

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, such as:

- Checkups
- Preventive screenings
- Well-child visits



URGENT CARE

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

- 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, such as:

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



CHAT ONLINE

Connect in real time with a Kaiser Permanente physician.



PHONE

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



EMAIL

Message your doctor's office with nonurgent questions anytime, and get a response within 24 hours.³



VIDEO VISIT

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



E-VISITS

Fill out an online questionnaire about your symptoms, and a registered nurse will respond within 4 hours with a care plan.³



IN-PERSON

Same-day appointments are often available.



Online and Mobile Access

Register at kp.org/register to 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 for specialty care when seeking care with Kaiser Permanente specialists.
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

- Call **303-338-4545** (TTY 711) anytime, day or night, for medical advice or to schedule primary care and select specialty care appointments.
- For same-day care, phone appointments and online chat are available to get you the care you need quickly.
- Book an appointment online from your kp.org account.

