

WANT TO
CHOOSE
HOW-WHEN-WHERE
TO GET YOUR CARE?



YOU CAN

Kaiser Permanente offers flexible care delivery options—**online, by phone, or in person**—so you can conveniently access treatment in the way that best fits your personal schedule, from wherever you are.

Members can register at kp.org to start taking advantage of our suite of convenient digital tools and mobile apps, so you're always in control of your care.

WAYS TO MANAGE YOUR HEALTH ON THE GO



Online

- **Video visits** - Schedule video visits with physicians and providers for non-urgent and urgent symptoms. You can also use our Get Care Now on-demand service to meet with a Permanente physician.¹ Connect to this virtual care service 24/7.
- **E-visits** - Answer a quick self-service questionnaire and get a response with advice/treatment from a physician within two hours. Or, self-schedule a COVID-19 test, COVID-19 vaccine, or flu shot.
- **Chat with KP** - Use our new click-to-chat service to chat with an advice nurse, get help for new members, and more. Available to members at no extra cost.
- **Email** - Message your doctor's office with nonurgent questions anytime.
- **Wellness coaching** - Work one-on-one by phone with a personal wellness coach at no extra cost. Visit kp.org/wellnesscoach.
- **Pharmacy tools** - Make the most out of our prescription service with these pharmacy tools:
 - » Mail Order Pharmacy: Get your medications delivered through our Mail Order Pharmacy program, which usually delivers in 3-5 days.²
 - » Smart notifications: Get prescription status updates for medications being delivered, mailed, or picked up.
 - » Refill reminders: Automate your refill reminders and enable refills via two-way text message.
 - » KP Meds App: Set reminders and order prescription refills with the My KP Meds app.



Phone

- **Phone appointment** - Make a telephone appointment with your doctors and emergency physicians. Call **800-777-7904** (TTY **711**).
- **24/7 advice line** - Contact a health professional for care at **800-777-7904** (TTY **711**) 24/7.
- **Care Away from Home** - Call **951-268-3900** (not toll-free for international calls) with questions about getting care when traveling outside your service area.



In person

- **Doctor office visits** - See your doctor in person for many routine care services.
- **Advanced Urgent Care and Urgent Care** - Save time and money by visiting a nearby Advanced Urgent Care or Urgent Care location—ideal for when a medical condition is not an emergency but you can't wait for an appointment with your doctor. Visit kp.org/urgentcare/mas.
- **Prescription seamless payment** - Use a QR code for touchless payment when picking up prescriptions.
- **Priority prescription pick-up** - Need a prescription right away? Order while you're at a facility through priority pick-up and you'll get a text when it's ready for pickup. Priority pick-up can be used for new and urgent prescriptions

¹ If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

² Some medications are not eligible for prescription home delivery. Prescription home delivery can mail to addresses in MD, VA, DC, and certain locations outside the service area.



Visit kp.org/getcare.

Download our apps today



App Store is a service mark of Apple, Inc., and Google Play is a trademark of Google, Inc.