











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.

Teladoc 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
  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

Additional questions? Contact your Health Valet for assistance

Email: healthvalet@simplepayhealth.com

Phone: 1-800-606-3564