

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.

Telehealth Visit
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.

- 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@coupehealth.com

Phone: 1-833-749-1969