

Virtual, urgent or emergency care? Know where to go

If you need immediate medical treatment, contact your primary care provider first. They may be able to see you the same day in the office or with a video visit. Or, they can direct you to the care you need to be seen quickly in the setting most affordable for you.

► Virtual visits

Get virtual care 24/7 from home – or from anywhere – with an e-visit or Quick Care Video Visit. You also can schedule video visits with your own provider. To get started, you'll log in to your LiveWell with Advocate Aurora Health account online or in the app. Learn more at aah.org/virtualvisit



Quick Care Video Visits

We're here for your family 24/7. Get the help you need from one of our providers and get back to being you.

Use Quick Care Video Visits for:

- Allergies
- Cold or flu
- COVID-19
- Rashes
- Sinus infections
- Sore throat



Video visits with your provider

You can schedule video visits with your primary care provider or your child's pediatrician for many of the conditions typically seen in the office.



E-visits

E-visits are available 24/7. Just fill out a few questions about what's bothering you or your child and get a diagnosis sent to you.

Use e-visits for:

- Back pain
- Red eye
- Urinary tract infection (UTI)
- Vaginal discharge/irritation



► Immediate & urgent care

Get in-person care when you need it – day and night.

Find immediate care in Illinois at advocatehealth.com/immediate-care

Find urgent care in Wisconsin at aurora.org/urgent

Use urgent & immediate care for:

- Allergies
- Animal and bug bites
- Bladder infections
- Cold and flu
- COVID-19
- Cuts and scrapes
- Ear pain
- Eye infection
- Fever
- Headache
- Rash
- Sore throat
- Sprains and strains
- Stomach pain



► Emergency care

We offer 24/7 care when you're experiencing a critical or life-threatening situation. If you think you're experiencing an emergency, dial 911.

Use emergency care for:

- Broken bones
- Chest pain
- Convulsions or seizures
- Difficulty breathing
- Dizziness
- Loss of consciousness
- Severe burns
- Severe injuries/pain
- Suspected poisoning/overdose

