

# Where to go for care

COUPE HEALTH

Please reference the chart below to help you decide what level of care is appropriate for your various medical needs.

## Doctor on Demand

Medical visits 24/7; mental health visits available by next-day appointment.

## Minor health issues

Get face-to-face, online care from a board-certified doctor with Teladoc in your SimplePay app.

- Cold, cough and flu
- Bladder infection
- Mental health
- Skin rashes



Minimal to no wait

## Walk-in clinic

Open extended hours (nights/weekends)

## Minor health issues

No appointment needed for treatment of minor health issues.

- Cold, cough and flu
- Ear and eye infections
- Sore throat



Short wait times

## Office visit

Open during regular clinic hours

## Preventive/routine care or health concern

Make an appointment for preventive care, routine care and health issues

- General health issues
- Preventive care
- Screenings and vaccines
- Referrals to specialty care



Wait times vary

## Urgent care clinic

Open extended hours (nights/weekends)

## Urgent - not life threatening

Drop in for medical care that is urgent but not life-threatening

- Minor cuts, sprains and burns
- Skin rashes
- Fever and flu



Varies, typically longer than an office visit

## Emergency Room (ER)

Open 24/7

## Life threatening

Call 911 or go to the nearest ER if the situation seems life-threatening

- Chest pain
- Shortness of breath
- Uncontrolled bleeding
- Poisoning or other serious illness/injury



Longer if you go with a minor condition

Additional questions? Contact your Health Valet for assistance by calling the number on the back of your Member ID card.