaginal yeast infections 	\$0 for those enrolled in most BSW medical plans <ul style="list-style-type: none"> • BSW Health Plan members must link insurance in MyBSWHealth account
 24/7 video visit Your first choice for a variety of common and low-acuity conditions. Use your mobile device or computer to connect with BSW's provider team.	<ul style="list-style-type: none"> • Acid reflux • Common adult female problems • COVID-19 • Eye, ear and mouth pain 	<ul style="list-style-type: none"> • Flu prevention/travel medications • Lower back pain • Minor headache • Respiratory infections and allergies 	<ul style="list-style-type: none"> • Skin and nail problems • Sprains and strains • Stomach concerns 	 Usual primary care copays apply
 Primary care clinic When it's not an emergency and doesn't fit the criteria of a video visit.	<ul style="list-style-type: none"> • Acne • Allergies • Asthma • Bladder infection • Cold • Dehydration • Earache • Flu 	<ul style="list-style-type: none"> • Headaches • Managing chronic conditions: <ul style="list-style-type: none"> • Diabetes • High blood pressure • Pink eye • Preventive health 	<ul style="list-style-type: none"> • Quitting tobacco • Sinus infection • Sore throat • Sprains • Stomach concerns • Well-woman exams • Yeast infection 	 Usual primary care copays apply
 Urgent care When a non-life-threatening issue needs immediate attention.	<ul style="list-style-type: none"> • Back pain • Cold • Dehydration 	<ul style="list-style-type: none"> • Escalating symptoms for chronic conditions: <ul style="list-style-type: none"> • Diabetes • High blood pressure 	<ul style="list-style-type: none"> • Minor burns and cuts • Minor eye injuries 	 Urgent care copays apply at traditional urgent care locations
 Emergency room Any condition you believe to be life-threatening.	<ul style="list-style-type: none"> • Chest pain • Deep cuts or wounds • Difficulty breathing 	<ul style="list-style-type: none"> • Poisoning, overdoses and suicidal behavior • Severe abdominal pain, coughing or vomiting blood 	<ul style="list-style-type: none"> • Severe burns • Severe head injuries • Sudden loss of balance, vision change, facial droop, arm or leg weakness 	 Hospital average cost  Stand-alone average cost