

# 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
- Care for infant and children
- Men's health
- Minor surgeries, illnesses and injuries
- Physicals and preventive screenings
- Women's health and obstetrics
- Workers' compensation



## Urgent Care

Newborn+

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



## 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.org/express-care-online](http://mayoclinichealthsystem.org/express-care-online)\*

\*Must have a Patient Online Services account



 Only \$49

**Fast**

## Express Care\*

18 months–75 years

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



## 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



## 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**



\*In communities without Express Care, patients can receive treatment for their minor medical conditions at Urgent Care.

## 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.

- 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
- Call us at 1-877-412-7575

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



## 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
- Use Online Bill Pay to make a payment using a credit card, debit card or checking account



## 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)



## 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 "mchshealth" to 22828 to get started



## CONNECT WITH US



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