



# Not sure it's an EMERGENCY?

WE CAN HELP YOU DECIDE  
WHAT TO DO AND WHERE TO GO.

Urgent care	Emergency care
An urgent care need is one that requires prompt medical attention but is not an emergency medical condition.*	If you have an emergency medical condition, call 911 or go to the nearest hospital.

If you're not sure what kind of care you need, call **1-866-9THRIVE (1-866-984-7483)** toll free, weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 6 p.m. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)** or **1-888-880-0833** (TTY for the deaf, hard of hearing, or speech impaired), toll free.

### For more information

Look up our facilities and services or search our health encyclopedia at [kp.org](http://kp.org). You can also schedule routine appointments or e-mail your doctor's office with nonurgent health questions.†

\*An emergency medical condition is (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs, or (2) active labor when there isn't enough time for safe transfer to a Plan hospital (or designated hospital) before delivery, or if transfer poses a threat to your (or your unborn child's) health and safety.

†To use these secure features for the first time, you'll need to register at [kp.org/register](http://kp.org/register), then sign on with your user ID and password.

[kp.org](http://kp.org)