




Your care, your way

Connect to care anytime, anywhere



Get care by:	What it is	When to use it	How to make an appointment
 <p>Phone visit</p>	<p>If you have a minor condition that doesn't require an in-person medical exam, you might be able to save time by scheduling a call with a Kaiser Permanente clinician. Phone appointments may be available within one hour.</p>	<p>Routine care: Medication management, test results</p> <p>Urgent care: Coughs, colds, flu, bug bites, fevers, earaches, minor sprains, urinary tract infections, wounds or burns</p>	<p>To schedule an appointment:</p> <ul style="list-style-type: none"> • Sign on to kp.org or the Kaiser Permanente app, then select "Appointments." • Call anytime: 1-800-813-2000 (TTY 711).
 <p>Video visit</p>	<p>Meet face-to-face with a clinician online by computer, smartphone, or tablet – just as you would with a regular appointment.</p>	<p>Routine care: Medication management, test results</p> <p>Specialty care: Post-op follow-up, mental health appointments, dermatology, speech therapy</p> <p>Urgent care: Bug bites, fevers, earaches, minor sprains, urinary tract infections, wounds or burns</p>	<p>To schedule an appointment:</p> <ul style="list-style-type: none"> • Sign on to kp.org or the Kaiser Permanente app, then select "Appointments." • Call anytime: 1-800-813-2000 (TTY 711).
 <p>E-visit</p>	<p>Short on time? Need nonurgent medical care? Fill out a short questionnaire about your symptoms, and a nurse will get back to you with a care plan – usually within 6 hours.</p>	<p>For select conditions, including:</p> <ul style="list-style-type: none"> • Coughs/colds • Nausea/vomiting • Pink eye • Urinary tract infections • Sore throat • Sinus problems • Constipation • Diarrhea 	<p>No appointment needed. On your desktop, laptop, or tablet:</p> <ul style="list-style-type: none"> • Sign on to kp.org. • Select "Appointments." • Look for the "E-visits" tab near the bottom of the page. <p>Currently, e-visits are available only on kp.org through a desktop, laptop, or mobile device. This functionality is currently unavailable on the Kaiser Permanente app.</p>

Learn more about phone, video and e-visits, including a short instructional video and troubleshooting tips, at kp.org/telehealth/northwest.