











Where to go for care

COUPE

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

Virtual Care Medical visits 24/7	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. -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 -Options for 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 -X-rays and lab testing	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
  Minimal to no wait	  Short wait times	  Wait times vary	  Varies, typically longer than an office visit	  Longer if you go with a minor condition

For additional questions, call the number on the back of your Member ID card.