

# 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

Call us anytime at **1-800-813-2000 (TTY 711)** to make an appointment or to speak to an advice nurse.



#### 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](https://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](https://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</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</sup>



#### E-visit

Fill out an online questionnaire and a registered nurse at Kaiser Permanente will call or email you to provide helpful guidance, recommend a doctor visit, or help order any necessary prescriptions. Learn more at [kp.org/appointments](https://kp.org/appointments).

### Need care now? Know before you go.

#### Urgent care

An illness or injury that isn't a serious danger to your health but cannot wait for routine (nonurgent) visits.

- Fevers
- Earaches
- Minor sprains or wounds

Visit [kp.org/getcare](https://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. Examples include:<sup>1</sup>

- 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.

#### Not sure where to go?

We're here 24/7 to guide you. Call us at **1-800-813-2000 (TTY 711)**.

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232.

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<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>Phone appointments, video visits, and email are available for members who receive care at Kaiser Permanente medical offices. You must be 13 or older to schedule phone appointments and video visits. If you have a health savings account (HSA)-qualified deductible plan, you'll need to pay the full charges for scheduled phone and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for scheduled phone and video visits.