

# 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.

### Choose where, when, and how you get care

To make an appointment, call us at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY), Monday through Friday, 7 a.m. to 7 p.m.\* You can also schedule some appointments online at **kp.org/getcare** or with the Kaiser Permanente app.



#### 24/7 care advice

Get medical advice and care guidance in the moment from a Kaiser Permanente provider at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY).



#### 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 on 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 by scheduling a call with a doctor.<sup>2</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 minor health problems. Fill out a short questionnaire about your symptoms, and a clinician will get back to you with a care plan – usually within 2 hours.

\*Weekend appointment call center hours available in the following areas: Coachella Valley, Downey, Fontana, LAMC, WLAMC, Moreno Valley, Ontario, Riverside, South Bay

<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>Check with your doctor's office to find out if video visits are available to you.

### 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.

Visit **kp.org/getcare** to find the urgent care location nearest you.

#### Emergency care

Emergency care is for a medical or psychiatric condition, including severe pain, 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.

#### Not sure where to go?

We're here 24/7 to guide you.  
Call us at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY).