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 easiest to treat.
• Checkups
• Preventive screenings
• Well-child visits

Urgent care
When you have injuries or illnesses that need medical attention soon, but aren’t emergencies.
• Fever
• Bumps
• 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

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.

Your way

Choose how to get care

Routine care
Visit a doctor, and get many services under one roof— all in one trip.

Urgent care
Schedule a call with a doctor— right over the phone.

Emergency care
Go to the nearest Emergency Department.

Specialty care
Services from doctors trained in focused areas of care, like:
• Obstetrics-gynecology
• Mental health and wellness
• Dermatology

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.

In person
Visit a doctor, and get many services under one roof— all in one trip.

Email
Message your doctor’s office with urgent questions anytime on kp.org or the KP app.

Appointments that fit you

Phone
Schedule a call with a doctor— and save yourself the of office visit.

Video
Meet face-to-face with a doctor online through Friday, 7 p.m. to 7 a.m., by computer, smartphone, or tablet.

In person
Make appointments
Visit a doctor, and get many services under one roof— all in one trip.

Email
• To ask your doctor’s office with urgent questions anytime on kp.org or the KP app.

Your way

Manage your health, find locations, get care when traveling, and more at 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.

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 also request materials translated in your language at no cost to you. For help, just call us at 1-800-464-4005, 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, 7 días a la semana. Puede contar con el apoyo 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 en casas de costo alguno. Solo llama al 1-800-781-8616, 24 horas al día, 7 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。