

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

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



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

Head injury, including 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

Seizure that lasts from 3 to 5 minutes

Broken bones

Severe allergic reaction with trouble breathing, swelling or hives

Chest pain or squeezing sensations in the chest

Intense pain: Including a severe headache (especially if it started suddenly) or abdominal pain

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

URGENT CARE

It's a good idea to go to an urgent care if you have a serious medical condition that isn't an emergency, but still requires care in the next 24 hours.

Falls

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

Mild to moderate asthma

Eye irritation

Fever

Flu

Minor broken bones or fractures in fingers or toes

Moderate back problems

Severe sore throat or cough

Skin rashes and infections

Sprains and strains

Urinary tract infections

Vomiting and diarrhea

FINDING CARE

Emergency Care:

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

Urgent Care:

Plan ahead for non-emergency care when your doctor's office is closed. [Find urgent care near you](#) or remember you also can visit:

- Minute Clinic (Nationwide)
- Next Level (Greater Houston area)
- And, Care Now (Greater Houston area)

Primary Care:

Choose from our extensive network of primary care providers and specialists for the one that's right for you:

<https://www.kelseycareadvantage.com/choose-your-plan/find-a-doctor/find-a-provider>.

Virtual Care:

Schedule a same-day virtual appointment here: <https://www.kelsey-seybold.com/make-an-appointment/virtual-health>.



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:

Common cold and flu

Constipation or diarrhea

Fevers

Heartburn

Pink eye

Sinus infection

Sore or strep throat

Urinary tract infection

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