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*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.

**To schedule a same-day appointment for adult medicine or pediatrics, members must use the appointment and advice line.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status. 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 responder 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**。

 Please recycle. 60559818 January 2017

**When you need care,
you've got options.
Look inside!**



Kaiser Foundation Health Plan, Inc.
300 Lakeside Dr., 13th Floor
Oakland, CA 94612



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**Connect to care
anytime, anywhere**

kp.org/getcare



Get care by phone and video – wherever you are

Sick at home? Can't find a babysitter? No matter what life throws your way, you can connect to care when and where you want it.

Phone and video visits are simple and secure ways to get care from a doctor – just like an in-person appointment. They'll even be tracked in your electronic health record. All you need is a computer, smartphone, or mobile device.

What care can you get by phone or video?

Phone and video visits are great for minor health conditions and follow-up care such as:

Phone

- Coughs
- Colds
- Flu symptoms
- Allergies

Video

- Rashes
- Skin infections
- Eye problems
- Cuts and sprains

How do you schedule an appointment?

Call us 24/7 at **1-866-454-8855** (TTY **711**). We'll help you determine if a phone or video visit is right for your condition. To schedule, you must be 18 or older.

Take a look at the many care options available to you.

Your care

Types of care you may need



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

Some 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



Advice and appointments

Get the right care for your situation. Call us 24/7 at **1-866-454-8855** (TTY **711**) to:

- Receive clinical advice and care guidance
- Set up phone or video consults with a doctor
- Schedule same-day, next-day, and other appointments

You can also schedule some appointments from **kp.org** or the KP Preventive Care app.†**



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.‡

- Be sure to download the KP Preventive Care app or computer plug-in.

To learn more, go to **kp.org/mydoctor/videovisits**.



Email

Message your doctor's office with nonurgent questions anytime on **kp.org** or the KP Preventive Care app.†**



In person

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