

# Where to go for care



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

<b>Doctor on Demand</b> Medical visits 24/7; mental health visits available by next-day appointment.	<b>Walk-in clinic</b> Open extended hours (nights/weekends)	<b>Office visit</b> Open during regular clinic hours	<b>Urgent care clinic</b> Open extended hours (nights/weekends)	<b>Emergency Room (ER)</b> Open 24/7
<b>Minor health issues</b> 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	<b>Minor health issues</b> No appointment needed for treatment of minor health issues.  -Cold, cough and flu -Ear and eye infections -Sore throat	<b>Preventive/routine care or health concern</b> Make an appointment for preventive care, routine care and health issues  -General health issues -Preventive care -Screenings and vaccines -Referrals to specialty care	<b>Urgent - not life threatening</b> 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	<b>Life threatening</b> 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 times	 Short wait times	 Wait times vary	 Varies, typically longer than an office visit	 Longer if you go with a minor condition

Additional questions? Contact your Health Valet for assistance  
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