

Your care, your way

Connect to care anytime, anywhere



Get the care you need the way you want it. No matter which option you choose, your providers can see your health history, update your medical record, and give you personalized care that fits your life.

Choose where, when, and how you get care

To make an appointment, call us at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY), Monday through Friday, 7 a.m. to 7 p.m.* You can also schedule some appointments online at kp.org/getcare or with the Kaiser Permanente app.



24/7 care advice

Get medical advice and care guidance in the moment from a Kaiser Permanente provider at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY).



In-person visit

Same-day appointments are often available. Sign on to kp.org anytime, or call us to schedule a visit.



Email

Message your doctor's office with nonurgent questions anytime. Sign on to kp.org or use our mobile app.²



Phone appointment

Save yourself a trip to the doctor's office for minor conditions by scheduling a call with a doctor.²



Video visit

Meet face-to-face online with a doctor on your computer, smartphone, or tablet for minor conditions or follow-up care.^{2,3}



E-visit

Get quick online care for minor health problems. Fill out a short questionnaire about your symptoms, and a clinician will get back to you with a care plan – usually within 2 hours.

*Weekend appointment call center hours available in the following areas: Coachella Valley, Downey, Fontana, LAMC, WLAMC, Moreno Valley, Ontario, Riverside, South Bay

¹If 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* or other coverage documents.

²These features are available when you receive care at Kaiser Permanente facilities.

³Check with your doctor's office to find out if video visits are available to you.

Need care now? Know before you go.

Urgent care

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

Visit kp.org/getcare to find the urgent care location nearest you.

Emergency care

Emergency care is for a medical or psychiatric condition, including severe pain, that requires immediate medical attention to prevent serious jeopardy to your health.¹ Examples include chest pain or pressure, severe stomach pain that comes on suddenly, severe shortness of breath, and decrease in or loss of consciousness.

If you think you have a medical or psychiatric emergency, call **911** or go to the nearest hospital.

Not sure where to go?



We're here 24/7 to guide you.
Call us at **1-833-KP4CARE (1-833-574-2273)** or **711** (TTY).

Getting started with video visits

With just a few simple steps, you'll be ready to see your Kaiser Permanente doctor – without the trip to the doctor's office.

After scheduling your video visit,¹ you can get set up right away. This will help you avoid any issues on the day of your appointment.²

If you haven't already registered on kp.org, please do so at kp.org/registernow. You can also register through the Kaiser Permanente mobile app.

	 Mobile device front-facing camera	 Computer camera, speaker, and microphone
Internet connection	A full signal (4 or more bars) or high-speed Wi-Fi connection	A strong wired or wireless connection to high-speed internet
Set up your device Make sure you have the right supporting software so you can attend a video visit at your desk or on the go.	Download the Kaiser Permanente app (iOS, such as iPhone®, iPad®, iPod touch®, or Android™ smartphone or tablet). ³ Do not use a mobile browser.	We recommend using Safari® for Mac®, or Internet Explorer for Windows PC. Then visit kp.org/videovisit and follow the instructions to see if your computer and browser meet the requirements.
Join your appointment⁴ You can join the video visit up to 15 minutes before your scheduled appointment time. If your doctor is running late, we'll contact you to reschedule.	Open the Kaiser Permanente app and sign on. <ul style="list-style-type: none"> • Select the "Appointments" tab, and find your scheduled video appointment. • Under "Appointment Details," select "Join Now." • Wait for your doctor to join the appointment. 	Sign on to kp.org . <ul style="list-style-type: none"> • Go to the Appointment Center and select the "Upcoming Appointments" tab. • Click the "Join Appointment" button, located next to your scheduled video appointment. • Wait for your doctor to join the appointment.



Need technical help? Call **1-844-800-0820**, Monday through Friday, 5 a.m. to 5 p.m.

¹When appropriate and available.

²Video visits are not required to see your Kaiser Permanente doctor. You can schedule an in-person visit instead, if you prefer.

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⁴Recording any video visit session with your doctor is not permitted.

Cómo empezar con las consultas por video

Con solo seguir unos sencillos pasos, estará listo para ver a su médico sin tener que ir hasta su consultorio.

Después de programar su consulta por video,¹ puede prepararse de inmediato. Esto le ayudará a evitar cualquier problema el día de su cita.²

Si aún no se ha registrado en kp.org/espanol, hágalo en kp.org/registreahora. También puede registrarse por medio de la aplicación móvil de Kaiser Permanente.

	 Dispositivo móvil con cámara frontal	 Computadora con cámara, bocina y micrófono
Conexión a Internet	Una señal potente (4 o más barras) o una conexión Wi-Fi de alta velocidad	Una conexión alámbrica o inalámbrica a Internet de alta velocidad
Configure su dispositivo Asegúrese de tener el software compatible correspondiente para que pueda realizar la consulta por video desde su escritorio o en cualquier lugar.	Descargue la aplicación de Kaiser Permanente (para iOS, como iPhone®, iPad®, iPod touch®, o Android™ para teléfonos inteligentes o tabletas). ³ No utilice el navegador del dispositivo móvil.	Recomendamos que use Safari® para Mac® o Internet Explorer para Windows PC. Luego visite kp.org/videovisit (haga clic en "Español") y siga las instrucciones para ver si su computadora y navegador cumplen los requisitos.
Entre a su cita⁴ Puede entrar a su consulta por video hasta 15 minutos antes de la hora programada de la cita. Si su médico va a llegar tarde, nos comunicaremos con usted para reprogramar la cita.	Abra la aplicación de Kaiser Permanente e inicie sesión. <ul style="list-style-type: none"> • Seleccione la pestaña "Appointments" (Citas) y encuentre su cita por video programada. • En la opción "Appointment Details" (Detalles de la Cita), seleccione "Join Now" (Entrar Ahora). • Espere a que su médico entre a la cita. 	Ingrese a kp.org/espanol . <ul style="list-style-type: none"> • Seleccione la opción "Appointment Center" (Centro de Citas) y después vaya a la pestaña "Upcoming Appointments" (Próximas Citas). • Haga clic en el botón "Join Appointment" (Entrar a la Cita), ubicado junto a su cita por video programada. • Espere a que su médico entre a la cita.



¿Necesita ayuda técnica? Llame al **1-844-800-0820**, de lunes a viernes, de 5 a. m. a 5 p. m.

¹Cuando corresponda y estén disponibles.

²No es obligatorio que realice una consulta por video antes de ver a su médico de Kaiser Permanente. Puede programar una consulta personal en su lugar, si así lo prefiere.

³iOS es una marca comercial o una marca registrada de Cisco en Estados Unidos y en otros países, y se usa con licencia. iPhone, iPad, iPod touch, Mac y Safari son marcas comerciales de Apple, Inc., registradas en Estados Unidos y en otros países. Android es una marca comercial de Google LLC.

⁴No está permitido grabar las sesiones de consulta por video con su médico.