The care you need when you need it

The chart below will help you better understand the care options available to you.
It includes common examples for each category of care but does not cover all conditions or symptoms.

Questions about the type of care that is appropriate for your symptoms/condition? Advice nurses are available 24 hours a day, 7 days a week, at **1-408-362-4740**. For TTY for the hearing/speech impaired, call **1-800-735-2922**.

Routine Care

Routine care is regular care you get from your personal care physician. You may also have a same-day appointment for urgent medical problems, minor illnesses, or injuries.

Examples of routine non-urgent care needs include:
- Scheduled visits
- Follow-up visits
- Routine checkups
- Physical exams
- Preventive screenings
- Well-child checkups

Same-day appointments are available for:
- Flu like symptoms
- Fever
- Minor injuries, including sprains and falls
- Chronic migraine or other recurring headaches
- Mild abdominal pain or diarrhea

What to do:
For appointments and advice call 1-408-362-4740, or book online at kp.org.

Where to go:
Visit any of our **San Jose Medical Center Adult and Family Medicine** or **Pediatric** locations.

Urgent Care

Urgent care is for when you are sick or hurt and need care very soon, usually within 24 hours.

Examples of urgent care needs include:
- Vertigo (dizziness)
- Minor nosebleeds
- Minor broken bones (finger, toes)
- Flu like symptoms (chills, fever, body ache)
- Fever
- Minor wounds and cuts needing stitches
- Minor injuries, including sprains and falls
- Mild to moderate backaches, abdominal pain, headaches including migraine, breathing issues

What to do:
For appointments and advice call 1-866-454-8855.

Emergency Care

Emergency care is for when you think your health is in serious danger and you need care right away. *

Symptoms that may indicate an emergency medical condition include:
- Chest pain or pressure that may radiate to the arm, neck, back, shoulder, jaw, or wrist
- Symptoms of a stroke
- Sudden onset of severe abdominal pain
- Severe shortness of breath
- Severe, persistent bleeding that cannot be stopped
- Major injuries like gunshot or stab wounds or severe injuries from a vehicle accident
- Active labor when there isn't time for a safe transfer to a designated hospital before delivery

Where to go:
San Jose Medical Center
Emergency Department
250 Hospital Parkway
San Jose, CA 95119

If you reasonably believe you have an emergency medical condition *, call **911** or go to the nearest hospital.

* An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanenente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or to others, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

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