



Your Primary Care Clinic

Your primary care clinic is your first point of contact for all your health care needs. Anytime you need medical care (except for emergencies), call your primary care clinic for an appointment or to speak with your PCP's nursing staff. Find the clinic phone number listed next to your member number on your GHC-SCW Member ID card. **Call your primary care clinic.**

Care OnDemand™ Virtual Care



GHC NurseConnect

Registered nurses are here 24/7/365 to help you, guide you and get you on the path to better health fast. They can answer your questions, give you advice and help you plan your next steps. **Call (608) 661-7350 or toll-free at (855) 661-7350.**



Video Visit Using GHCMYChartSM

Safely visit with health care providers and receive the same exceptional care experienced at a GHC-SCW clinic. Visits are set up using GHCMYChartSM and are available for preventive and wellness visits.* **Contact your clinic or log in to GHCMYChartSM to schedule.**



Virtual Urgent Care *powered by KeyCare*

Access a provider from your home, office or on-the-go, 24/7, 365. Licensed providers can visit with you by secure video to help treat non-emergency medical conditions. Visits are free for most members.** **Go to ghcscw.com/keycare.**



E-Visits *powered by KeyCare*

Connect with a provider from your home, office or on-the-go, 24/7, 365. Send messages and photos for symptom review by a licensed provider to help treat certain non-emergency medical conditions.*** **Go to ghcscw.com/keycare.**



Virtual Therapy *powered by MDLIVE®*

Access a therapist from your home, office or on-the-go, 24/7, 365. Licensed therapists and board-certified psychiatrists visit with you either by phone or secure video to help treat any non-emergency mental health condition. Visits are free for most members.** **Go to ghcscw.com/mdlive.**



GHC-SCW Urgent Care

Urgent care is for non-life-threatening conditions that need to be treated that same day or after business hours. These conditions usually cause unusual discomfort.

Examples include:

- back pain
- ear pain
- colds and flu
- cuts, scrapes or bruises
- eye irritation
- fever
- migraine headaches
- sore throats
- simple bone fractures (not through skin)
- sprains
- skin rashes
- urinary burning

Physical therapy is available for some injuries at the GHC-SCW Urgent Care Clinic.

Call the GHC-SCW Urgent Care Clinic to schedule an appointment. **Appointments are required for Urgent Care and are made to better serve your same-day access needs. Walk-in appointments are not available.**

GHC-SCW Urgent Care Clinic at Capitol Clinic (608) 442-8100

675 W. Washington Ave.
Madison, WI 53703

Mon – Fri: 8 a.m. – 9 p.m.
Sat – Sun: 9 a.m. – 9 p.m.



Emergency Care

Emergency care is for life-threatening medical conditions (including severe symptoms) that can cause serious danger to your health.

Examples include:

- alcohol or drug overdose
- amputations or severe lacerations
- complex bone fractures (through skin)
- complications during pregnancy¹
- facial or eye trauma
- heart attack or chest pain
- knife or gunshot wounds
- loss of consciousness
- poisoning
- respiratory problems
- severe burns
- stroke

If it's not possible to go to your designated hospital, go to the nearest hospital emergency room or call 911.

¹ For complications during pregnancy, please go directly to UnityPoint Health – Meriter Hospital.

* For GHCMYChartSM Video Visits, members must be physically located within the state of Wisconsin during the entirety of the visit.

**Virtual care visits powered by KeyCare and MDLIVE® are not available for Medicare Select, BadgerCarePlus or MMSD-Quartz patients. Plan conditions apply for members with HSA benefit plans.

*** For E-Visits, proxy access can take up to 7 days to be approved. We suggest parents/guardians set this up in advance, prior to when care is needed. Visit mychart.keycare.org, create or log in to your account, click on the "Menu" and under "Sharing" select "Request access to your loved one's account".

For E-Visits, members must be physically located in one of the following states during the entirety of the visit: AL, CA, CT, FL, ID, IL, ME, MI, MN, MT, NE, NV, NH, NC, OH, SC, SD, WI or WY.