# 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.

#### Walk-in clinic

Open extended hours (nights/weekends)

#### Office visit

Open during regular clinic hours

### **Urgent care clinic**

Open extended hours (nights/weekends)

## **Emergency Room (ER)**

Open 24/7

#### 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

#### Minor health issues

No appointment needed for treatment of minor health issues.

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

## 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

# **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

# 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











Short wait times

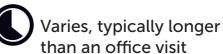








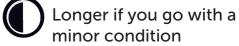












Additional questions? Contact your Health Valet for assistance by calling the number on the back of your Member ID card.