

Get the right care – when and where you need it

From strains to pains, you have so many convenient ways to get care at Kaiser Permanente. Do you know about all of them?

Routine care

Regular visits to your doctor to catch health problems early, when they're easier to treat, such as:

- Checkups
- Preventive screenings
- Well-child visits



Urgent care

Minor illnesses or injuries that require attention soon but aren't emergencies, such as:

- Backaches, earaches
- Sore throats and coughs
- Urinary issues



Emergency care¹

Medical or psychiatric conditions that require immediate medical attention to prevent serious jeopardy to your health, such as:

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



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Online and mobile access

To use our virtual care options, go to kp.org/register and create your account. Once you're registered, you can access a broad range of services through kp.org and the Kaiser Permanente app.



Phone or video visits^{2,3,4}

Schedule time to talk with a clinician by phone or video. With most plans, there's no cost.



24/7 virtual care^{2,4}

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



Online chat²

Chat online with a clinician for answers to routine or urgent medical questions. Available 7 days a week on kp.org.



E-visit

Answer a few questions on kp.org or our app for 24/7 self-care advice. In some cases, a Kaiser Permanente clinician will get back to you with a care plan – usually within 4 hours.



24/7 advice

Speak to a registered nurse anytime, day or night, for routine or urgent medical or mental health advice. Call **303-338-4545** or **1-800-218-1059** (TTY 711).



Urgent care at home

DispatchHealth delivers high-quality health care to your home and is available for Denver/Boulder members, 7 days a week from 7 a.m. to 10 p.m. Call **720-588-9686** (TTY 711).



Appointments and advice:

303-338-4545 or 1-800-218-1059 (TTY 711)

- For medical advice, call anytime day or night.
- For appointments, book online at kp.org/appointments or call Monday through Friday, 6 a.m. to 7 p.m.
- To access care, go to kp.org/getcare.

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. Online chat with a clinician or mental health specialist, as well as video and phone services, are offered at no additional cost for most health plans. With some PPO or high-deductible health plans, a copay, coinsurance, or deductible must be met first before these services are provided at no additional cost. 3. These services are available when you see Kaiser Permanente providers. 4. 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.