

# Get the right care for you

No matter what life throws your way, we'll help you connect with the care you need. Call or email us 24/7, make a phone or video appointment, or visit in person to get many services under one roof. This is your care, your way.

## Your care



### Routine care

Regular visits to your doctor that can help catch health problems early, when they're easier to treat.

- Checkups
- Preventive screenings
- Well-child visits



### Specialty care

Services from doctors trained in focused areas of care, like:

- Obstetrics-gynecology
- Mental health and wellness
- Dermatology

Many services don't require a referral.



### Urgent care

Illnesses or injuries that need medical attention soon, but aren't emergencies.\*

- Fevers
- Earaches
- Minor sprains or wounds



### Emergency care

When your health is in serious danger and you need care right away.†

- Trouble breathing
- Severe chest pains
- Very bad injuries or wounds

## Your way

### Choose how to get care

#### Get advice for your situation

Give us a call to receive clinical care in the moment, including some prescriptions.

For daytime advice, find phone numbers at [kp.org/getcare](http://kp.org/getcare).

For after-hours advice, call **1-888-576-6225 (TTY 711)**, Monday through Friday, 7 p.m. to 7 a.m., Saturday and Sunday, 24 hours a day.

#### Make appointments

Schedule same-day urgent care visits, video appointments, and more – right over the phone.

For phone numbers in your area, visit [kp.org/getcare](http://kp.org/getcare).

You can also schedule most in-person appointments from [kp.org](http://kp.org) and the KP app.‡

#### Email

Message your doctor's office with nonurgent questions anytime on [kp.org](http://kp.org) or the KP app.‡

### Appointments that fit you



#### Phone

Schedule a call with a doctor – and save yourself the office visit.†\*\*



#### Video

Meet face-to-face with a doctor online by computer, smartphone, or tablet.†\*\*



#### In person

Visit a doctor, and get many services under one roof – all in one trip.

Manage your health, find locations, get care when traveling, and more at [kp.org/getcare](http://kp.org/getcare).

\*If you are sick or injured, you may have an urgent care need. An urgent care need is one that requires prompt medical attention but is not an emergency medical condition.

†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*.

‡These features are available when you get care at Kaiser Permanente facilities.

\*\*Must be 18 or older to schedule. To find out if telephone or video visits are available in your area, call the appointments and advice line or email your doctor's office.

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We provide interpreter services at no cost to you, 24 hours a day, 7 days a week, during all hours of operation. You can have an interpreter help answer your questions about our health care coverage. You can also request materials translated in your language at no cost to you. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users, call **711**.

Ofrecemos servicios de traducción al español sin costo alguno para usted durante todo el horario de atención, 24 horas al día, siete días a la semana. Puede contar con la ayuda de un intérprete para atender las preguntas que tenga sobre nuestra cobertura de atención médica. Además, puede solicitar que los materiales se traduzcan a su idioma sin costo alguno. Solo llame al **1-800-788-0616**, 24 horas al día, siete días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

我們每週7天, 每天24小時在所有營業時間內免費為您提供口譯服務。您可以請口譯員協助回答有關我們健康保險的問題。您也可以免費索取翻譯成您所用語言的資料。我們每週7天, 每天24小時均歡迎您打電話 **1-800-757-7585** 前來聯絡(節假日休息)。聽障及語障專線(TTY)使用者請撥 **711**。