

Wondering if you should call, click or come in?

Keep the chart below handy to know what to do when you need care fast.

Call: Talk to a doctor or nurse

If you need	Call
24/7 nurse advice about where to go for care	CareLine SM service at 612-339-3663 or 800-551-0859
Tips or suggestions for at-home remedies	Your clinic nurse, or CareLine at 800-551-0859
Diagnosis or treatment	Your doctor

Find in-network doctors, clinics and hospitals by signing in to your online account.

Click: Get care online or via email

If you need	Click
Treatment for minor medical issues, or diagnosis or prescriptions for common conditions	Use Virtuwel [®] or Doctor On Demand for online care anywhere
Advice or questions answered	Email your clinic through your patient email
Diagnosis or treatment	Email your doctor and get a response in about one business day with E-visit* *HealthPartners patients only

Come in: Visit your doctor or a clinic

If you need	Come in
Regular checkup or care for urgent issues during the day	Schedule an appointment with your doctor
Care for urgent problems when primary care clinics are closed	Drop in to an urgent care location without an appointment
Help in a medical emergency	Go to the emergency room