




# Your care, your way

## Connect to care anytime, anywhere



Get care by:	What it is	When to use it	How to make an appointment
 Phone visit	If you have a minor condition that doesn't require an in-person medical exam, you might be able to save time by scheduling a call with a Kaiser Permanente clinician. Phone appointments may be available within one hour.	<b>Routine care:</b> Medication management, test results <b>Urgent care:</b> Coughs, colds, flu, bug bites, fevers, earaches, minor sprains, urinary tract infections, wounds or burns	<b>To schedule an appointment:</b> <ul style="list-style-type: none"><li>• Sign on to <b>kp.org</b> or the Kaiser Permanente app, then select "Appointments."</li><li>• Call anytime: <b>1-800-813-2000 (TTY 711)</b>.</li></ul>
 Video visit	Meet face-to-face with a clinician online by computer, smartphone, or tablet – just as you would with a regular appointment.	<b>Routine care:</b> Medication management, test results <b>Specialty care:</b> Post-op follow-up, mental health appointments, dermatology, speech therapy <b>Urgent care:</b> Bug bites, fevers, earaches, minor sprains, urinary tract infections, wounds or burns	<b>To schedule an appointment:</b> <ul style="list-style-type: none"><li>• Sign on to <b>kp.org</b> or the Kaiser Permanente app, then select "Appointments."</li><li>• Call anytime: <b>1-800-813-2000 (TTY 711)</b>.</li></ul>
 E-visit	Short on time? Need nonurgent medical care? Fill out a short questionnaire about your symptoms, and a nurse will get back to you with a care plan – usually within 6 hours.	<b>For select conditions, including:</b> <ul style="list-style-type: none"><li>• Coughs/colds</li><li>• Nausea/vomiting</li><li>• Pink eye</li><li>• Urinary tract infections</li><li>• Sore throat</li><li>• Sinus problems</li><li>• Constipation</li><li>• Diarrhea</li></ul>	<b>No appointment needed.</b> <b>On your desktop, laptop, or tablet:</b> <ul style="list-style-type: none"><li>• Sign on to <b>kp.org</b>.</li><li>• Select "Appointments."</li><li>• Look for the "E-visits" tab near the bottom of the page.</li></ul> Currently, e-visits are available only on kp.org through a desktop, laptop, or mobile device. This functionality is currently unavailable on the Kaiser Permanente app.