

# Care when and where you need it

It's easy to get high-quality Kaiser Permanente care when you want it.

## Click

### E-visit

For common medical issues, answer a series of questions online and get appointment recommendations, self-care advice, or other guidance on what care is right for your situation.<sup>1</sup>

[kp.org/wa/onlinecare](https://kp.org/wa/onlinecare)

### Care Chat

Care Chat is an online messaging feature that lets you get real-time medical care from a Kaiser Permanente care provider. It's available 24/7.<sup>1</sup>

[kp.org/wa/onlinecare](https://kp.org/wa/onlinecare)

### Email your doctor

You can email your Kaiser Permanente care team nonurgent questions whenever it's convenient for you. You'll get an answer within 2 business days and often that same day.

Sign in at [kp.org/wa](https://kp.org/wa)

### Video visit

Meet face-to-face with a Kaiser Permanente clinician by video for high-quality personalized care.<sup>1</sup>

**If you have a life-threatening emergency, call 911 or go to the nearest hospital.**

## Come In

### Doctor appointment

Your doctor is your partner in health, and sometimes coming in for a visit is exactly what you need. And Kaiser Permanente medical facilities have many services under one roof. So you can get more of what you need in just one trip.

### Urgent care

For issues that require prompt attention, you can walk in to any Kaiser Permanente urgent care center – some open 24/7.<sup>3</sup>

## Call

### Consulting nurse

When you need advice or help figuring out where to get care, our 24/7 consulting nurse service is here for you.

Call **1-800-297-6877** or **206-630-2244 (TTY 711)**. We're available 24 hours a day, 365 days a year.

### Phone appointment

For symptoms or health concerns that don't require an in-person visit, schedule a time to talk with your Kaiser Permanente doctor over the phone.<sup>2</sup> Appointments are often available the same day or the next day.

To schedule a phone appointment, sign in to your account at [kp.org/wa](https://kp.org/wa) or use the Kaiser Permanente Washington mobile app.

**For more information about these care options, visit [kp.org/wa/getcare](https://kp.org/wa/getcare).**

<sup>1</sup> Virtual care is only provided in Washington State. Services may vary by location and are subject to change.

<sup>2</sup> When appropriate and available.

<sup>3</sup> Visit [kp.org/wa/directory](https://kp.org/wa/directory) for all care locations available on your plan.