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

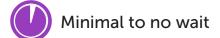
- -Minor cuts, sprains and burns
- -Skin rashes
- -Fever and flu

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











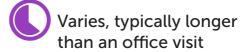
Short wait times







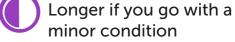












Additional questions? Contact your Health Valet for assistance

Email: healthvalet@simplepayhealth.com Phone: 1-800-606-3564