

Get the Right Care, at the Right Time, in the Right Place

Did you know that one-third of all minor medical conditions can be treated without a trip to a healthcare facility? Or that over 55% of all emergency room visits are clinically inappropriate? Use the following tips to help you get the right care, at the right time, in the right place – saving you time and money.

- 1. Use a medical self-care guide or credible on-line resource** such as www.mayoclinic.com to help treat common everyday conditions like a cold, headache, sprain or fever from home.
- 2. Call the Ask Mayo Clinic Nurse Line** to help decide on the appropriate level of care for illnesses and injuries. Appropriate care may include self-care at home, a call to your doctor the next day, or an immediate visit to the emergency room. This toll-free phone number is on the back of your Health Tradition Health Plan membership card.
- 3. Don't just Google your symptoms** to gather information when making medical decisions. For credible medical information related to your symptoms and the next steps to take, use the symptom checker on the Mayo Clinic EmbodyHealth portal (go to www.healthtradition.com) or go to www.mayoclinic.com.
- 4. Try a walk-in, convenient care clinic** staffed by licensed health care professionals. You may go to The Clinic at WalMart in south La Crosse or Luther Midlefort's ExpressCare in Eau Claire. These clinics are open 7 days a week and accept most major insurance plans, Medicare, Medicaid, cash or credit card. Most services are \$45 - \$50.
- 5. Same day appointments** or later hour/weekend days are now available at a number of Franciscan Skemp clinic and many other network providers for primary care (not specialty departments). In Onalaska and Holmen you can walk in and have a guaranteed same day appointment if you are willing to wait. Call the other clinics early in the day to see if they have any same day appointment slots left.

Continued on back

- 6. Develop a relationship with a primary care provider.** Not only will you have continuity of care, but they know your medical history and preferences. Research shows that patients who have a good relationship with their healthcare provider receive better care and are happier with the care they receive.
- 7. Use urgent care and the emergency room only** for urgent and emergency medical situations. It can cost between 2-5 times more to be seen in an Urgent Care Center or Emergency Room, than a physician's office, for non-emergency conditions.

Health Tradition Health Plan