

Where to go for care?

After Hours Help Line Numbers

During regular office hours, call your doctor's office. Many insurance companies and hospitals have a 24/7 nurse help line to help you decide where to go for care after hours.

For those with the following:

CoOpportunity Health - Personal Health Support

(888) 324-2064

United Healthcare – NurseLine

(800) 237-4936

Wellmark – Talk to a Nurse

(800) 724-9122

Choosing the Best Place for Health Care: Doctor's Office, Urgent Care Clinic or Emergency Room



Where you go for care matters

For most medical problems, you should go to your regular health care provider first. You get the best care because they know you and your medical history.

Doctor's Office or Clinic

For common illnesses, minor injuries and routine health exams, the best place to get care is a doctor's office or clinic. Your doctor can also help you manage your health over time. You should make an appointment with your doctor's office for:

- Common illnesses such as colds, flu, ear aches, sore throats, migraines, fever or rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones or minor eye injuries
- Regular physicals, prescription refills, vaccinations and screenings
- A health problem where you need advice

Usually open during regular business hours. May have some extended hours and weekend appointments.

Hospital Emergency Rooms

You should use a hospital emergency room for very serious or life-threatening problems. Hospital emergency rooms are not the place to go for common illnesses or minor injuries.

Open 24 hours a day, seven days a week, 365 days a year

Urgent Care Clinics

When your doctor is not available, urgent care clinics provide attention for non-life threatening medical problems or problems that could become worse if you wait. Urgent care clinics provide walk-in appointments and are often open seven days a week with extended hours.

When your regular doctor or health care provider is not available, you should go to an urgent care clinic for:

- Common illnesses such as colds, the flu, ear aches, sore throats, migraines, fever and rashes
- Minor injuries such as sprains, back pain, minor cuts and burns, minor broken bones or minor eye injuries

Usually open extended hours into the evening and on weekends. Some urgent care clinics are open 24 hours a day, seven days a week.

Hospital Emergency Rooms

If you are experiencing any of the following symptoms, don't wait! Call 911 or get to your nearest hospital emergency room immediately.

Chest pain, severe abdominal pain, coughing or vomiting blood, severe burns, deep cuts or bleeding that won't stop, sudden blurred vision, difficulty breathing or shortness of breath, sudden dizziness, weakness or loss of coordination or balance, numbness in face, arm or leg, sudden severe headache, seizures, high fevers, any other condition you believe is life-threatening.