

A special note about physician coverage

Tri-County Memorial Hospital uses Certified Nurse Practitioners (NPs) and Physician Assistants-Certified (PA-Cs) to provide Urgent Care and Emergency Department services.

While on duty, our professional medical staff have back-up coverage from a licensed physician.

These physicians may or may not be located at Tri-County Memorial, but they are on call. They are within a 15-minute response time.

Please be advised, then, that when you receive services there may not be a physician at Tri-County Memorial at all times.

For more information, please contact Chief Executive Officer Brian Theiler.

**Tri-County Memorial
Hospital and Nursing Home**

18601 Lincoln St., Whitehall, WI 54773
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(715) 538-4361

Tri-County Memorial
Hospital and Nursing Home

Tri-County Memorial

EMERGENCY
care

• Hours

• Care

• Fees

• Insurance

• Options and choices

Tri-County Memorial

Urgent
CARE



In Tri-County Memorial's Emergency Department

Tri-County Memorial

EMERGENCY care

For major medical problems.
Open 24 hours a day, seven days per week.

Tri-County Memorial
Urgent CARE

For minor medical problems.
Open only at specified hours.

Monday-Friday: 6-9 p.m.
Weekends: 9 a.m. to 5 p.m.

No matter your diagnosis, you will receive complete, personalized care from our healthcare team.

Key points

Urgent Care is a division of the Emergency Department.

Both are staffed by the same medical team:

- physicians;
 - physicians' assistants;
 - nurse practitioners;
 - nurses;
 - technologists;
 - therapists
- Emergency care and Urgent Care are separated to keep down costs.
 - When you arrive and are evaluated by a member of our medical staff, this determines what services you receive.
 - If your condition warrants, you will be upgraded to the Emergency Department level.

Example Emergency cases

Chest pain
Shortness of breath
Fracture
Pneumonia

Example Urgent Care cases

Ear ache
Sore throat
Sprains
Urinary tract infection

More information

- Urgent Care does cost more than a visit to your doctor at a clinic. It is not designed for routine check-ups.
- We encourage you to see our healthcare team at the regional Gundersen Lutheran clinics.
- Your insurance may pay for your Urgent-Care treatment. Many plans require co-pays for Emergency Care, but not Urgent Care. Check with your insurance company.



Tri-County Memorial is not a retail pharmacy. We only dispense enough medication to start you on your treatment. You will need to fill your prescription at your pharmacy. At your request, we can provide a list of area pharmacies.