

## When you need medical care, call your primary care doctor first

If you don't have an emergency, the last thing you'd probably want to do is sit and wait for hours in the emergency room (ER). You have other options where you'd probably get care quicker and pay less. Call your doctor and if he or she isn't available, you can still get help deciding where to get care.

### MDLIVE

SISC offers MDLIVE to all PPO members. MDLIVE gives you 24/7 access (including holidays) to doctors who can answer health-related questions by phone, online video or secure email. MDLIVE doctors may also prescribe medicines, if needed.

To use MDLIVE, call 1-888-632-2738 or go to [mdlive.com/sisc](http://mdlive.com/sisc). There's a \$5 consultation fee.

### Urgent care center or walk-in doctor's office

You don't need an appointment to get care from a doctor or health care professional in these facilities. Some are open at night and on weekends.



Call 911 or go to the ER if you think you could put your health at serious risk by delaying care.

## Your options for care

	MDLIVE	Urgent care center or walk-in doctor's office	ER
Copay	\$5 <sup>1</sup>	\$0	\$100 <sup>1</sup>
Average wait time	15-minute call back	15-45 minutes <sup>2</sup>	2-4 hours <sup>2</sup>
Allergies (minor)	☑	☑	
Cold, cough, sore throat	☑	☑	
Ear or sinus pain and fever	☑	☑	
Eye swelling, irritation, redness or pain	☑	☑	
Flu	☑	☑	
Headache (minor)	☑	☑	
Asthma (mild)		☑	
Bumps, cuts, scrapes		☑	
Nausea or vomiting		☑	
Rash		☑	
Sprains, strains		☑	
Numbness with slurred speech			☑
Poisoning			☑
Possible broken bones			☑
Severe chest pain			☑
Sudden loss of consciousness			☑
Uncontrolled bleeding			☑

## Urgent care or walk-in doctor's offices in your area

### Kern County

#### Accelerated Urgent Care

9710 Brimhall Rd.  
Bakersfield, CA 93312  
1-661-829-6747  
Daily 8 a.m.-9:30 p.m.

#### Accelerated Urgent Care

9500 Stockdale Hwy, Suite 100  
Bakersfield, CA 93311  
1-661-735-3943  
Daily 8 a.m.-8 p.m.

#### Accelerated Urgent Care

4871 White Lane  
Bakersfield, CA 93309  
1-661-832-1679  
Daily 8 a.m.-9 p.m.

#### Bakersfield Family

**Medical Urgent Care**  
4580 California Ave.  
Bakersfield, CA 93309  
1-661-846-4835  
Daily 8 a.m.-8 p.m.

#### Good Samaritan Urgent Care Center

(Premier Valley Medical Group)  
901 Olive Dr.  
Bakersfield, CA 93308  
1-661-399-4461  
Daily 8 a.m. to 12 a.m.

#### Heather Stone Medical Clinic

900 N Heritage Dr., Suite E  
Ridgecrest, CA 93555  
1-760-446-4571  
Mon-Fri, 8 a.m.-5 p.m.  
Sat, 8 a.m.-12 p.m.

#### Memorial Urgent Care

3838 San Dimas St., Suite B100  
Bakersfield, CA 93301  
1-661-326-8985  
Mon-Fri 7 a.m.-7 p.m.

#### Pedi Center - Pediatric Urgent Care

9900 Stockdale Hwy., Suite 105  
Bakersfield, CA 93311  
1-661-410-9500  
Daily 9 a.m.-9 p.m.

#### Proximity Urgent Care

9450 Ming Ave.  
Bakersfield, CA 93311  
1-661-587-2500  
Mon-Fri, 8 a.m.-9 p.m.  
Sat-Sun 8 a.m.-8 p.m.

#### Universal Urgent Care PC

2121 Niles St.  
Bakersfield, CA 93305  
1-661-325-1255

#### US Health Works

1800 Westwind Dr, Suite 301  
Bakersfield, CA 93301  
1-661-327-9617  
Mon-Fri, 8 a.m.-5 p.m.

This list was compiled as of October 20, 2017. For the most up-to-date list of providers in your plan, please go to [anthem.com/ca/sisc](http://anthem.com/ca/sisc) or call the Member Services number on your ID card.

1 For many members, deductibles and coinsurance may apply, which can make an even greater difference in the cost between an ER visit and other options for care. This is applicable for PPO members only.  
2 Urgent Care Locations website: [Urgent Care Locations website: Urgent Care Locations website](http://UrgentCareLocations.com) (accessed October 2017): [urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room](http://urgentcarelocations.com/urgent-care-101/faq/urgent-care-center-vs-emergency-room).