

Round-the-Clock Care Through Your Health Plan and Kelsey-Seybold Clinic



DAYS

In-Office Appointment

When you need to see a doctor, it's usually best to go to your Kelsey-Seybold primary care physician. Your doctor knows you and your health history and has access to your electronic medical record. A visit with your Kelsey-Seybold primary care doctor, instead of going to the emergency room (ER), can also save you money!



OUT-OF-TOWN CARE

Nationwide Urgent Care Centers

When you or a covered family member or college student need to see a doctor when out of town, you have access to Blue Cross Blue Shield's nationwide, in-network urgent care centers.



ONLINE ACCESS FOR YOUR HEALTH

MyKelseyOnline – Your secure portal to communicate with your doctor's office, schedule appointments, get most test results, and more!



NIGHTS, WEEKENDS, and HOLIDAYS

After-Hours Nurse Hotline

Start by calling Kelsey-Seybold's After-Hours Nurse Hotline at **713-442-0000**. Our registered nurses can access your medical record, provide medical advice, refer you to an in-network urgent care center, schedule a next-day appointment, or page the doctor on call.



Saturday Appointments for Children and Adults

When you or someone in your family is sick, you can get the care you need at our Clear Lake Clinic in Webster, Fort Bend Medical and Diagnostic Center in Sugar Land, North Houston Campus in northwest Houston, and Tanglewood Clinic near the Galleria from 9 a.m. to 2 p.m.

Kelsey-Seybold is **available 24/7** if you have questions about urgent care, need to speak with an after-hours nurse, or need to have your doctor or your child's pediatrician paged. Call **713-442-0000**.

Four Kelsey-Seybold locations are also **open on Saturdays** to accommodate sick care for children and adults.

MyKelseyOnline Help Line

713-442-6565

Call seven days a week
from 7 a.m. to 9 p.m.



If a situation seems life-threatening, take immediate action and call 911.

Urgent Care Centers vs. Emergency Room (ER)



When to go to an urgent care center

Urgent care centers can handle many **non-life-threatening** conditions such as:

- High fever
- Abdominal pain
- Earache
- Insect bites
- Minor cuts requiring stitches
- Minor burns
- Muscle spasms
- Asthma attacks
- Rashes
- Urinary tract and pelvic infections

And because urgent care centers have X-ray capability, they can treat simple fractures and sprains.



When to go to the ER

If you have a serious condition – stroke, heart attack, severe bleeding, head injury, or other major trauma – you should be seen in an emergency room. The ER is the best place for these and other critical conditions, including:

- Chest pain
- Difficulty breathing
- Loss of consciousness
- Sudden loss of vision or blurred vision



If a situation seems life-threatening, take immediate action and call 911.

To find urgent care facilities in the BCBSTX network: Text BCBSTXAPP to 33633 to download an iOS or Android app to access important health benefit information wherever you are.

MyKelseyOnline – Your Secure Patient Portal



MyKelseyOnline (MKO) keeps you connected 24/7 with Kelsey-Seybold.

With MKO you can:

- Schedule appointments with primary care doctors and a growing number of medical specialties.
- Email your doctor's office.
- Check family medical records.
- Get most test results.

Schedule your next doctor's appointment online – right from your mobile device (Android or Apple)

Look for the



MyKelsey app available on:



MyKelseyOnline Help Line:

Available seven days a week from 7 a.m. to 9 p.m.

713-442-6565 • MyKelseyOnline.com

More Benefits for BlueCross BlueShield Members!



One-Stop Care

Kelsey-Seybold's multispecialty care centers offer primary and specialty care – plus on-site laboratories, pharmacies, and diagnostic services – all under one roof.



MyKelseyOnline

MyKelseyOnline is our secure portal to communicate with your doctor's office, schedule appointments, get most test results, and more! Visit **MyKelseyOnline.com** to learn more.



24/7 Appointment Scheduling

Schedule a primary care or specialty care appointment any time of the day or night! Go to **kelsey-seybold.com/appointments** or call the Contact Center at **713-442-0000**.



After-Hours Triage

Free after-hours medical advice is available 365 days a year from Kelsey-Seybold registered nurses who have access to your medical record and can page the on-call physician. Call **713-442-0000**.



World-Class Hospital Affiliations

Should you need hospitalization, you have access to premier hospitals including St. Luke's Health, Houston Methodist, Texas Children's Hospital, The Woman's Hospital of Texas, HCA Houston Healthcare Clear Lake, and more.



Electronic Medical Record

Your secure medical information is available to your Kelsey-Seybold physicians 24/7 through our state-of-the-art electronic medical record system. This saves you time at the doctor's office and aids in diagnosis and treatment decisions.

