



Call the 24-Hour Nurse Advice Line

IF YOU CAN'T REACH YOUR DOCTOR OR WANT TO TALK TO SOMEONE ABOUT A HEALTH PROBLEM THAT YOU'RE HAVING, YOU CAN CALL OUR NURSE ADVICE LINE AT 1-800-280-2348. TDD/TTY: 1-800-947-3529 (WISCONSIN RELAY)

The nurse advice line has registered nurses ready to talk with you when you can't reach your doctor. All of our nurses speak English and Spanish. They can answer your questions and help you. For example, if your child has a fever, cough or cold symptoms, you can call the nurse advice line for help deciding what you can do to help them.



Emergency Room: When to Use It, When Not to Use It



1-888-713-6180
TDD/TTY: 1-800-947-3529 (Wisconsin Relay)

www.mhswi.com

mhswi.com

Know When to Go to the Emergency Room (ER)

Emergency rooms are open 24 hours a day. You need to go to the emergency room if you think your life is in danger. If you believe you need immediate medical care to prevent permanent injury, you need to get medical help quickly. Go to an emergency room or call 911 right away if you have any of these problems:

- Bleeding that won't stop
- A broken bone
- Chest pain or other severe pain
- A bad burn
- Poisoning
- Seizures
- Shock (you may sweat, feel thirsty or have pale skin)
- Fainting/unconsciousness
- You are in labor
- Gun or knife wounds
- Drug overdose
- Suddenly not able to see, move or speak

Know When Not to Go to the Emergency Room

Emergency rooms are good places to go only if your health problem is very serious. You should not generally go to an emergency room if you have these problems, but feel OK otherwise:

- A sprain or strain
- Diarrhea
- Throwing up
- A cut or scrape
- An earache
- A sore throat
- A cough or cold
- Diaper rash
- Sexually Transmitted Disease (STD)
- You need refills of your medicine
- Mild headache
- Lice, scabies or ringworm



Call Your Doctor

If your problem is not serious, you may wait a long time in an ER. For most health problems, you should call your doctor. Your doctor knows about your health and can give you the best care for ongoing problems, such as asthma, diabetes or sickle cell anemia.

If you are not sure whether you should go to the emergency room, you can call your doctor for advice. You also can call our 24-hour nurse advice line at 1-800-280-2348. If you feel too sick to wait to see your doctor, you can visit a walk-in clinic or urgent care center. We have more than 70 walk-in clinics in our network.

For a complete listing of urgent care and walk-in clinics in our network, visit www.mhswi.com, call the 24-hour nurse advice line at 1-800-280-2348 or call our Member Services line at 1-888-713-6180.

If your life is in danger, go to the emergency room right away or call 911. Call your doctor when you get to the ER and are able to do so.

My Doctor's Name:

My Doctor's Phone Number:
