

Where to Find Care

When it comes to taking care of yourself or your loved ones, you want to get the best care as quickly and affordably as possible. When you are ill, injured or feeling like you need immediate care, always call your primary care physician (PCP) first. If you can't reach your PCP or you don't have time for an office visit, you have options.

Nurse Line

A free call-in service offered by Medical Mutual, providing 24/7 access to registered nurses for answers to health-related questions. Call (888) 912-0636.

Telemedicine

A 24/7 telephone/online video service providing access to a board-certified physician. Wait times to speak to a doctor are typically less than 10 minutes.

Convenience Clinic

A walk-in clinic located in some drug and grocery stores, staffed by a physician's assistant or nurse practitioner. Convenience clinics don't require an appointment and have shorter than average wait times.

Urgent Care

A walk-in clinic that saves time and money compared to an emergency room. Many are open evenings and weekends. Urgent care facilities don't require an appointment and have average wait times.

Emergency Room (ER)

A facility found in a hospital, providing 24/7 care in case of emergencies and acute care without prior appointment. ER visits for non-emergency symptoms may result in extremely long wait times and significantly higher costs compared to visiting a non-emergency location.

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Symptom Reference Chart

	ER/911	Urgent Care	Convenience Clinic	Primary Care Physician	Telemedicine
Allergic reactions*	■	■		■	
Allergies		■	■	■	■
Annual preventive care visit				■	
Asthma		■		■	
Back pain (minor)		■	■	■	
Bleeding (heavy)	■				
Broken bone (major)	■				
Broken bone (minor)		■		■	
Bronchitis		■	■	■	■
Change in vision (sudden)	■				
Chest pain	■				
Cold and flu symptoms		■	■	■	■
Cut/burn (major)	■				
Cut/burn (minor)		■		■	
Ear infection		■	■	■	
Head injury (severe)	■				
Infection		■		■	
Insect bite		■		■	
Pink eye		■	■	■	
Rash		■		■	
Respiratory infection		■	■	■	■
Shortness of breath	■				
Sinus problems		■	■	■	■
Spinal injury	■				
Sprain or strain		■		■	■
Trouble speaking (sudden)	■				
Urinary tract infection		■	■	■	■
Vaccinations (also flu shots)			■	■	
Wheezing		■		■	
X-ray		■		■	

* Severe allergic reactions, such as tongue/throat swelling, difficulty speaking, swallowing or breathing should be seen in an ER.

Please Note: This is a sample list of services and may not be all-inclusive. This does not take the place of professional medical advice, diagnosis or treatment. Although this information is intended to help make the best decision for care, if you feel that your situation is life threatening, go to the nearest emergency room.