

URGENT CARE



You can choose how, when,
and where to get your care



Phone



In person



Video visit



KAISER PERMANENTE®

URGENT CARE

To access our Urgent Care services, call our 24/7 advice line at **800-777-7904** (TTY **711**) and we can help direct you to the care you need.

Urgent health issues can arise at any time. At our 24/7 Advanced Urgent Care centers, we provide care and treatment for a broad range of medical problems that goes well beyond the care provided in community urgent care clinics. Our physicians have access to your electronic medical record, which is essential when diagnosing an urgent medical need and determining what treatment is required. You'll also have access to:

- 24/7 on-site pharmacy and laboratory services
- 24/7 on-site advanced imaging services such as CT
- An observation unit where patients can be monitored for up to 24 hours
- On-call specialists for consultations
- Board-certified emergency medicine, family medicine, and internal medicine physicians

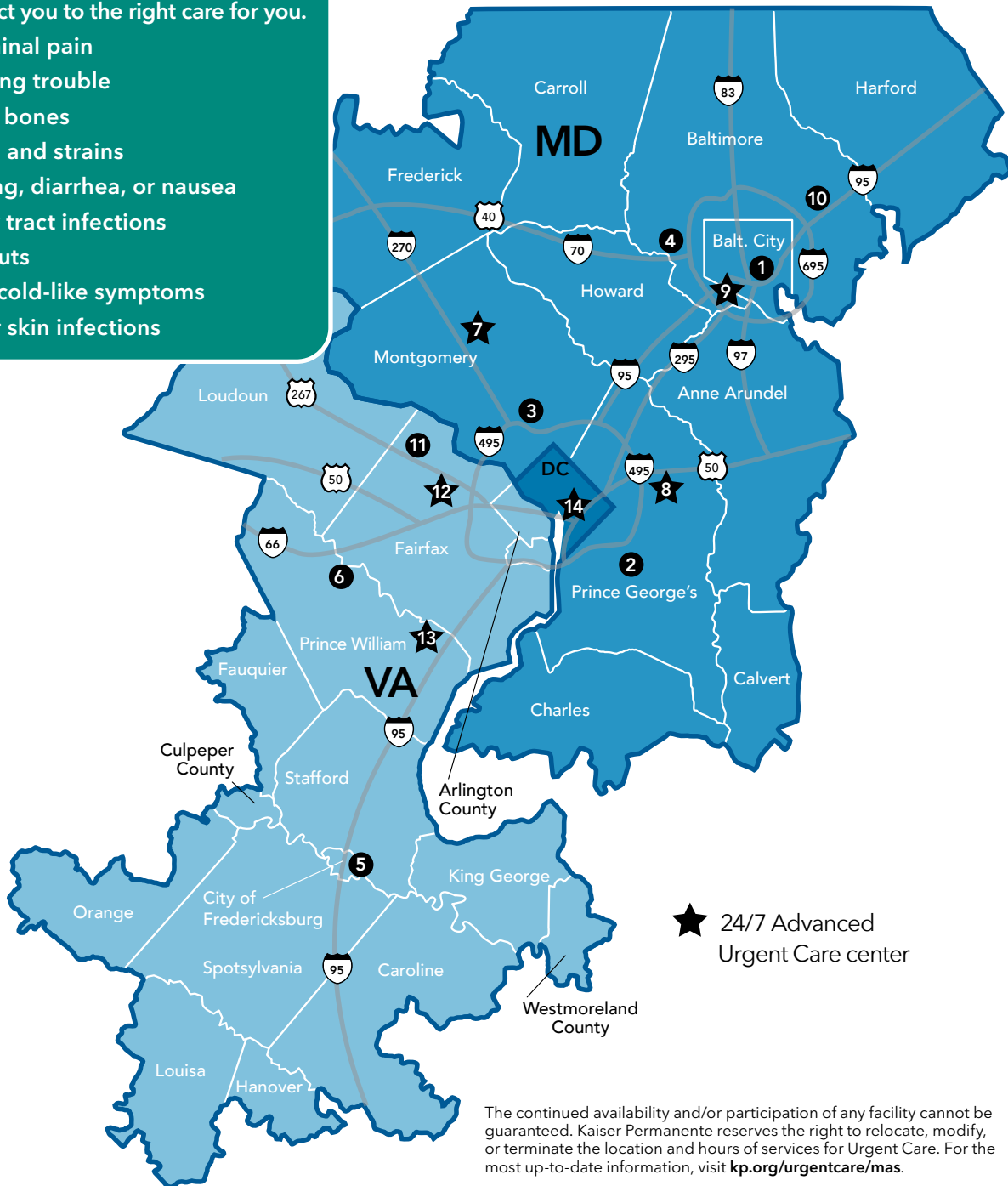
We make it easy and convenient for you to get the care you need in an urgent situation.

For more information, visit **[kp.org/urgentcare/mas](https://www.kp.org/urgentcare/mas)**.

If you or a family member have a life-threatening emergency, call **911** or go to a hospital emergency room immediately.

Call the 24/7 advice line if you are experiencing any of the following symptoms or conditions. Our team will be able to direct you to the right care for you.

- Abdominal pain
- Breathing trouble
- Broken bones
- Sprains and strains
- Vomiting, diarrhea, or nausea
- Urinary tract infections
- Deep cuts
- Flu- or cold-like symptoms
- Rash or skin infections



KAISER PERMANENTE URGENT CARE AND ADVANCED URGENT CARE LOCATIONS

Maryland

- 7. Gaithersburg Advanced Urgent Care ★24/7**
655 Watkins Mill Road, Gaithersburg, MD 20879
- 8. Largo Advanced Urgent Care ★24/7**
1221 Mercantile Lane, Largo, MD 20774
- 9. South Baltimore County
Advanced Urgent Care ★24/7**
1701 Twin Springs Road, Halethorpe, MD 21227
- 10. White Marsh Urgent Care**
4920 Campbell Blvd., Nottingham, MD 21236
3–11 p.m. M–F, 9 a.m.–5 p.m. Sat, Sun, holidays

Virginia

- 11. Reston Urgent Care**
1890 Metro Center Drive, Reston, VA 20190
3–11 p.m. M–F, 9 a.m.–9 p.m. Sat, Sun, holidays
- 12. Tysons Corner Advanced Urgent Care ★24/7**
8008 Westpark Drive, McLean, VA 22102
- 13. Woodbridge Advanced Urgent Care ★24/7**
14139 Potomac Mills Road, Woodbridge, VA 22192

Washington, DC

- 14. Kaiser Permanente Capitol Hill
Advanced Urgent Care ★24/7**
700 Second St. NE, Washington, DC 20002

As a COVID-19 safety precaution, six Urgent Care centers are closed temporarily:

Maryland

- 1. Kaiser Permanente Baltimore Harbor Urgent Care**
815 E. Pratt St., Baltimore, MD 21202
- 2. Camp Springs Urgent Care**
6104 Old Branch Ave., Temple Hills, MD 20748
- 3. Kensington Urgent Care**
10810 Connecticut Ave., Kensington, MD 20895
- 4. Woodlawn Urgent Care**
7141 Security Blvd., Baltimore, MD 21244

Virginia

- 5. Fredericksburg Urgent Care**
1201 Hospital Drive, Fredericksburg, VA 22401
- 6. Manassas Urgent Care**
10701 Rosemary Drive, Manassas, VA 20109

MEDICAL ADVICE

Advice is always available at **800-777-7904** (TTY **711**).

If you think you are experiencing a medical emergency,¹ call **911**.

Our advice nurses are available 24/7 and can help answer your questions. Whether it's the middle of the afternoon or the middle of the night, medical advice is just a phone call away. If your medical issue requires that you be seen, our nurses can guide you to the most appropriate place to get care by:

- Scheduling an in-person or video visit with a physician
- Directing you to a hospital for your medical condition, if needed

¹An emergency medical condition is one that, in the absence of immediate medical attention, may result in 1) placing the health of the individual (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. Refer to your *Evidence of Coverage, Membership Agreement*, or federal brochure *RI 73-047* for the complete definition of emergency medical conditions.



VIDEO VISIT

A video visit¹ is a virtual conversation you can have with an Permanente physician using your smartphone, tablet, or computer. During your visit, the doctor can access your electronic medical record, so your care is seamless, convenient, and connected.

You may want to schedule a video visit¹ for certain conditions, such as cough, cold, flu, nausea, minor injuries or aches and pain, sleep or mood problems, and more.

Visit **kp.org** or use the Kaiser Permanente app to book a video visit¹.

¹Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at **kp.org**. You must be present in Maryland, Virginia, or Washington, DC, for video visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care. When appropriate and available.

**For the latest hours and
information about our
Urgent Care locations,
please visit
kp.org/urgentcare/mas**



KAISER PERMANENTE®

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