

Where to Go for Care

When an illness or injury happens, determining the best care option can be challenging.

Generally, for non-emergency situations, a primary care or urgent care visit can be the best option. Virtual care appointments are also convenient for situations when you don't want to leave home.

ROUTINE MEDICAL CARE

Care you get from your primary care physician including checkups, physicals, health screenings and care for problems like diabetes, hypertension and asthma

- Cold symptoms
- Flu symptoms
- Diabetes management
- School physicals
- Sports physicals
- Symptoms of depression
- Pregnancy tests
- Medication refills
- Frequent headaches
- Sudden weight loss or gain
- Unusual changes in health
- Immunizations and vaccines
- Well child visits

VIRTUAL CARE

Virtual visits utilizing two-way technology, allowing patients to consult with a Memorial provider

- Cold symptoms
- Cough symptoms
- Flu symptoms
- Skin rashes
- Sore throat
- Urinary issues

URGENT CARE

Diagnosis and treatment of medical conditions that are serious or sudden, but pose no immediate threat to life and health, requiring medical attention within 24 hours

- Cold symptoms
- Cough symptoms
- Flu symptoms
- Fever
- Fractures
- Sprains/strains
- Minor burns/cuts
- Ear infections
- Eye infections
- Skin infections
- Nausea and/or vomiting
- Sore throat
- Urinary tract infections
- Skin rashes

EMERGENCY CARE

Care provided for life-threatening injuries or illness

- Chest pain
- Inability to breathe/difficulty breathing
- Poisoning
- Loss of consciousness
- Seizures
- Severe burns
- Bleeding
- Broken bones
- Any traumatic event

STILL UNSURE?

The nurse concierge can tell you if primary care, urgent care, virtual care or a visit to the Emergency Department is the best option. The nurse concierge can also schedule an appointment with your primary care physician, if appropriate, or help you access virtual care or urgent care.

Memorial Choice members are guaranteed same-day appointments with a Memorial provider when they call the nurse concierge Monday through Friday.



Monday–Friday | 7 a.m. to 7 p.m.



217-862-0669

Save Time. Schedule Online.

The My Memorial app puts the care you need right at your fingertips. You can schedule office appointments and virtual care video visits.

GETTING STARTED IS EASY!

- 1 Visit **MyMemorialApp.com** or log in to the **My Memorial app** on your mobile device.
- 2 Follow the onscreen instructions to log in or sign up.
- 3 Instructions on how to add your employer information for Memorial Choice benefits are available on back.

