

# WHERE TO GO

## WHEN YOU NEED MEDICAL ATTENTION

Your Primary Care Physician (PCP) office is your Medical Home and is the first place to call with any health care needs and questions. Your physician has your history and is often able to help you.

### PRIMARY CARE PHYSICIAN



**Reasons to see your Primary Care Physician include:**

*Chronic Conditions like:*

- Hypertension/High Blood Pressure
- Diabetes/High Blood Sugar
- High Lipids/Cholesterol
- Heart Disease
- Arthritis
- Depression

*Acute Conditions like:*

- Headache and/or fever
- Urinary tract infection
- Minor injuries
- Low back pain

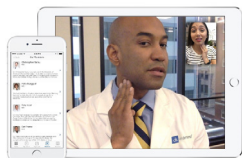
*Coordination of Care*

- After Hospital, Skilled Nursing Home or Home Health Discharge
- After ER Evaluation

*Benefits of visiting PCP*

- Low copay for most plans
- Medical history is available
- Established relationship with your physician and clinical staff

### DOCTOR ON DEMAND



**Reasons to use a video visit with a physician include:**

- Cough, cold or flu
- Minor strains & sprains
- Bronchitis & sinus infection
- Skin & eye issues
- Upset stomach
- Urinary tract/bladder infections
- Rashes
- Pediatric issues
- Psychological issues
- Visit with a licensed therapist

*Benefits of using Doctor On Demand:*

- Low copay and 24/7 hours
- Board certified physicians
- Licensed psychologists
- Use smartphone or tablet
- Available throughout U.S.
- Use when PCP/EHCC are unavailable to you

Download the app from the App Store on your smartphone or tablet today!

### EXTENDED HOURS CARE CENTERS



**Reasons to visit an EHCC include:**

- Acute minor trauma
- Cough, cold or flu
- Strains & sprains
- Minor allergic reactions
- Immunizations
- Low back pain
- Placement of stitches for a cut/laceration
- Removal of stitches
- Urinary tract/bladder infections

*Benefits of visiting an EHCC:*

- Multiple locations in Volusia and Flagler Counties with physicians and advanced practitioners
- WorkForce Wellness rider is accepted
- Same-day appointments
- Shorter wait time
- Significant savings over ER

*If your local FHCP Extended Hours Care Center is closed, please consider visiting the nearest FHCP participating Urgent Care Center.*

### EMERGENCY ROOM



**Reasons to visit the Emergency Room include:**

- Any life-threatening emergency
- Any severe illness or injury
- Unresponsiveness
- Chest pain
- Weakness on one side
- Inability to speak
- Spine or head injury
- Mental status change
- Difficulty breathing
- Uncontrolled bleeding
- Poisoning



# EXTENDED HOURS CARE CENTERS

VOLUSIA/FLAGLER/ST. JOHNS COUNTY

## SOME REASONS TO VISIT EXTENDED HOURS CARE CENTERS



vs.



## SOME REASONS TO VISIT THE EMERGENCY DEPARTMENT

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- Any severe illness or injury
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- Poisoning

**VISITING FHCP'S EXTENDED HOURS CARE CENTERS OVER THE EMERGENCY ROOM CAN SAVE YOU TIME & MONEY!**

### FHCP - Daytona Beach

350 N. Clyde Morris Blvd.  
Daytona Beach, FL 32114  
**386-238-3221**

Mon - Fri: 7:00 a.m. - 7:00 p.m.  
Sat: 8:00 a.m. - Noon

### FHCP - DeLand

937 N. Spring Garden Ave.  
DeLand, FL 32720  
**386-736-1948**

Mon - Fri: 7:00 a.m. - 7:00 p.m.  
Sat: 8:00 a.m. - Noon

### FHCP - Edgewater

239 N. Ridgewood Ave.  
Edgewater, FL 32132  
**386-427-4868**

Mon - Fri: 7:00 a.m. - 7:00 p.m.  
Sat: 8:00 a.m. - Noon

### FHCP - Orange City

2777 Enterprise Rd.  
Orange City, FL 32763  
**386-774-2550**

Mon - Fri: 7:00 a.m. - 7:00 p.m.  
Sat: 8:00 a.m. - Noon

### FHCP - Ormond Beach

461 S. Nova Rd.  
Ormond Beach, FL 32174  
**386-671-4337**

Mon - Fri: 7:00 a.m. - 7:00 p.m.  
Sat: 8:00 a.m. - Noon

### FHCP - Port Orange

740 Dunlawton Avenue  
Port Orange, FL 32127  
**386-763-1000**

Mon - Fri: 7:00 a.m. - 7:00 p.m.  
Sat: 8:00 a.m. - Noon

CALL FHCP CENTRAL SCHEDULING AT  
**386-676-7198 TO SCHEDULE AN APPOINTMENT  
AT ONE OF OUR FHCP FACILITIES**

### Advanced Urgent Care-Port Orange

1690 Dunlawton Ave., Ste. 120  
Port Orange, FL 32127  
**386-271-2273**

Mon- Fri: 7:00 a.m.- 10:00 p.m.  
Sat & Sun: 9:00 a.m.- 7:00 p.m.

### MediQuick Walk-in Clinic

140 Pinnacles Dr.  
Palm Coast, FL 32164  
**386-597-2829**

Mon - Fri: 8:00 a.m.- 6:30 p.m.  
Sat: 8:00 a.m.-5:30 p.m.  
Sun: 10:00 a.m.-4:30 p.m.

### MediQuick Walk-in Clinic

6 Office Park Dr  
Palm Coast, FL 32137  
**386-447-6615**

Mon - Fri: 8:00 a.m.- 7:30 p.m.  
Sat: 8:00 a.m.-5:30 p.m.  
Sun: 8:00 a.m.-2:30 p.m.

### CareFast+

110 Health Park Blvd.  
St. Augustine, FL 32086  
**904-823-3401**

Mon - Fri: 8:00 a.m.- 8:00 p.m.  
Sat & Sun: 8:00 a.m.- 6:00 p.m.

Avoid unnecessary, costly Emergency Room visits, and save time by using an Extended Hours Care Center (EHCC). EHCC locations offer same-day appointments and are conveniently located throughout the community

For additional questions, please contact Member Services

**Commercial Members:** 386-615-4022 or 1-877-615-4022 (TTY: 1-800-955-8770).

8:00 a.m.- 8:00 p.m. local time, Monday-Friday.

**Medicare members:** 1-833-866-6559 (TTY: 1-800-955-8770), 8:00 a.m.- 8:00 p.m. local time, 7 days a week from October 1- March 31, except for Thanksgiving and Christmas. From April 1 – September 30, our hours are 8:00 a.m.- 8:00 p.m. local time, Monday-Friday.

For a complete list of Urgent Care centers, please visit:

**Commercial Members:**

[www.fhcp.com/providersearch](http://www.fhcp.com/providersearch)

**Medicare members:**

[www.fhcpmedicare.com/providersearch](http://www.fhcpmedicare.com/providersearch)



HMO coverage is offered by Florida Blue Medicare, Inc., DBA FHCP Medicare, an Independent Licensee of the Blue Cross and Blue Shield Association. FHCP Medicare is administered by Florida Health Care Plan, Inc.

**WE SEE HEALTH CARE FROM A DIFFERENT POINT OF VIEW - YOURS!**

386-676-7110 | [wellness@fhcp.com](mailto:wellness@fhcp.com)

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