

# Where should you seek care?

## Primary Care

Family Medicine | Internal Medicine | Pediatrics  
all ages

Team-based approach to coordination of your overall care  
and connects you with advanced care, when needed

- Chronic disease management
- Depression, stress and anxiety
- Immunizations
- Infant and children care
- Men's health
- Minor surgeries, illnesses and injuries
- Physicals and preventive screenings
- Women's health and obstetrics
- Workers' compensation



## Express Care

18 months +  
A clinic that treats minor medical conditions

- Allergies
- Bladder, ear, eye and sinus infections
- Cold sores
- Head lice
- Immunizations
- Insect and tick bites
- Strep throat



## Urgent Care

6 months+ (Eau Claire) Newborn (Other sites)  
Offers same-day minor medical treatment

- Back or muscle pain
- Cuts and minor burns
- Ear ache
- Skin conditions
- Sprains or joint pain
- Upper respiratory infection and bronchitis
- Urinary tract infections
- Vomiting and diarrhea



## Emergency Department

all ages  
Delivers care for severe and life-threatening situations  
that require immediate medical attention

- Chest pain or pressure
- Head injuries
- Seizures
- Severe abdominal pain
- Shortness of breath or pneumonia
- Sudden, severe headaches, paralysis or weakness
- Uncontrolled bleeding



## Express Care Online

18 months – 75 years  
Offers same-day or next-day medical advice and/or treatment

- Get quick, convenient care for 14 common health conditions
- Go to [mayoclinichealthsystem.com/express-care-online](http://mayoclinichealthsystem.com/express-care-online)\*



**Fast**

\*Must have a Patient Online Services account

## Call 911

all ages  
Call 911 right away for these symptoms; don't drive yourself

- Life- or limb-threatening injury
- Shortness of breath or difficulty breathing
- Signs of stroke, including sudden numbness, slurred speech, severe headache, weakness on one side of the face or loss of consciousness
- Signs of a heart attack, including chest pain, pain in the left arm or jaw, sudden weakness or dizziness



Fees apply



## CONNECT WITH US

1-888-838-4777 (toll-free)  
[mayoclinichealthsystem.org](http://mayoclinichealthsystem.org)

## Patient Online Services & Mayo Clinic App\*

all ages  
Access your patient record from your desktop or mobile device

- Review lab results, clinical notes and medication lists
- Communicate with your provider
- Manage upcoming appointments



\*Must be a patient to create an account

## 24/7 Nurse Line\*

all ages  
When you're having symptoms and you're not sure where to be seen, call us.

- 24/7 access by calling your primary care provider's office
- Help in determining if self-care, a scheduled office visit or immediate medical attention is best for your condition
- Prescriptions for some conditions assessed during the phone call



\*The nurse line does not replace calling 911 in an emergency.

## Symptom checker

all ages

- Get at-home treatment advice
- Determine if you should see an expert
- Go to [mayoclinic.org/symptoms](http://mayoclinic.org/symptoms)



## New patient assistance

adults

- Get help selecting a provider who will best meet your health care needs
- Watch provider videos at [mayoclinichealthsystem.org](http://mayoclinichealthsystem.org)
- Call our Primary Care Provider Referral Line at 1-866-711-2702 (toll-free)



## Hometown Health Blog

all ages

- Improve your health and well-being
- Enjoy blog posts from providers, patients and community members
- Go to [mayoclinichealthsystem.org/hometown-health](http://mayoclinichealthsystem.org/hometown-health)



## Wellness newsletter

adults

- Be informed of ways to get healthier
- Learn about health-related classes and events
- Simply text "mayoclinichealth" to 22828 to get started

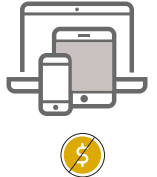


## Billing & insurance

all ages

Go to [mayoclinichealthsystem.org](http://mayoclinichealthsystem.org), select a location, then Billing & Insurance

- Help to sort out medical charges and insurance issues
- Learn about payment plan options
- Stop by any clinic or hospital location, or call us at 1-844-217-9591 (toll-free)
- Use Online Bill Pay to make a payment using a credit card, debit card or checking account



## CONNECT WITH US

1-888-838-4777 (toll-free)

Visit our website for a complete list of conditions treated and treatment locations.

[mayoclinichealthsystem.org](http://mayoclinichealthsystem.org)