

When to go to the emergency room

Emergency care is care that is needed right away. You need to go to the emergency room if you think your life is in danger due to injury or sudden illness.

You need emergency care for:

- Serious broken bones.
- Gun or knife wounds.
- Severe or unusual bleeding that will not stop.
- Severe burns.
- Heart attack or severe chest pain.
- Suspected stroke.
- Sudden inability to see, move or speak.
- Choking or trouble breathing.
- Possible poisoning.
- Unconsciousness.

- Convulsions or prolonged, repeated seizures.
- Going into labor.
- Drug overdose.
- Major injuries.
- Severe pain.



When to go to urgent care

Urgent care is care you need sooner than a routine visit to a doctor. Urgent care is not emergency care. Urgent care is for illnesses or injuries that you would normally receive care for at your regular doctor's office. Urgent care clinics are available when most other doctors' offices are closed. Do not go to an emergency room for urgent care unless your doctor instructs you to do so.

You may need urgent care for:

- Ear infections with pain and/or fever.
- Sore/strep throat.
- Cold/flu.
- Repeated vomiting and diarrhea (especially in babies and small children).
- Non-severe bleeding.
- Minor burns or cuts.
- Hives/rash/diaper rash.
- Bruises or sprains.
- Lice, scabies or ringworm.
- Drug reactions.

Urgent care locations

Kenosha County

Aurora Medical Center
10400 75th St.
Kenosha, WI 53142
(262) 948-7030

Milwaukee County

Wheaton Franciscan Healthcare
9252 N. Green Bay Road
Brown Deer, WI 53209
(414) 527-7565

Aurora Health Care Center
9200 W. Loomis Road
Franklin, WI 53132
(414) 529-9200

Southeastern Pediatric & Adolescent Medicine*
10500 W. Loomis Road
Franklin, WI 53132
(414) 529-9261

Children's Urgent Care – Bayshore*
6373 N. Jean Nicolet Road
Glendale, WI 53217
(414) 540-0011

Columbia St. Mary's River Woods
Outpatient Center
375 W. River Woods Parkway
Glendale, WI 53212
(414) 963-7015

Aurora Health Center
6901 W. Edgerton Ave.
Milwaukee, WI 53220
(414) 325-5244

Aurora Health Center
10400 W. North Ave.
Milwaukee, WI 53226
(414) 479-2520

Aurora Health Center
1575 N. RiverCenter Drive
Milwaukee, WI 53212
(414) 479-2300

Aurora Health Center
4111 W. Mitchell St.
Milwaukee, WI 53215
(414) 385-8800

Aurora St. Luke's Health Center
946 N. Van Buren St.
Milwaukee, WI 53202
(414) 276-4242

Children's Urgent Care – 16th Street*
1032 S. 16th St.
Milwaukee, WI 53204
(414) 385-0646

Children's Urgent Care – MLK
Heritage Health Center*
2555 N. Dr. Martin Luther King Drive
Milwaukee, WI 53212
(414) 372-8080

Columbia St. Mary's Cathedral Square
Urgent Care Center
734 N. Jackson St.
Milwaukee, WI 53202
(414) 277-6500

Southeastern Pediatric & Adolescent Medicine*
8532 W. Capitol Drive
Milwaukee, WI 53222
(414) 463-6640

Lakeshore Medical Clinic
331 E. Puetz Road
Oak Creek, WI 53154
(414) 570-4330

Children's Urgent Care – Children's Hospital*
Clinics Building, Second Floor
9000 W. Wisconsin Ave.
Wauwatosa, WI 53226
(414) 266-2280

Aurora Health Center
7220 W. National Ave.
West Allis, WI 53214
(414) 257-8500

Racine County

Aurora Burlington Clinic
248 McHenry St.
Burlington, WI 53105
(262) 767-8000

Aurora Health Center
8348 Washington Ave.
Racine, WI 53406
(262) 884-4088

Wheaton Franciscan Healthcare
"Prompt Care"
3807 Spring St.
Racine, WI 53405
(262) 687-8150

Aurora Health Center
818 Forrest Lane
Waterford, WI 53185
(262) 514-3700

Walworth County

Aurora Health Center
146 E. Geneva Square
Lake Geneva, WI 53147
(262) 249-5000

Fort HealthCare Lake Mills Urgent Care
200 E. Tyrannena Park Road
Lake Mills, WI 53551
(920) 648-3113

Washington County

Aurora Health Center
205 Valley Ave.
West Bend, WI 53095
(262) 338-1123

Aurora Health Center
1640 E. Sumner St.
Hartford, WI 53027
(262) 670-4000

Aurora Health Center
N168 W20060 Main St.
Jackson, WI 53037
(262) 677-3661

Waukesha County

Children's Urgent Care – Mukwonago*
240 Maple Ave.
Mukwonago, WI 53149
(262) 363-2202

Aurora Health Center
2801 S. Moorland Road
New Berlin, WI 53151
(262) 860-7800

Aurora New Berlin Health Care Center
14555 W. National Ave.
New Berlin, WI 53151
(262) 827-2955

Aurora Wilkinson Health Center
915 Summit Ave.
Oconomowoc, WI 53066
(262) 569-2300

Aurora Health Center
W231 N. 1440 Corporate Court
Waukesha, WI 53186
(262) 896-6000

*Children only (up to age 18).

(See the reverse side for a list of walk-in clinics.)

When to call your doctor

If you are not sure whether you should go to the emergency room or to urgent care, you can call your doctor and he or she can tell you what you should do.

If your problem is not serious, you may have to wait a long time in an emergency room. You should call your doctor first for most health problems. Your doctor has your health records and knows about your health. You will receive the best care if you can see the same doctor for ongoing problems, such as asthma or sickle cell disease.

If your life is in danger, go to the emergency room right away or call 911 for an ambulance to take you there. Call your doctor when you get to the emergency room and are physically able to do so.

My doctor's name:

My doctor's phone number:

My child's doctor's name:

My child's doctor's phone number:

When to call Nurse Line

If you cannot reach your doctor or want to talk to someone about a health problem that you are having, you can call Nurse Line at (877) 257-5861.

Nurse Line has registered nurses ready to talk to you. They can answer your questions and help you. For example, if your child has a fever, cough or cold symptoms, you can call Nurse Line to learn what you should do to help your child.



Customer Service
Toll-free (800) 482-8010

24-hour Nurse Line
Toll-free (877) 257-5861

Walk-in clinics

Kenosha County

Aurora Quick Care
2801 14th Place
Kenosha, WI 53140
(262) 553-9325

Milwaukee County

Aurora Quick Care
5300 S. 76th St.
Greendale, WI 53129
(414) 423-5538

Aurora Quick Care
5928 W. Vliet St.
Milwaukee, WI 53208
(414) 771-0212

Aurora Quick Care
1818 N. National Ave.
Milwaukee, WI 53204
(414) 383-5100

Ozaukee County

Aurora Quick Care
10928 N. Port Washington Road
Mequon, WI 53092
(262) 240-0169

Racine County

Aurora Quick Care
3900 Erie St.
Racine, WI 53402
(262) 639-6409

Waukesha County

Aurora Quick Care
95 N. Moorland Road
Brookfield, WI 53005
(262) 786-9037

Aurora Quick Care
17280 W. North Ave.
Brookfield, WI 53045
(262) 784-4902

ProHealth Care Medical Centers
2085 N. Calhoun Road
Brookfield, WI 53005
(262) 513-7100

ProHealth Care Medical Centers
2750 Golf Road
Delafield, WI 53018
(262) 948-4900

Aurora Quick Care
250 E. Wolf Run
Mukwonago, WI 53149
(262) 363-4751

ProHealth Care Medical Centers
240 Maple Ave.
Mukwonago, WI 53149
(262) 928-1900

ProHealth Care Medical Centers
1185 Corporate Center Drive
Oconomowoc, WI 53066
(262) 928-8400

Aurora Quick Care
411 Pewaukee Road
Pewaukee, WI 53072
(262) 695-4439

Aurora Quick Care
N65 W24838 Main St.
Sussex, WI 53089
(262) 246-6822

ProHealth Care Medical Associates
N57 W24950 N. Corporate Circle
Sussex, WI 53089
(262) 820-3093

Aurora Quick Care
304 Delafield St.
Waukesha, WI 53188
(262) 446-0891

ProHealth Care Medical Associates
2130 Big Bend Road
Waukesha, WI 53189
(262) 513-7555

Children's Community Health Plan
PO Box 56099
Madison, WI 53705
www.childrenschnp.com

Covering you and your family



A member of Children's Hospital and Health System.



Where do I need to go?

Emergency room

or

Urgent care