Emergency or Urgency?

Knowing when to visit the ER keeps your own costs down and the health care system up and running for everyone.

With the opening of St. Mary’s Sun Prairie Emergency Center, area residents have a trusted new resource to manage life’s unexpected surprises. We’ve helped thousands of patients who are grateful for emergency medical care that’s so close to home. To keep your own costs down and to preserve the emergency system for true emergencies, it’s important to evaluate your condition and know when to use an urgent care center vs. an ER.

Some health conditions require care in an Emergency Room (ER), while others can be treated at Urgent Care. If you are unsure, talk to a nurse from Dean on Call:
(800) 576-8773 or (608) 250-1393
(available 24/7 to any Wisconsin resident, regardless of insurance)

If you need urgent care, the Sun Prairie and East Madison areas have several Urgent Care facilities. Patients with Dean Health Insurance and others may use the Dean East Clinic at 1821 S. Stoughton Road in Madison. It is open weekdays 7 a.m. to 8 p.m. and weekends 8 a.m. to 5 p.m.

Go to an EMERGENCY CENTER for:
- Amputations or severe cuts
- Breathing obstruction
- Burns - severe / third-degree
- Drug overdose
- Facial or eye trauma
- Hazardous chemical exposure
- Knife or gunshot wound
- Large bone fractures
- Loss of consciousness
- Migraine headache
- Poisoning
- Severe abdominal pain with pregnancy
- Seizures / convulsions
- Shortness of breath / chest pain
- Suicide attempt

Go to an URGENT CARE CENTER for:
- Asthma - mild
- Back pain
- Burns - mild
- Coughing
- Cuts, scrapes, bruises
- Ear pain
- Eye irritation
- Fever
- Skin rashes
- Small bone fractures (toe, foot, finger)
- Sore throat
- Sprains
- Urinary burning

St. Mary’s Sun Prairie Emergency Center provides service to all patients regardless of insurance or ability to pay. In the event St. Mary’s isn’t a preferred provider under your insurance, the resulting benefit level may be reduced. Please consult your insurance plan.

For members of Dean Health Plan, St. Mary’s emergency services are listed as preferred providers, but co-pays still apply per your specific plan.

General Guideline
Co-pays generally increase as follows:
- $ Physician's office at a clinic during regular hours
- $$ Urgent care facility
- $$$ Emergency Room

Insurance and Co-Pays

For more information, visit www.deancare.com