

Talk to a doctor within an hour



Need care right away?

If you have a minor condition that doesn't require an in-person medical exam, you may be able to save time by using our new telephone appointment service. Just call to let us know what's wrong, and a Kaiser Permanente doctor will call you back within an hour. You can get great care—without leaving home or work.

Some examples of symptoms:*

- Colds and coughs
- Sore throats and toothaches
- Sinus and respiratory infections
- Nasal congestion
- Urinary tract infection
- Pink eye

To make an appointment:

Call **1-888-778-5000**
or **711** (TTY).

7 days, 24 hours

Please note: You must be 18 years old or older to make a telephone appointment.

*Telephone appointments are not appropriate for emergency conditions, such as severe shortness of breath, severe abdominal pain, severe bleeding, or urgent conditions—like sprains, falls, or cuts needing stitches.

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.