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. Check with your health plan.

## 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
- When busy, 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 if you need in-person care.

## Doctor’s Office

**Benefits**
- Access to your full medical record
- Easier specialist referrals, if needed
- Costs less than urgent care
- More likely to follow up

**Things to Think About**
- Limited to office hours
- May take a while to get an appointment
- Costs more than a virtual visit or calling the nurse line

*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 due to cancellations. Always call your doctor’s office first before heading to urgent care.
**Urgent Care**

**Benefits**
- Open evenings and weekends
- Lower cost than the emergency room
- No appointment needed
- Covered anywhere for an urgent need

**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 outside of regular business hours that can’t be covered by telehealth.

**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.

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**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
- Work notes
- Sprains and strains
- Sore throat
- Ear pain

**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 headache, life or limb threatening injury

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