

The Right Care When You Need It: Primary, Virtual, Emergency

It can be hard to know when to go to the emergency room or when it might be more appropriate to seek primary, virtual, or emergency care. Here are some tips to help you know where to go.

PRIMARY CARE

Contact your Primary Care Physician immediately for a provider evaluation if you have a serious medical condition that isn't an emergency but still requires care in the next 24 hours.

Did you Know? You can see any KSC provider (including NP/PA) for primary care needs if your assigned Primary Care Physician is not available.

Increased swelling/sudden weight gain >2-3 lbs/day or >4-5 lbs/week

Shortness of breath/new breathing problems with activity or at rest

Trace amounts of blood in phlegm/mucus when you cough

Worsening of symptoms after a recent hospitalization/ER visit

Falls

Cuts that aren't bleeding too much, but might require stitches

Mild to moderate asthma

Minor chest pain

Eye irritation

Intense pain: including severe headache (*especially if it started suddenly*)

Fever, chills, shaking, or flu/flu-like symptoms

Sprains, strains, or suspected broken bones or fractures in fingers or toes

Back problems

Severe sore throat or cough

Skin rashes and infections

Urinary tract infections or blood in urine

Vomiting and diarrhea, belly/stomach ache or loss of appetite resulting in weight loss

EMERGENCY CARE

Call 911 or go to an Emergency Room if you believe you are experiencing a life- or limb-threatening medical emergency. Including, but not limited to:

Choking, not breathing, or loss of consciousness

Sudden slurred speech, visual changes, weakness on one side of the body, paralysis

Head injury with passing out, fainting, or confusion

Neck or spine injury, including a loss of feeling or an inability to move

Severe burn or electric shock

Uncontrolled bleeding or vomiting blood

Seizure that lasts from 3 to 5 minutes

Severe allergic reaction with trouble breathing, or swelling

Severe chest pain or squeezing sensations in the chest/heart attack

Poisoning or a suspected overdose from prescribed medication, illegal drugs, or alcohol

FINDING CARE

Primary Care:

Choose from our extensive network of [primary care providers and specialists](#).

Virtual Care:

Schedule a same-day virtual appointment [here](#).

Dispatch Health:

Access in-home urgent care services outside of Kelsey-Seybold Clinic business hours.

Call 833-416-4700

[DispatchHealth.com](#)

Urgent Care:

Plan ahead for non-emergency care when your doctor's office is closed.

[Find urgent care near you](#), and remember you also can visit:

- [Minute Clinic](#) (Nationwide)
- [Next Level](#) (Greater Houston area)
- [Care Now](#) (Greater Houston area)

Emergency Care:

If you are experiencing a life-threatening situation, dial 911 or go to the emergency room nearest you.

ROUTINE PRIMARY CARE

You can make an appointment with your primary care physician for things like:

Preventive and routine care

Screenings and vaccinations

Managing chronic conditions like diabetes, asthma, heart disease, etc.

For chronic conditions, your doctor can advise you regarding symptoms that might require emergency or urgent care.

VIRTUAL CARE

Virtual care is perfect for some conditions and available at Kelsey-Seybold Clinic 365 days a year! Consider using virtual care for non-life threatening illnesses, such as:

Fever, strep throat, or flu

Constipation or diarrhea

Common cold, sore throat, or sinus infection

Heartburn

Pink eye

Urinary tract infection

Log in to [MyKelseyOnline.com](#) to talk to a nurse, schedule an in-person or virtual care appointment, view test results or get a prescription.

Questions? Call 713-442-CARE (2273) (TTY: 711).

**KelseyCare
Advantage**
★★★★★

KelseyCare Advantage is offered by KS Plan Administrators, LLC, a medicare advantage HMO and POS plan with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal.