

# CHOOSING THE RIGHT LEVEL OF URGENT CARE



**EMERGENCY  
DEPARTMENT**

VS

**OSF  
PROMPTCARE**

VS

**OSF ONCALL**

## WHEN TO USE

**ALWAYS CALL 9-1-1 IN CASE OF AN EMERGENCY**

Use for severe and life-threatening conditions.

Use if your condition isn't life-threatening but needs to be taken care of right away.

Use if your condition isn't life-threatening but needs to be taken care of right away.

## ACCESSIBILITY



Located in the hospital for walk-in, emergency visits.



Located in a clinic for walk-in visits.



Accessible online, from your smartphone, tablet or computer. Visit [osfhealthcare.org/virtual](https://osfhealthcare.org/virtual)

## HOURS

24 hours a day,  
365 days a year.

Open daily with extended evening hours.

24 hours a day,  
365 days a year.

*continued on back...*

**OSF**  **nCall**

 **OSF**  
HEALTHCARE

## COST



Usually the most expensive option; costs varies depending on your insurance and co-pay.



Costs vary based on services provided.



Flat fee of \$35.

*If a provider determines the condition requires an in-person visit, the patient will not be charged for the online visit.*

## CONDITIONS TREATED

Blurred vision  
Broken bones  
Chest pain — *especially if it radiates to your arm or jaw or is accompanied by sweating, vomiting or shortness of breath*  
Dislocated joints  
Eye injury  
Head injury  
High fever with rash — *or fever in a newborn*  
Seizures  
Severe abdominal pain  
Sudden dizziness, weakness or loss of coordination or balance  
Sudden severe headache  
Uncontrolled bleeding

Allergies  
Cold  
Cold sore  
Congestion  
Ear pain  
Flu  
Headache  
Insect bites  
Minor cuts or burns  
Pink eye  
Poison ivy  
Rash  
Sinus infection  
Sore throat  
Sprains and strains  
Urinary tract infection  
Vomiting

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Rash  
Sinus infection  
Sore throat  
Sprains and strains  
Urinary tract infection  
Vomiting



1/3



of Emergency Department visits are made during regular business hours when primary care offices and urgent care centers are open.



Patients who had tele-health “virtual visits” with clinicians to diagnose and treat routine childhood symptoms **USED THE EMERGENCY DEPARTMENT 22% LESS** than patients who did not use these services.

*Reference: Network for Excellence in Health Innovation (NEHI) – a nonprofit, non-partisan health policy institute focused on enabling innovations that improve the quality and lower the costs of health care.*