

# Care your way

YOUR GUIDE FOR CHOOSING THE RIGHT CARE AT THE RIGHT TIME

**GUNDERSEN**  
HEALTH SYSTEM®

	 Nurse line (608) 775-4454	 MyCare e-visit	 VirtualVisit	 ExpressCare	 Primary Care	 Urgent Care	 Emergency Care 911
<b>HOURS</b>	24/7	8 a.m. to 3 p.m. weekdays	24/7	7 days a week, extended hours	Weekdays by appointment**	7 days a week, extended hours	24/7
<b>COST*</b>							
<b>AGES</b>	All	Age 18+	Age 2+	Age 2+	All	All	All
<b>AVERAGE TIME (TO COMPLETE EXAM)</b>	10 minutes	60 minutes	20-25 minutes	30 minutes	60 minutes	90 minutes	180+ minutes
<b>SITUATION</b>	You need help determining care and next steps for urgent but non-emergency medical conditions.	You have a minor illness and a MyCare account. Complete a brief questionnaire in MyCare and get a response within about an hour.	You have a minor illness and want to be seen via video using your mobile device or computer.	You have a minor illness and want to be seen at a walk-in location in La Crosse or Onalaska; no appointment needed.	You need a wellness exam, or have a new health concern, illness or injury.	You have an urgent injury or illness, but your primary care provider is not available, or the clinic is closed.	You have a life-threatening illness or serious injury and must be seen immediately.
<b>BEST FOR:</b>	Triaging minor illness and injury  No concern is too small	Back pain Cough Diarrhea Heartburn Pink eye Sinus problems Urinary problems Vaginal discharge/irritation	Back pain Cough Diarrhea Fever, colds and flu Headache Joint pain Nausea/vomiting Pink eye Rash Runny nose Seasonal allergies Sinus problems Sore throat Strains/sprains Urinary problems Vaginal irritation/discharge	Bladder or urinary tract infection (female, age 12+) Cough Ear pain, swimmer's ear, infection, wax removal Insect or tick bite Mild vomiting/diarrhea Pink eye Rash Seasonal allergies Sinus problems Sore or strep throat (extra charge for culture)	<i>All urgent illnesses and injuries, plus:</i> Disease management Immunizations New health concerns Preventive care Routine and annual exams	Cuts, scrapes and bruises Ear pain, infection Fever, colds and flu Insect or tick bite Minor burn Rash Sinus and upper respiratory infection Sore or strep throat Strains, sprains and minor broken bones Sudden back or neck pain Urinary burning	Broken bones Chest pain Dizziness Head injuries Intoxication or overdose Loss of consciousness Numbness or weakness on one side Pregnancy-related bleeding or pain Severe abdominal pain Severe cuts Severe headache Shortness of breath Suicide attempt

Looking for a specialist? Call **(608) 782-7300** or visit [gundersenhealth.org/find-a-doctor](https://gundersenhealth.org/find-a-doctor).  
To establish care with a Gundersen primary care provider in your area, call (608) 775-0601.

\*Prices may vary based on insurance coverage, or if additional tests or services are needed. \*\*Some practices have extended evening and weekend hours.