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.

24/7 care advice
Get medical advice and care guidance in the moment from a Kaiser Permanente provider.

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 in to kp.org or use our mobile app.

Phone appointment
Save yourself a trip to the doctor’s office for minor conditions or follow-up care.

Video visit
Meet face-to-face online with a doctor on your computer, smartphone, or tablet for minor conditions or follow-up care.

E-visit
Get quick online care for common health problems. Fill out a short questionnaire about your symptoms, and a physician will get back to you with a care plan and prescriptions (if appropriate) - usually within 2 hours.

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.

Emergency care
Emergency care¹ is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include chest pain or pressure, severe stomach pain that comes on suddenly, severe shortness of breath, and decrease in or loss of consciousness.

Call us anytime at 1-866-454-8855 (TTY 711) to make an appointment or to get care advice.

¹If 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.

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

³When appropriate and available.