

WE'RE HERE FOR YOU 24/7

When the unexpected strikes, Kaiser Permanente has you covered. If you wake up in the middle of the night with flu symptoms, experience sharp stomach pain and suspect appendicitis, or twist an ankle so it can't bear weight, we make it easy to get the care you need. Our doctors offer round-the-clock care across many settings, including by phone, via video, and in person at our urgent care locations and premier hospitals.^{1,2}



NOT SURE WHERE TO START?
CALL US FOR GUIDANCE ANYTIME AT **800-777-7904** (TTY 711).



24/7 VIRTUAL URGENT CARE FROM TOP DOCTORS

Get virtual care anytime, anywhere in the country, from board-certified Kaiser Permanente physicians. Our doctors have access to your digital health record, so they can see your full medical history, including medications, allergies, and lab/imaging results.

24/7 VIRTUAL CARE OPTION	TYPE OF CARE	WHO PROVIDES CARE	HOW TO ACCESS
E-visit	Answer a brief questionnaire to receive care from a physician. You'll get a response within 2 hours—usually sooner.	Doctor	Complete the e-visit questionnaire through the Kaiser Permanente app or kp.org . ³
Get care now with a doctor	Have an on-demand video or phone visits with a doctor for urgent health concerns—usually in less than 30 minutes. ¹	Doctor	Get Care Now with a doctor from Kaiser Permanente anywhere in the U.S. through the Kaiser Permanente app or kp.org . ³
Phone advice	Talk with a nurse for advice, scheduling appointments, and more.	Nurse	Call 800-777-7904 (TTY 711).
Chat online with KP	Text chat in real time with an advice nurse or Member Services.	Nurse for care advice Member Services for plan information	Click Chat with KP on the Kaiser Permanente app or kp.org . ³





IN-PERSON URGENT CARE

Get care in person throughout Maryland, Virginia, and Washington, DC, at Kaiser Permanente medical centers, many of which offer pharmacy, lab, and radiology services.

	TYPE OF CARE	MEDICAL CENTER	HOURS	HOW TO ACCESS
After Hours Care	Mild health concerns • Ear and neck pain • Rash • Urinary tract infection • Minor injuries • Cold, sinus, and flu-like symptoms	MARYLAND • White Marsh • Woodlawn VIRGINIA • Ashburn • Fredericksburg	3-11 p.m. Monday through Friday 9 a.m.-5 p.m. Saturdays and Sundays; closed holidays	Make an appointment by calling 800-777-7904 (TTY 711).
Urgent Care	Moderate health concerns (plus those listed above) • Stomach and back pain • Deep cuts • Skin infections • Sprains and strains • Vomiting • Nausea • Diarrhea	MARYLAND • Camp Springs • Kensington VIRGINIA • Reston	3-11 p.m. Monday through Friday 9 a.m.-5 p.m. Saturdays and Sundays; closed holidays	Make an appointment by calling 800-777-7904 (TTY 711).
24/7 Advanced Urgent Care	Serious health concerns (plus those listed above) • Broken bones • Breathing trouble • Chest discomfort Health services • Urgent outpatient services • Advanced imaging • Cardiac and extended monitoring • Lab and pharmacy Emergency and family medicine physicians are on-site with specialists available on-call.	DC • Capitol Hill MARYLAND • Gaithersburg • Largo • Lutherville-Timonium • South Baltimore County VIRGINIA • Caton Hill • Tysons Corner	24/7	Walk-in anytime—no appointment required.



kp.org/urgentcare/mas



PREMIER HOSPITAL CARE²

If the unexpected happens and you need emergency care, Kaiser Permanente is here for you with premier hospitals in Maryland, Virginia, and Washington, DC.

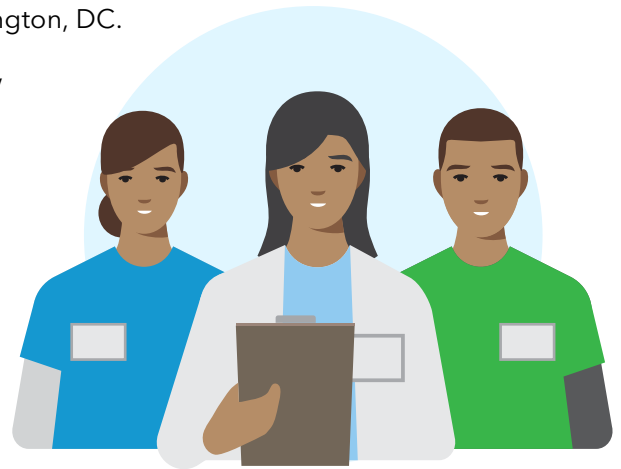
Each premier hospital is chosen with care—evaluated for safety, quality, and a shared commitment to delivering care when you need it most. Here's what else makes them special:

Kaiser Permanente doctors on-site day and night

You'll be cared for by dedicated Kaiser Permanente physicians and specialists who know our system—and you—inside and out.

Your full medical story, right at their fingertips

Our hospital-based doctors have instant access to your complete digital health record. That means faster decisions, smarter treatment plans, and seamless coordination when you need it most. You're never just a patient number—you're a whole person, and we treat you that way.



Thoughtful, caring transition to home

Going home shouldn't feel overwhelming, so we help you leave the hospital with peace of mind:

- Carefully planned discharge with input from your doctors to ensure you're ready
- Scheduled follow-up appointments, so you're not left to navigate recovery alone
- Up-to-date digital records, so your entire Kaiser Permanente team is informed and ready to support your healing

When you need hospital care, choose a Kaiser Permanente premier hospital for care that's truly connected, compassionate, and focused on you. For locations details, visit **kp.org/premierhospitals**.

Note: If you believe you're experiencing a medical emergency, call **911** or go to the nearest hospital.



[k-p.li/43PEh3C](https://kp.li/43PEh3C)



MENTAL HEALTH CRISIS SUPPORT

If you feel that you are having a psychiatric emergency and may harm yourself or others, please reach out immediately for support by dialing **988**.

¹ When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

² Premier hospitals are independently owned and operated hospitals, and they contract with Kaiser Foundation Hospitals. The continued availability and/or participation of any facility cannot be guaranteed. For the most current information, visit **kp.org/premierhospitals**.

³ To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on **kp.org**.

