

**1-866-431-0801** (toll free);  
**TTY 1-800-627-3529 or 711**

Attention. If you need free help interpreting this document, call the above number.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.



1-866-431-0801 TTY 711  
memberservices@primewest.org

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PW\_06-18\_233/DHS\_Aproved\_08/16/2018

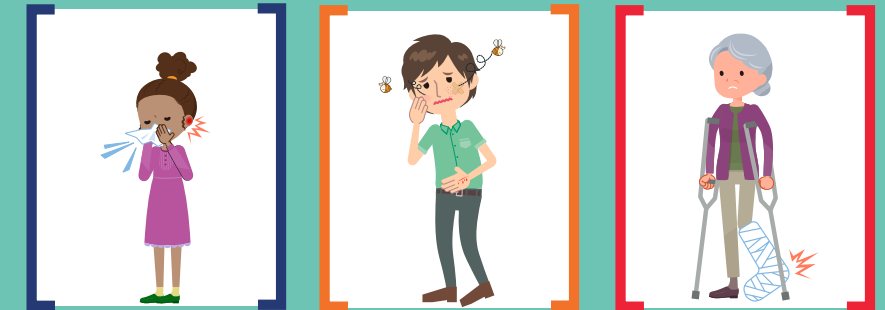


3905 Dakota St  
Alexandria, MN 56308

*Health and wellness or prevention information*



**Know where to get  
the right kind of care.**



Knowing where to go when you are  
**SICK or HURT**  
is a key part of  
**GETTING THE CARE YOU NEED.**

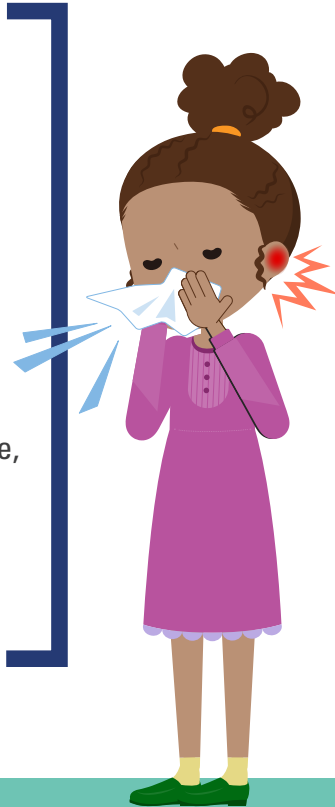
The information inside can help you decide.

PW\_07-18\_281  
DHS\_Accepted\_12/14/2018

## PRIMARY CARE CLINIC

Seeing your primary care provider at your primary care clinic is **the best way to get care if you don't need to be treated right away**. Seeing the provider who knows you best helps ensure you get the right care. If your clinic is open, call about any of the following:

- Cold, flu, or sinus pain
- Rashes or minor burns
- Ear pain
- Sore throat
- Fever
- Sprains and strains
- Animal or insect bites
- Minor pain (for example, headache, back pain, stomach pain)
- Toothache
- Depression or anxiety



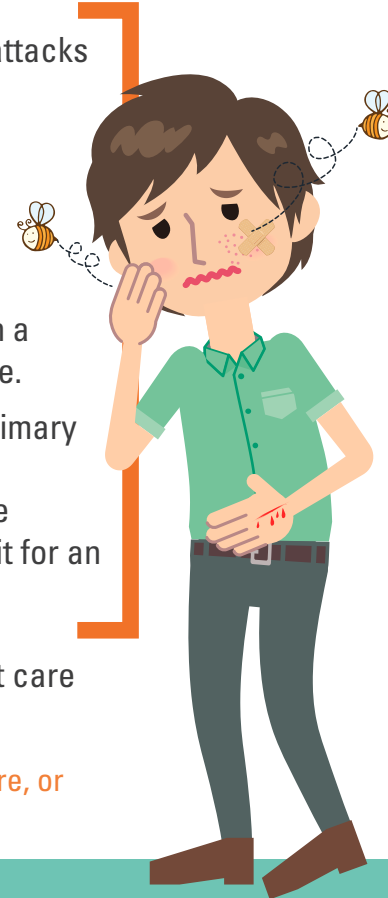
## URGENT CARE\*

This type of care is for when **your primary care clinic is closed and you can't wait** for an appointment. You may need urgent care for the following:

- Allergic reactions or asthma attacks that are not life threatening
- Minor burns or cuts
- Severe or overwhelming depression or anxiety. You can also text "MN" to **741741**, 24 hours a day, to connect with a counselor at the Crisis Text Line.
- The concerns listed under "primary care clinic" when the clinic is closed and your symptoms are bad enough that you can't wait for an appointment.

See the enclosed for a list of urgent care facilities.

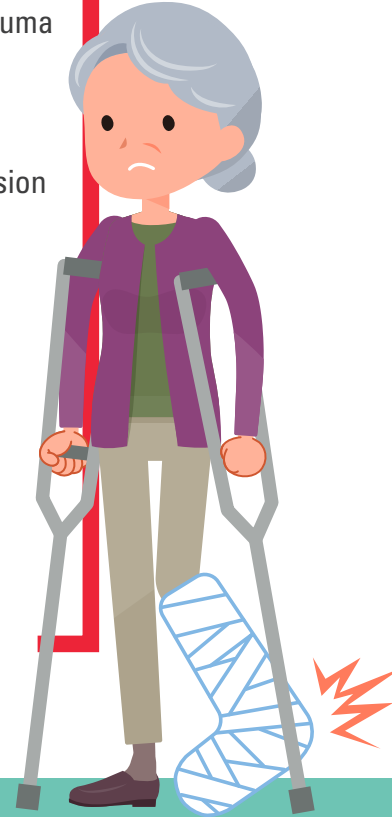
*\*Also called Walk-In Care, Express Care, or Same-Day Care*



## EMERGENCY ROOM (ER)

You should get emergency care when you are **very sick or hurt very badly**. Go to the ER or call **911** if you have any of the following:

- Severe bleeding or burn
- Loss of consciousness or head trauma
- Intense chest pain
- Broken bone
- Sudden loss of vision or blurred vision
- Difficulty breathing
- Sudden numbness or weakness
- Severe and sudden pain
- Coughing up or vomiting blood
- Thoughts of harming yourself or others. You can also call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** (toll free), 24 hours a day.



You can also call our **24-HOUR NURSE LINE** at **1-866-201-4601** (toll free; TTY 711).