

# WHEN & WHERE

*to get health care*

<p><b>Clinic</b></p> <p>Your clinic has your health history and medical records.</p>	<p><b>For sick and well visits</b></p> <ul style="list-style-type: none"> <li>▶ Regular physicals, including Child and Teen Checkups, school and sports physicals</li> <li>▶ Minor illnesses: sore throat, ear and eye infections, sinus infections, cold or flu-like symptoms, bladder infection</li> <li>▶ Medication management</li> <li>▶ Seasonal allergies</li> <li>▶ Follow-up care to hospital stays, illness or injury</li> <li>▶ Immunizations (shots)</li> <li>▶ Any condition listed in Convenience Care and Urgent Care sections (see below)</li> </ul>
<p><b>Convenience Care</b></p> <p>Clinics located in pharmacies, retail stores and grocery stores such as CVS, Target, Walmart, and more.</p>	<p><b>Walk-in and retail clinics treat minor illnesses</b></p> <ul style="list-style-type: none"> <li>▶ Minor illnesses: sore throat, ear and eye infection, sinus infection, cold or flu-like symptoms, bladder infection</li> <li>▶ Skin care: rash and minor skin infections</li> <li>▶ Minor injuries, burns, bruises and blisters</li> <li>▶ Other: blood pressure checks</li> </ul>
<p><b>Urgent Care</b></p> <p>Has “Urgent Care” in the name. No appointment needed; open after clinic hours, weekends and holidays.</p>	<p><b>Non-emergencies that require immediate medical care</b></p> <ul style="list-style-type: none"> <li>▶ Dental pain</li> <li>▶ Injuries: strains, sprains and minor broken bones</li> <li>▶ Any condition listed in Convenience Care section, after clinic hours (see above)</li> </ul>
<p><b>Urgency Center</b></p> <p>Care without long wait times; open after hours, weekends and holidays.</p>	<p><b>Urgent and non-life threatening emergency medical care</b></p> <ul style="list-style-type: none"> <li>▶ Pediatric illnesses and injuries</li> <li>▶ High Fever, dehydration, nausea, vomiting</li> <li>▶ Respiratory or breathing problems, including asthma</li> <li>▶ Broken bones, dislocations, sprains and strains</li> <li>▶ Serious cuts requiring stitches</li> <li>▶ Early pregnancy (1-20 weeks) bleeding or spotting</li> <li>▶ Severe nosebleed</li> <li>▶ Eye injuries</li> <li>▶ Head injuries including concussions, severe headaches and migraines</li> </ul>
<p><b>Emergency Room</b></p> <p>Can be a long wait if you don't have a true emergency.</p>	<p><b>Health emergencies</b></p> <ul style="list-style-type: none"> <li>▶ Heavy bleeding</li> <li>▶ Large open wounds or wound/cut that won't stop bleeding</li> <li>▶ Signs of stroke (sudden change in vision, sudden weakness, sudden trouble talking)</li> <li>▶ Major burns</li> <li>▶ Any condition listed in Urgency Centers section above</li> </ul>

**If your situation is *life threatening*, call 911 right away or go to the Emergency Room.**  
Updated 7-2018

# Getting the Health Care You Need

Helpful phone numbers for health plan members on Medical Assistance and MinnesotaCare.

Call your health plan's **nurse information line** to help you find the provider that can meet your healthcare needs. The nurse can help day and night any day of the year and on holidays.

	Blue Plus	HealthPartners	Hennepin Health	UCare
<b>NURSE INFORMATION LINE</b> Answered 24 hours each day, 7 days a week.	Nurse Line 1-800-622-9524  TTY 711	CareLine 612-339-3663 1-800-551-0859  TTY 952-883-5474	HealthConnection 1-888-859-0202	UCare 24/7 Nurse Line 1-800-942-7858 toll free TTY 1-800-688-2534 toll free
<b>ONLINE CARE INFORMATION</b>	<a href="http://DoctorOnDemand.com/bluecrossmn">DoctorOnDemand.com/bluecrossmn</a>	<a href="http://Virtuwell.com">Virtuwell.com</a> Access the mobile application: <a href="http://m.virtuwell.com">m.virtuwell.com</a>		<a href="http://member.ucare.org">member.ucare.org</a>

**Reminder!** Children require many more preventive visits than adults - the visits are called **Child and Teen Checkups**. Taking your child to the clinic for regular preventive care visits is an easy way to keep your child as healthy as can be.

Children should get these important checkups at the following ages:

- ▶ Birth-1 month
- ▶ 2 months
- ▶ 4 months
- ▶ 6 months
- ▶ 9months
- ▶ 12 months
- ▶ 15 months
- ▶ 18 months
- ▶ 24 months
- ▶ 30 months

And once a year until they are 21!

For more information on the Child and Teen Checkups program or other county services, call your county C&TC program:

**Anoka** 763-324-4280

**Hennepin** 612-348-5131

**Ramsey** 651-266-2420

**Carver** 952-361-1329

**Scott** 952-496-8420

651-266-2513 Spanish

651-266-2442 Hmong

651-266-2470 Karen

651-266-2430 Oromo,

Amharic

651-266-2433 Somali

651-266-2429 Burmese

**Dakota** 952-891-7500

952-891-7509 Spanish

952-496-8014 Somali

952-496-8017 Spanish

952-496-8013 Russian

**Washington** 651-430-6750

