



Your care, your way

Get the care you need, the way you want it. Whether you prefer in-person care or telehealth¹, it's convenient, connected, and designed to support you.

Urgent care

If you have a health need that can't wait, you have options to get care, day or night.



Get care now

Talk to a doctor or clinician 24/7 over video or phone for quality care when you need it – no appointment needed.



E-visit

Complete an online questionnaire and receive immediate advice or a message from a clinician within 24 hours.



24/7 nurse advice by phone

Speak with a licensed medical professional anytime. Call **1-833-833-3333** (TTY: **711**).



In-person urgent and after-hours care

Get non-emergency, non-routine care during weekdays, as well as nights, weekends, and most holidays. Call us at **1-833-833-3333** (TTY: **711**) before going to an urgent care center.

Routine care

For nonurgent care, existing issues, and new symptoms, choose the option that best fits your needs.



Scheduled office visit

Schedule an appointment to see your primary care physician or a specialist. In general, specialty care is by referral.



Scheduled phone or video visits

Schedule an appointment to talk with your doctor, specialist, or an available clinician over the phone or video.



Message your doctor

Message your doctor's office with nonurgent health questions anytime. You'll usually get a response within 2-3 business days.



Care is a call or click away

- To get care – in-person, by phone, or online – simply sign-in at kp.org or use the Kaiser Permanente app.²
- You can call **1-833-833-3333** (TTY: **711**), 24 hours a day, 7 days a week.
- Learn more about your care options at kp.org/getcare.

Know before you go

Unsure of where to go for care? Visit kp.org/knowbeforeyougohawaii for a guide to determine the best care for your needs and understand in-person and virtual options.

¹When appropriate and available. If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors from providing care across state lines. Laws differ by state.

²These features are available to Kaiser Permanente members who receive care from Kaiser Permanente. To use the Kaiser Permanente app, you must be a member registered on kp.org.

If you believe you're having a medical or mental health emergency, call 911 or go to the nearest hospital.