

# 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

Not sure where to go for care? Visit [kp.org/getcare](http://kp.org/getcare) for more information.



#### 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](http://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](http://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>

### 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](http://kp.org/getcare) to find the urgent care location nearest you.

#### Emergency care

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
- Decrease in or loss of consciousness
- Severe shortness of breath

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*.

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

<sup>3</sup>When appropriate and where available. You must be 18 years or older to schedule.