



# Get Medical Care When You Need It Fast

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## 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.



# 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



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