

THE CARE YOU NEED, WHEN YOU NEED IT.

| | ROUTINE NONURGENT CARE | OTHER NONURGENT CARE | URGENT CARE | EMERGENCY CARE |
|-----------------------|--|--|---|--|
| WHAT IS IT FOR? | An expected care need, like a recommended preventive screening or a visit for a health issue currently being treated. | A new health concern or a change in an existing health condition that is not an urgent care need. | An illness or injury that requires prompt medical attention, but is not an emergency medical condition. | A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.* |
| WHAT SHOULD YOU KNOW? | <p>Examples of routine nonurgent care needs include:</p> <ul style="list-style-type: none"> • Physical exams • Pre-travel exams • Pap tests • Well-child checkups • Medication checkups • Follow-up visits <p>You can schedule an appointment online with your personal physician or ob-gyn. If your doctor isn't available within a time frame that works for you, call us to request an appointment with another available physician.</p> | <p>Examples of other nonurgent care needs include:</p> <ul style="list-style-type: none"> • Trouble sleeping • General digestion problems • Gradual skin changes • Joint stiffness • Ongoing anxiety issues • Weight loss or gain <p>Schedule an appointment online with your personal physician, or call us to request the next available appointment in the primary care department you need.</p> | <p>Examples of urgent care needs include:</p> <ul style="list-style-type: none"> • Minor injuries, including accidents and falls • Sprains and cuts needing stitches • Backaches • Headaches • High fever • Mild breathing issues • Sore throats • Coughs, upper respiratory symptoms • Earaches <p>An urgent care need may also include situations where you are experiencing new or worsening symptoms, or have concerns about your medication.</p> | <p>Symptoms that may indicate an emergency medical condition include:</p> <ul style="list-style-type: none"> • Chest pain or pressure that may radiate to the arm, neck, back, shoulder, jaw, or wrist • Sudden onset of severe abdominal pain • Severe shortness of breath • Sudden decrease in or loss of consciousness • Sudden inability to talk or to move one side of the body, or sudden slurred speech • Severe, persistent bleeding that cannot be stopped • Major injuries like gunshot or stab wounds or severe injuries from a vehicle accident • Active labor when there isn't time for a safe transfer to a designated hospital before delivery |
| WHAT DO YOU DO? | <p>Make an appointment:</p> <ul style="list-style-type: none"> • Online through My Health Manager at kp.org • Call our appointment and advice line. | <p>Make an appointment:</p> <ul style="list-style-type: none"> • Online through My Health Manager at kp.org • Call our appointment and advice line. | <p>Call for advice:</p> <p>If you have an urgent care need, call our appointment and advice line. We can even schedule a same-day or next-day appointment with your physician in most cases, if appropriate.</p> | <p>If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest hospital.</p> |

Call our appointment and advice line

If you have an illness or injury and you're not sure what kind of care you need, our advice nurses can help. With access to your electronic health record, they can assess your situation, help determine what type of care is most appropriate for your condition or symptoms, and even help you handle the problem at home until your next appointment.

*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or to others, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

PEACE
OF MIND
MAY BE JUST
A PHONE
CALL AWAY.



Get medical advice when you need it.

Sometimes it's difficult to know what type of medical care you need. That's why we have telephone advice nurses available to help you.

Our advice nurses are registered nurses who are specially trained to help assess medical problems and provide advice over the phone, when medically appropriate. They can often resolve a minor concern or advise you on what to do next, including making a same-day or next-day appointment.

We believe your concerns shouldn't go unanswered. Call our telephone advice nurses anytime you need advice, 24 hours a day.

To reach an advice nurse, call one of the following appointment and advice numbers in your area, Monday through Friday, 7 a.m. to 7 p.m. For after-hours care, call 1-888-KPONCALL (1-888-576-6225).

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| Anaheim Medical Center | 1-888-988-2800 |
| Antelope Valley area | 1-877-554-4404 |
| Baldwin Park Medical Center | 1-800-780-1277 |
| Coachella Valley area | 1-866-984-7483 |
| Downey Medical Center | 1-800-823-4040 |
| Fontana Medical Center | 1-888-750-0036 |
| Irvine Medical Center | 1-888-988-2800 |
| Kern County area | 1-661-328-9831 |
| Los Angeles Medical Center | 1-800-954-8000 |
| Moreno Valley area | 1-866-984-7483 |
| Ontario Medical Center | 1-888-750-0036 |
| Otay Mesa Outpatient Medical Center | 1-800-290-5000 |
| Panorama City Medical Center | 1-888-778-5000 |
| Riverside Medical Center | 1-866-984-7483 |
| San Diego Medical Center | 1-800-290-5000 |
| South Bay Medical Center | 1-800-780-1230 |
| West Los Angeles Medical Center | 1-800-954-8000 |
| Western Ventura County area | 1-888-515-3500 |
| Woodland Hills Medical Center | 1-888-515-3500 |
| TTY for the hearing/speech impaired | 1-888-880-0833 |

kp.org