



Patty Nguyen, On-Site Representative  
(813) 794-2492  
(727) 774-2492  
(352) 524-2492  
Patricia.Nguyen@floridablue.com

July 7, 2021

## AN ALTERNATIVE TO HIGH-COST EMERGENCY ROOMS

Save time and money. You have an additional alternative to going to the Emergency Room. The new facilities are called, Guidewell Emergency Medicine Doctors. These facilities include technology and medical staff associated with hospital emergency rooms but with the convenience and lower cost of an urgent care clinic.

Here are some Q&A's regarding Guidewell Emergency Medicine Doctors.

Dear Patty,

**Q:** How many Guidewell Emergency Medicine Doctors locations are there in the Tampa Bay area?

**A:** There are currently 5 locations. Below is a list of the locations:

- **West Tampa**  
4748 N. Dale Mabry Hwy.  
Tampa, FL 33614  
813-576-0099
- **University Area**  
2330 E. Fletcher Ave.  
Tampa, FL 33612  
813-733-0911



Patty Nguyen, On-Site Representative  
(813) 794-2492  
(727) 774-2492  
(352) 524-2492  
Patricia.Nguyen@floridablue.com

- **North Tampa**  
16318 N. Dale Mabry Hwy.  
Tampa, FL 33618  
813-576-0077
- **Palm Harbor**  
2375 Curlew Rd.  
Dunedin, FL 34698  
727-614-0600
- **Largo**  
1603 Missouri Ave. N.  
Largo, FL 33770  
727-614-0020
- **St. Petersburg** (*opening winter 2021*)  
1426 4<sup>th</sup> St. N.  
St. Petersburg, FL 33704  
727-999-3001

Q: What are the operating hours of Guidewell Emergency Medicine Doctors?

A: The locations are open Monday through Friday, 9 a.m. to 7 p.m., and Saturday and Sunday, 9 a.m. to 4 p.m. Please call to verify. No appointment is necessary.

Q: What can Guidewell Emergency Medicine Doctors provide?

A: Guidewell Emergency Medicine Doctors can provide:



Patty Nguyen, On-Site Representative  
(813) 794-2492  
(727) 774-2492  
(352) 524-2492  
Patricia.Nguyen@floridablue.com

- Board-Certified emergency medicine doctors and bilingual health professionals
- Care for major conditions: chest pain, abdominal pain, head and neck injuries, fractures, etc.
- Care for minor conditions: cough, colds, flu, ear infections, sprains, etc.
- On-site diagnostic services: CT scan, X-ray, ultrasound and lab work available at all locations
- Admission directly into an in-network hospital when necessary. Patients are picked up by ambulance and taken directly to a hospital, bypassing the ER waiting room
- Faster care: on average, just 1 hour compared to 2 hours 23 minutes at the ER.
- Complete follow-up care: Coordination of follow-up with your doctor, specialist, or hospital

**Q:** When I use Guidewell Emergency Medicine Doctors will I receive two bills; one from the hospital and the other from the ER physician, radiologist, etc.?

**A:** No, you will receive only one bill that includes all diagnostic evaluations, procedures, lab work, physician examinations and other services provided at the facility.

**Q:** What will my copay be for services rendered at Guidewell Emergency Medicine Doctors?

**A:** Since Guidewell Emergency Medicine Doctors is a Value Choice Urgent Care Provider the first 2 visits in a calendar year are \$0 copay. The remaining visits are \$50 copay per visit regardless of which plan you are enrolled in. If you go to the ER it would be a \$300 copay/visit and you can expect additional bills from the ER physician, Radiologist, etc. under the HMO Basic and PPO Standard Plans.