

MORE HEALTH. LESS HASSLE.

Get care by:

What it is

When to use it



Phone visits

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 phone visit. Appointments may be available within one hour.

Routine care: Follow-up care, medication management, test results

Urgent care: Coughs, colds, flu, bug bites, fevers, earaches, minor sprains, urinary tract infections, wounds or burns



Video visits

Meet face-to-face with a clinician online by computer, smartphone, or tablet – just as you would with a regular appointment.

Routine care: Follow-up care, medication management, test results

Specialty care: Post-op follow-up, mental health appointments, dermatology, speech therapy

Urgent care: Bug bites, fevers, earaches, minor sprains, urinary tract infections, wounds or burns



E-visits

E-visits asks different questions based on symptoms and conditions. Complete the online consultation reviewed by a Kaiser Permanente physician and receive a treatment plan, including prescriptions, if needed, within an hour.

For minor care concerns like:

- Allergies
- Coughs or cold
- Constipation
- Birth control consult
- Burn or sunburn
- Eye bump or irritation
- Female bladder infection
- Flu
- Rash and other skin condition
- Sinus pain or pressure
- Yeast infection



Ready to get started?

Sign on to the Kaiser Permanente app or [kp.org](https://www.kp.org) or call **1-800-813-2000** (TTY 711).

