

# Where should I go?

How to decide where to go for medical care.



## Primary Care

Primary Care offers a full range of preventive services, works with you to manage chronic conditions, and refers you to a specialist when necessary.

### When should I see my primary care provider?

- For preventive care and managing chronic conditions
- To establish care
- To see an available provider for prescription refills and acute illnesses

To schedule an appointment with a primary care provider, call one of the departments below:

Pediatrics **507.457.7607**  
Family Medicine **507.457.7648**  
Internal Medicine **507.457.7622**

### Primary Care Hours:

Monday-Thursday: 7 a.m.–7 p.m.  
Friday: 7 a.m.–5 p.m.



## Urgent Care

Visit Urgent Care, located on the 1st floor of the clinic, when you cannot wait for an appointment with your provider, but you don't quite need Emergency Department care.

### When should I use Urgent Care?

- Minor cuts and scrapes
- Minor sprains or fractures
- Cold and flu symptoms
- Sore throat
- Cough
- Congestion
- Sinus problems and allergies
- Earaches
- Fever without rash
- Insect bites
- Headaches and migraines
- Nausea, vomiting, diarrhea
- Bladder infections

### Urgent Care Hours:

Monday-Friday: 7 a.m.–8 p.m.  
Saturday, Sunday & Holidays:\* 8 a.m.–5 p.m.

\* Closed Thanksgiving, Christmas Day, New Year's Day, and Easter

Visit [www.winonahealth.org](http://www.winonahealth.org) to check current wait times.



## Emergency Department

Visit the Winona Health Emergency Department for serious, life-threatening conditions. Staff are ready for you 24 hours a day, 7 days a week, and 365 days a year for any critical situation.

### What is considered an emergency?

- Chest Pain
- Numbness in face and/or limbs
- Difficulty speaking
- Paralysis
- Sudden loss of consciousness
- Difficulty breathing
- Severe abdominal pain
- Seizures
- Head injury or trauma
- Broken bones with bone visible
- Burns or electrical shock
- Uncontrolled bleeding
- Severe cuts that may require stitches
- Coughing or vomiting blood
- Drug or alcohol overdose
- Poisoning
- Suicidal thoughts and/or actions

### Emergency Department Hours:

24 hours a day, 7 days a week, 365 days a year.

**Call 911**



## SmartExam

Convenient, low-cost care for Urgent Care type issues—no appointments, same-day care. Connect with a provider online from your phone or computer. Get a diagnosis and treatment plan in under an hour.

### Conditions treated:

- Acne
- Bladder infection or urinary tract infection (UTI)
- Burn or sunburn
- Cough, cold, allergy or chest infection
- Ear pain
- Exposure to sexually transmitted infection
- Eye pain, eye bump or irritation
- Flu
- Rashes and other skin conditions
- Sinus pain or pressure
- Sore throat
- Yeast infection

### SmartExam Hours:

Available 24 hours a day (responses provided weekdays 7 a.m. to 7:30 p.m., weekends 8 a.m. to 4:30 p.m.). Register by phone or log in to your My Winona Health account.

**Call 507.457.7680**