



MAYO CLINIC  
HEALTH SYSTEM

# Where should you seek care?

Visit our website for a complete list of  
conditions treated and treatment locations.

[mayoclinichealthsystem.org](https://www.mayoclinichealthsystem.org)

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CONNECT WITH US



# Nurse Line

all ages

**Offers self-care advice and/or determines if medical treatment is necessary**

- 24/7 access by calling your primary care provider's office
- Talk directly to a nurse who will review your symptoms
- Get help 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, which can be filled at the pharmacy of your choice



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



 **Only \$49**

*\*Must be a Mayo Clinic or Mayo Clinic Health System patient and have a Patient Online Services account*

*To register visit [mayoclinichealthsystem.org/patient-online-services](https://www.mayoclinichealthsystem.org/patient-online-services)*

# Express Care

18 months–75 years

A clinic that treats minor medical conditions\*

- Allergies
- Bladder, ear, eye and sinus symptoms
- Cold sores
- Head lice
- Minor acute conditions
- Sore throat
- Upper respiratory conditions
- Tick exposure
- Immunizations



*\*Examples of conditions treated at Express Care – for a complete list of service fees and conditions visit [mayoclinichealthsystem.org/express-care-online](http://mayoclinichealthsystem.org/express-care-online)*

# Urgent Care/Same Day Care

6 months +

Offers same-day minor medical treatment

- Back or muscle pain
- Cuts and minor burns
- Vomiting and diarrhea
- Upper respiratory symptoms
- Earache
- Skin conditions
- Sprains or joint pain
- Urinary tract infections



# Primary Care

Family Medicine | Internal Medicine | Pediatrics

all ages

**Team-based approach to overall care coordination and connects you with advanced care, when needed**

- Care for infants and children
- Chronic disease management
- Depression, stress and anxiety
- Workers' compensation
- Preventive screenings
- Immunizations
- Men's health
- Obstetrics
- Women's Health
- Physicals



# Emergency Department

all ages

**Delivers care and treatment of unforeseen illness or injury for those who need immediate medical attention**

- Chest pain or pressure
- Head injuries
- Life-threatening or severe illness or injury
- 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



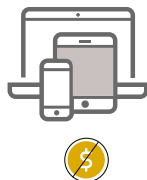
# Free health tools

## 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
- Minors must come into a facility to create an account

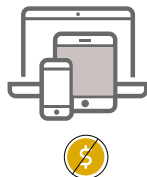


*\*Must be a Mayo Clinic or Mayo Clinic Health System patient to create an account*

## Symptom Checker

all ages

- Find information based on your symptoms
- Get at-home treatment advice
- Determine if you should see an expert
- Go to [mayoclinic.org/symptoms](http://mayoclinic.org/symptoms)



# and resources

## Hometown Health Blog

all ages

- Join the community of information and resources
- 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)



## Text Reminders

adults

- Get text message appointment reminders
- Get reminder text two days before your appointment and again two hours prior to the scheduled visit
- Standard messaging and data rates may apply



# Billing & Insurance

all ages

Go to [mayoclinichealthsystem.org](http://mayoclinichealthsystem.org), select a location, then **Billing & Insurance**

- Get help to sort out medical charges and insurance issues
- Learn about payment plan options
- Call us at 1-844-217-9591 (toll-free)
- Use Online Bill Pay to make a payment using a credit card, debit card or checking account



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