

# The care you need, when you need it

The chart below will help you better understand the different kinds of care available to you. The following are common examples for each category of care, but they do not cover all conditions or symptoms. If you have any questions about the type of care that is appropriate for your symptoms/condition, advice nurses are available Monday through Friday, 7 a.m. to 7 p.m., by calling the appointment and advice number in your area. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)**. For TTY, call **711**.

## Routine care

An expected care need, like a scheduled visit to your doctor, a same-day appointment, or a recommended preventive screening.

### Examples of routine nonurgent care needs include:

- Same-day appointments
- Scheduled visits
- Follow-up visits
- Routine checkups
- Physical exams
- Preventive screenings
- Well-child checkups

### What to do:

Many of our locations often have same-day in addition to regular appointments available. To make an appointment, you can call the number for your area listed on the "Urgent care locations" page, Monday through Friday, 7 a.m. to 7 p.m., or go online through My Health Manager at **kp.org**.

## U Urgent care

An illness or injury that requires prompt medical attention, but is not an emergency medical condition.

### Examples of urgent care needs include:

- Minor injuries, including sprains and falls
- Minor wounds and cuts needing stitches
- Mild to moderate backaches
- Chronic migraine or other recurring headaches
- Fever
- Mild breathing issues
- Minor abdominal pain
- Minor broken bones (finger, toes)
- Flu symptoms (chills, fever, body ache)
- Vertigo (dizziness)
- Mild to moderate diarrhea
- Minor nosebleeds

### What to do:

Head to your nearest Kaiser Permanente urgent care center, or call the appointment and advice number in your area, Monday through Friday from 7 a.m. to 7 p.m. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)**.

## Emergency care

A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.\*

### Symptoms that may indicate an emergency medical condition include:

- Chest pain or pressure that may radiate to the arm, neck, back, shoulder, jaw, or wrist
- Sudden onset of severe abdominal pain
- Severe shortness of breath
- Severe, persistent bleeding that cannot be stopped
- Major injuries like gunshot or stab wounds or severe injuries from a vehicle accident
- Active labor when there isn't time for a safe transfer to a designated hospital before delivery

### What to do:

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest hospital.

\*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or to others, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.