



Get Medical Care When You Need It Fast

Watch the video at etf.wi.gov/videos



Telehealth

Benefits

- Available anywhere, usually 24/7
- Free or low cost
- Fast, usually less than 30 minutes
- Can be used for you & your kids
- Can prescribe medications

Things to Think About

- Need a reliable internet connection
- Shouldn't be used for long-term or serious conditions
- May suggest in-person visit

When to use it: cold & flu, cough, sore throat, stomach issues, insect bites, sinuses, rashes, allergies, bronchitis, bladder infections, pink eye, and more.

Did you know? Some health providers offer mental health and dermatology services through virtual visits. You may even use telehealth for a return-to-work note.



Nurse Line

Benefits

- Available 24/7, anywhere
- Free
- Fast, usually less than 30 minutes
- Medical advice on many topics

Things to Think About

- No video, you can only chat over the phone
- You may have to wait for a nurse to call back
- Can't prescribe medicine

When to use it: A nurse will help you decide if there are treatments you can do at home, symptoms to watch for, or where to get care if you need medical treatment.



Doctor's Office

Benefits

- May be able to make a same-day appointment
- Access to your full medical record
- Easier specialist referrals, if needed

Things to Think About

- Usually limited to standard office hours
- May take a while to get an appointment
- Costs more than a virtual visit or calling the nurse line, but less than urgent care

When to use it: When you feel like you need in-person care or you are dealing with a long-term condition.

Did you know? You may be able to get a same-day appointment. Try calling your doctor's office first before heading to urgent care.



Urgent Care

Benefits

- Open evenings and weekends
- Lower cost than the emergency room
- Usually no appointment needed
- Covered even when you are away from home

Things to Think About

- Could have long wait times
- You're seeing a doctor that may not have access to your full medical history
- Costs more than an office or telehealth visit

When to use it: When you have an urgent medical situation that can't be treated by telehealth or a doctor's office visit.

Did you know? Urgent Care facilities can handle broken bones and stitches, you don't have to go to the emergency room unless it's severe.



Emergency Room

Head to the emergency room when you are experiencing an emergency. Here are some guidelines on what often is and is not an emergency.

An Emergency

- Chest pain or difficulty breathing
- Weakness/numbness on one side
- Slurred speech
- Serious burns
- Head or eye injury
- Concussion
- Fever with a rash
- Seizures
- Suicidal thoughts

Not Usually An Emergency

- Fever without a rash
- Dental pain
- Return-to-work notes
- Sprains and strains
- Sore throat
- Ear pain
- Common cold or flu symptoms
- Most headaches

When to call 911: Difficulty breathing, weakness/numbness on one side, chest pain, pain in left arm or jaw, sudden weakness or dizziness, slurred speech, severe and sudden headache, life or limb threatening injury



Trust your gut. If you feel you are experiencing a medical emergency, call 911 or go to the emergency room.

Always follow-up with your primary care physician after visiting an emergency room to make sure you get the necessary follow-up care.