I’m Sick or Hurt

Where Do I Go for Care?

If you are sick and need care that day...

**Call your Doctor’s Office.**
Many clinics have openings for patients who need care that day. Doctors are also on-call at night. Unless it is an emergency, this is the best place to get care.

**Call a 24-Hour Nurse Hotline.**
Many insurance companies have their own hotline. Ask what to do for treatment or where to go for care.

**Go to an Urgent Care Clinic.**
Urgent care clinics treat people the **same day.** They usually take **less time** than the emergency room.

You don’t need an appointment at an **urgent care** clinic.

**Go to the Emergency Room.**
You can go to the hospital emergency room if your urgent care clinic is closed. You may have to wait a long time to receive care.

⚠️ Make sure the clinic accepts your insurance before you get care.

**Urgent care clinics or your doctor can help with these:**
- Earaches
- Back Pain
- Cough
- Sore Throat
- Sprains
- Migraines or Other Headaches
- Minor Eye Injuries
- Minor Injuries
- Minor Cuts
- Minor Burns
- Rashes
- Fevers

⚠️ If you think you are having a medical emergency,

Call 911  **--OR--**  Go to the Emergency Room

⚠️ Only go to the emergency room if it is an emergency. It’s the most expensive place to go when you’re sick and usually takes the most time.

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Go to the Emergency Room (ER) or call 9-1-1 any time you think your life is in danger.

Some examples of an emergency:

Call 911:
• Seizures
• Severe shortness of breath
• Can’t breath, speak, move or see
• Feeling pressure on chest or left arm
• Choking and turning blue
• Bleeding a lot and won’t stop
• Part of body is suddenly weak or droops
• Someone will not wake up
• Severe neck, back or head injury
• Thinking of suicide or hurting someone
• Drug overdose and won’t wake up
• Severe burn

Go to Emergency Room:
• Vomiting that won’t stop
• Poison or drug overdose and still awake
• Throwing up blood

If you need help to pay for the bill ask the hospital:

1. For a financial counselor.

2. For help to sign up for health insurance or financial help.