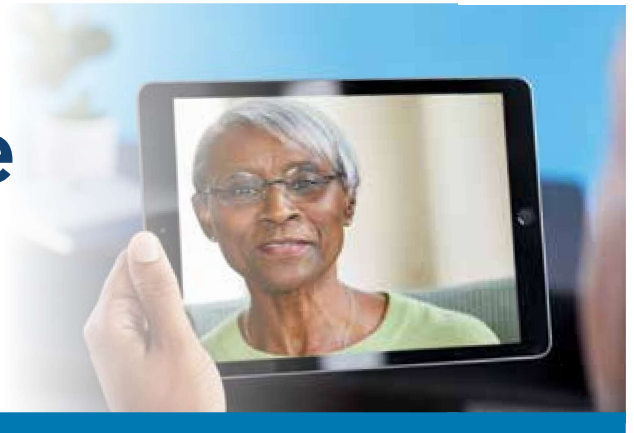


# Get convenient care when you need it



When you have a health issue, you have many easy ways to get care when and where it works for you.



## E-visit

Answer a few questions on [kp.org](http://kp.org) or our app for a personalized treatment plan or self-care advice. Submit your e-visit anytime and receive a care plan, with prescriptions, if needed. Receive a reply usually within a few hours during the business hours of 7 a.m. and 10 p.m. for most conditions.<sup>1,2</sup>



## 24/7 virtual care

Fast, personalized support around the clock – no appointment needed. Get 24/7 care by phone or video from a Kaiser Permanente clinician across the U.S.<sup>2,3</sup>



## Phone and video visit

Schedule time to talk with a clinician by phone or video.<sup>3</sup> On most plans, there's no cost.<sup>2</sup>



## 24/7 nurse advice

Speak to a registered nurse anytime, day or night. Call **1-800-813-2000 (TTY 711)**.



## In-person visit

Same-day or next-day in-person appointments with your primary care clinician.



## Email

Message your Kaiser Permanente care team with nonurgent questions and get a reply usually within 2 business days.

## Care is a call or click away

To get care – in person, by phone, or online – simply sign in at [kp.org](http://kp.org) or use our app. If you aren't sure what type of care you need, or what to do after hours, we can help. Call us at **1-800-813-2000 (TTY: 711)**.



Download the Kaiser Permanente app or go to [kp.org/getregistered](http://kp.org/getregistered).



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Learn more at [kp.org/getcare](http://kp.org/getcare)

<sup>1</sup>Applicable cost shares will apply for services or items ordered during an e-visit. <sup>2</sup>If you have an HSA-qualified deductible plan, you may need to pay the full charge for e-visits, phone appointments, and video visits until you reach your deductible. Once you reach your deductible, you won't pay anything for e-visits, phone appointments, and video visits. <sup>3</sup>When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

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## Need care now? Know before you go.

Knowing the difference between the types of care you may need can save you time.

### Urgent care

Ideal for minor injuries and illnesses that require being seen in person within 24 to 48 hours. Lab, X-ray, and imaging services are available at all our urgent care locations.

#### Examples include:

- Abdominal pain
- Allergic reaction (mild)
- Dehydration
- Fever without a rash
- Small cuts that may require stitches
- Sprains and strains
- Vomiting or persistent diarrhea
- Wheezing or shortness of breath
- Back pain

### 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 pressure
- Severe stomach pain that comes on suddenly
- Decrease in or loss of consciousness
- Severe shortness of breath

## Kaiser Permanente Northwest urgent care locations

Taking good care of you is important to us. That's why we offer many locations to serve you, as well as same-day, after-hours, and weekend appointments at many of our facilities. Urgent care services hours vary by location. Visit [kp.org/knowbeforeyougo](https://kp.org/knowbeforeyougo) for more information, or call us 24/7 at **1-800-813-2000 (TTY 711)** for help finding a location closest to you.

#### Beaverton Medical Office

4855 SW Western Ave.  
Beaverton, OR 97005

#### North Lancaster Medical Office

2400 Lancaster Dr. NE  
Salem, OR 97305

For our affiliated partner urgent care locations and hours, please visit [kp.org/locations](https://kp.org/locations).

#### Interstate Medical Office South

3500 N Interstate Ave.  
Portland, OR 97227

#### Longview-Kelso Medical Office

1230 7th Ave.  
Longview, WA 98632

#### Cascade Park Medical Office

12607 SE Mill Plain Blvd.  
Vancouver, WA 98684

#### Mount Talbert Medical Office

10100 SE Sunnyside Rd.  
Clackamas, OR 97015

Learn more at [kp.org/getcare](https://kp.org/getcare)

<sup>1</sup>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.

