

HAVE AN URGENT CARE NEED?

Our advice nurses can help.



Call 1-866-454-8855

(711 for TTY) if you or a loved one has an unexpected illness or injury that isn't an emergency.* Our advice nurses are available to you 24/7 to help determine what type of care you need, and how to get that care.

For **URGENT CARE**, our advice nurses can usually schedule a same-day, after-hours, or weekend appointment if necessary. Video visits and telephone appointments may also be available.



URGENT CARE: an illness or injury that needs medical attention but is not an emergency.



EMERGENCY CARE: your health is in serious danger and you need care right away.

*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 preceding paragraph 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.