

GET THE RIGHT CARE— WHEN YOU NEED IT, HOW YOU WANT IT

From strains to pains, you never know when or why you might need treatment. But when that time comes, you can get the care that's right for you by choosing from a number of options that meet your needs and your lifestyle.



ROUTINE CARE

Regular visits to your doctor to catch health problems early, when they're easier to treat:

- Checkups
- Preventive screenings
- Well-child visits



URGENT CARE

Illnesses or injuries that require attention soon but aren't emergencies:

- Asthma flare-ups
- Earaches
- Minor sprains, wounds or burns

Explore your care at kp.org/getcare



SPECIALTY CARE¹

Services from doctors trained in specific areas of care, such as:

- Obstetrics/gynecology
- Orthopedics
- Dermatology



EMERGENCY CARE²

When your health is in danger and you need immediate care:

- Trouble breathing
- Severe chest pains
- Serious injuries or wounds



PHONE

Save yourself an office visit by scheduling a call with a doctor.³



EMAIL

Message your doctor's office with nonurgent questions anytime.³



E-VISITS

Online consultations are available for some medical conditions. Learn more at kp.org/appointments.



VIDEO VISIT

Ask about this online alternative to an in-person appointment.^{3,4}



CHAT ONLINE

Connect in real time with a Kaiser Permanente physician. Log on to kp.org and click "Chat."³



IN-PERSON

Same-day appointments are often available.



Online and Mobile Access

Register at kp.org/registernow to get access to My Health Manager and actively manage care for you and your family. Get the Kaiser Permanente mobile app from the Apple App StoreSM or the AndroidTM app from Google PlayTM.⁵

Manage your health, find locations and care when you're traveling, and more, at kp.org/getcare.

1. Medicaid members need a referral from a primary care physician for specialty care.

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

3. These features are available when you receive care at Kaiser Permanente medical offices.

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

5. Kaiser Permanente is not responsible for the content or policies of the external websites of Apple Inc. and Google Inc. App Store is a service mark of Apple Inc. Android and Google Play are trademarks of Google Inc.

APPOINTMENTS AND ADVICE



- If you see a Kaiser Permanente doctor, schedule routine appointments at kp.org or call the advice center at 1-800-218-1059 (TTY 711), Monday through Friday, from 7 a.m. to 6 p.m.
- If you use a network provider, call that office directly.
- Call 24/7 for medical advice and care guidance.