

# NOT SURE IT'S AN EMERGENCY?

Call us for advice on where to go and what to do.



If you or your family member has a cold or minor injury, you may not need to go to the Emergency Department. The following information can help guide you to the right care for your health needs.

## → EMERGENCY

If you have severe pain or a life-threatening illness or injury that requires *immediate* medical attention, call **911** or go to the nearest hospital.\*

## → URGENT CARE

An urgent care need<sup>†</sup> is one that requires *prompt* medical attention but is not an emergency medical condition.\*

### Help is just a phone call away

Calling for advice may save you a trip to the doctor. Our advice nurses can often resolve a minor concern or advise you on what to do next, including making a same-day or next day urgent care appointment. You can reach an advice nurse *24 hours a day, 7 days a week*.

### Healthy Resources at your fingertips


To handle common health issues, check your Kaiser Permanente Healthwise<sup>®</sup> Handbook or visit [kp.org/health](http://kp.org/health). You can also go to [kp.org](http://kp.org) to schedule a routine appointment or e-mail your doctor.<sup>‡</sup>

\*An emergency medical condition is (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a Plan hospital (or designated hospital) before delivery, or if transfer poses a threat to your (or your unborn child's) health and safety.

<sup>†</sup>When you are sick or injured, you may have an urgent care need.

<sup>‡</sup>To use these secure features for the first time, all you need to do is register at [kp.org/register](http://kp.org/register). Then sign on with your user ID and password.

[kp.org](http://kp.org)

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 KAISER PERMANENTE<sup>®</sup>