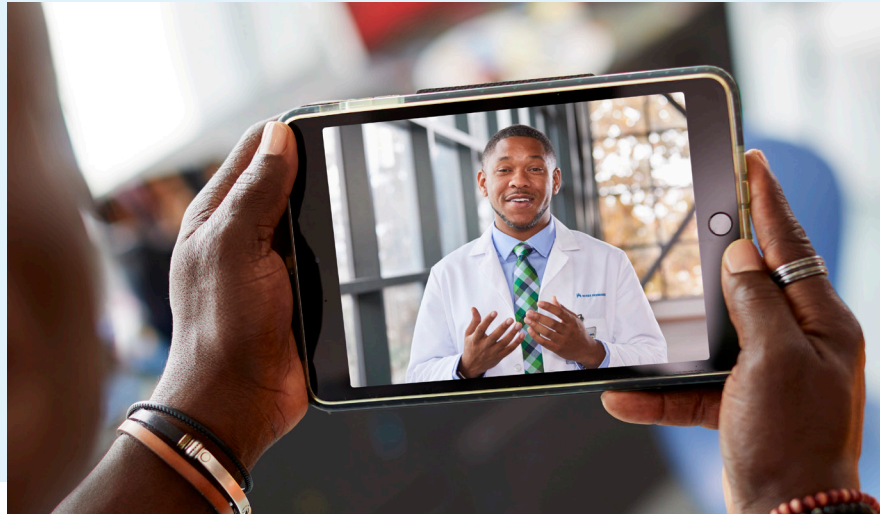


# Convenient ways to get care

There are many ways to get medical advice, referrals, and treatment in addition to emergency care. No matter which of these options you choose, your care team can see your Kaiser Permanente health history, update your medical record, and give you personalized care.

See your care options in our mobile app and at [kp.org/getcare](https://kp.org/getcare).



## Get Care Now

Talk to a clinician 24/7 over phone or video<sup>1</sup> – no appointment needed. Select **Get Care Now** on our app or visit [kp.org/getcare](https://kp.org/getcare).



## E-visit

Get 24/7 self-care advice for select conditions by answering a few questions online or in our app. When medically needed, a clinician will get back to you with a care plan – usually within 2 hours.



## Target Clinic

Get care for minor illnesses and injuries at a Kaiser Permanente Target Clinic near you. Visit [kptargetclinic.org](https://kptargetclinic.org) for a full list of services, locations, and to schedule same-day or next-day appointments (walk-ins are not guaranteed).



## In-person visits

Walk-in urgent care is available for illnesses and injuries that require prompt attention but are not medical or mental health emergencies.<sup>2</sup> Use urgent care for conditions such as back pain, sprains, falls, minor wounds and cuts, fever and rashes.

Find the closest walk-in urgent care and view wait times on our app or sign in to [kp.org](https://kp.org). Select **All Care Options**, under Walk-in urgent care, select **Find urgent care locations**, under Visit Urgent Care, select **View participating facilities**, then select your same-day care need.

**Same- or next-day appointments** may also be available. Check availability on our app, online, or call **1-833-KP4CARE** for the soonest appointment with any clinician.

1. When appropriate and available. 2. If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage or other coverage documents.

# Knowing where to go may save you time.



## Urgent care

An urgent care need is one that requires prompt medical attention, usually within 24 to 48 hours, but is not an emergency medical condition.

Examples include:

- Minor injuries like sprains and falls
- Minor wounds and cuts
- Fever, moderate vomiting



## Get Care Now, E-visit, Target Clinic

These care options can handle common conditions, such as:

- COVID-19, cold, flu, and RSV symptoms
- Urinary tract infection (UTI)
- Pink eye
- Care for other minor health conditions



## Emergency care

Emergency care is for medical or mental health conditions that require immediate medical attention to prevent serious harm to your health.<sup>1</sup>

Examples include:

- Chest pain or pressure
- Sudden, severe stomach pain
- Decrease in or loss of consciousness
- Severe shortness of breath

For Emergency Mental Health Care:

- **1-800-900-3277** (TTY **711**) for 24/7 crisis intervention
- Call **988** for the National Suicide and Crisis Lifeline<sup>2</sup>

1. If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage or other coverage documents.

2. The lifeline is provided by the Substance Abuse and Mental Health Services Administration.

For 24/7 advice,  
call **1-833-KP4CARE**  
(1-833-574-2273) (TTY 711)



See all care options  
[kp.org/getcare](https://kp.org/getcare)