

# Your care, your way

## Connect to care anytime, anywhere



Get the care you need the way you want it. No matter which option you choose, your providers can see your health history, update your medical record, and give you personalized care that fits your life.



### 24/7 care advice

Get medical advice and care guidance in the moment from a Kaiser Permanente provider.



### In-person visit

Same-day appointments are often available. Sign on to **kp.org** anytime, or call us to schedule a visit.



### Email

Message your doctor's office with nonurgent questions anytime. Sign in to **kp.org** or use our mobile app.<sup>2</sup>



### Phone appointment

Save yourself a trip to the doctor's office for minor conditions or follow-up care.<sup>2,3</sup>



### Video visit

Meet face-to-face online with a doctor on your computer, smartphone, or tablet for minor conditions or follow-up care.<sup>2,3</sup>



### E-visit

Get quick online care for common health problems. Fill out a short questionnaire about your symptoms, and a physician will get back to you with a care plan and prescriptions (if appropriate) - usually within 2 hours.

Call us anytime at **1-866-454-8855 (TTY 711)** to make an appointment or to get care advice.

## Need care now? Know before you go.

### Urgent care

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

### Emergency care

Emergency care is for a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.<sup>1</sup> Examples include chest pain or pressure, severe stomach pain that comes on suddenly, severe shortness of breath, and decrease in or loss of consciousness.

If you think you have a medical or psychiatric emergency, call **911** or go to the nearest hospital.

<sup>1</sup>If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.

<sup>2</sup>These features are available when you receive care at Kaiser Permanente facilities.

<sup>3</sup>When appropriate and available.