

Care when and where you need it

It's easy to get high-quality Kaiser Permanente care when you want it.

Click

E-visit

For common medical issues, answer a series of questions online and get appointment recommendations, self-care advice, or other guidance on what care is right for your situation.¹

kp.org/wa/onlinecare

Care Chat

Care Chat is an online messaging feature that lets you get real-time medical care from a Kaiser Permanente care provider. It's available 24/7.¹

kp.org/wa/onlinecare

Email your doctor

You can email your Kaiser Permanente care team nonurgent questions whenever it's convenient for you. You'll get an answer within 2 business days and often that same day.

Sign in at kp.org/wa

Video visit

Meet face-to-face with a Kaiser Permanente clinician by video for high-quality personalized care.¹

If you have a life-threatening emergency, call 911 or go to the nearest hospital.

Come In

Doctor appointment

Your doctor is your partner in health, and sometimes coming in for a visit is exactly what you need. And Kaiser Permanente medical facilities have many services under one roof. So you can get more of what you need in just one trip.

Urgent care

For issues that require prompt attention, you can walk in to any Kaiser Permanente urgent care center – some open 24/7.³

Call

Consulting nurse

When you need advice or help figuring out where to get care, our 24/7 consulting nurse service is here for you.

Call **1-800-297-6877** or **206-630-2244 (TTY 711)**. We're available 24 hours a day, 365 days a year.

Phone appointment

For symptoms or health concerns that don't require an in-person visit, schedule a time to talk with your Kaiser Permanente doctor over the phone.² Appointments are often available the same day or the next day.

To schedule a phone appointment, sign in to your account at kp.org/wa or use the Kaiser Permanente Washington mobile app.

For more information about these care options, visit kp.org/wa/getcare.

¹ Virtual care is only provided in Washington State. Services may vary by location and are subject to change.

² When appropriate and available.

³ Visit kp.org/wa/directory for all care locations available on your plan.