

Get care by phone and video – wherever you are

Sick at home? Can't find a babysitter? No matter what life throws your way, you can connect to care when and where you want it.

Phone and video visits are simple and secure ways to get care from a doctor – just like an in-person appointment. They'll even be tracked in your electronic health record. All you need is a computer, smartphone, or mobile device.

What care can you get by phone or video?

Phone and video visits are great for minor health conditions and follow-up care:

Phone

- Cough
- Colds
- Flu symptoms
- Allergies

Video

- Rashes
- Skin infections
- Eye problems
- Cuts and sprains

How do you schedule an appointment?

Call us 24/7 at **1-866-454-8855** (TTY 711). We'll help you determine if a phone or video visit is right for your condition. To schedule, you must be 18 or older.

Take a look at the many care options available to you.

Your care

Types of care you may need



Routine care

Regular visits to your doctor that can help catch health problems early, when they're easier to treat.

- Checkups
- Preventive screenings
- Well-child visits



Specialty care

Services from doctors trained in focused areas of care, like:

- Obstetrics-gynecology
- Mental health and wellness
- Dermatology

Many services don't require a referral.



Urgent care

Illnesses or injuries that need medical attention soon but aren't emergencies.*

- Fevers
- Earaches
- Minor sprains or wounds



Emergency care

When your health is in serious danger and you need care right away.†

- Trouble breathing
- Severe chest pains
- Very bad injuries or wounds

Your way

Choose how to get care



Advice and appointments

Get the right care for your situation. Call us 24/7 at **1-866-454-8855** (TTY 711) to:

- Receive clinical advice and care guidance
- Set up phone or video consults with a doctor
- Schedule same-day, next-day, and other appointments

You can also schedule some appointments from **kp.org** or the KP Preventive Care app.†††



Email

Message your doctor's office with nonurgent questions anytime on **kp.org** or the KP Preventive Care app.†††



Phone

Schedule a call with a doctor – and save yourself the office visit.‡



Video

Meet face-to-face with a doctor online by computer, smartphone, or tablet.‡

- Be sure to download the KP Preventive Care app or computer plug-in.

To learn more, go to **kp.org/mydoctor/videovisits**.



In person

Visit a doctor and get many services under one roof – all in one trip.