

KNOW YOUR OPTIONS

When you have a life- or limb-threatening emergency, go to the emergency room (ER) or call 911. If it's not life threatening, you have options, including visiting your primary care physician, scheduling a Virtual Health Video Visit with a Kelsey-Seybold provider, or going to a local Aetna in-network urgent care center. Become familiar with these options before you need to go. If you need help after hours or weekends with deciding on treatment options, call 713-442-0000 to talk to a Kelsey-Seybold after-hours nurse.



24/7 APPOINTMENT SCHEDULING

When your care calls for it, it's usually best to see your Kelsey-Seybold primary care doctor, who knows you and your health history and has access to your electronic medical record. Call our 24/7 Contact Center at **713-442-0000** to schedule an appointment.



NIGHTS, WEEKENDS, HOLIDAYS

After-Hours Nurse Hotline

Call **713-442-0000**. Our registered nurses can access your medical record and provide medical advice, refer you to an in-network urgent care center, schedule a next-day appointment, or page the doctor on call.



Pediatric After-Hours Visits

Several locations are open until 6 p.m. weekdays. Call **713-442-0000** or go online to kelsey-seybold.com/NOW to find appointments near you.



VIRTUAL HEALTH VIDEO VISITS

Anywhere from your smartphone, tablet, or computer. Video Visits are an alternative when medical care is needed. These services are available days, nights, weekends, holidays, and while traveling!



Saturday Appointments for Children and Adults

Four Kelsey-Seybold locations (our Clear Lake Clinic, Fort Bend Medical and Diagnostic Center, Spring Medical and Diagnostic Center, and Tanglewood Clinic) are open on Saturdays from 9 a.m. to 2 p.m. to accommodate sick care for children and adults.

For TRS-ActiveCare Select participants only. Your primary care/specialist copay applies. To learn more, go to kelsey-seyboldvirtualhealth.com.



Online access for your HEALTH

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

MyKelseyOnline Help Line: 713-442-6565

Seven days a week: 7 a.m. to 9 p.m.

Where should I go for care?

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 pains
- 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.



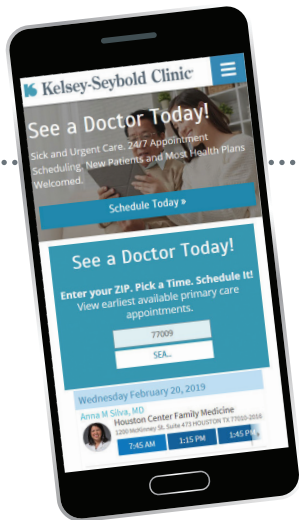
When to go to the ER:

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 critical conditions, including:

- Chest pain
- Difficulty breathing
- Severe bleeding or head trauma
- Loss of consciousness
- Sudden loss of vision or blurred vision



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



Instant Online Appointment Scheduling – See a Doctor Today!

- Go to kelsey-seybold.com for instant scheduling.
- Enter your zip.
- Pick a time.
- Schedule it!



Call the After-Hours Nurse Hotline. When you have a medical situation but it isn't life-threatening, call the expert nurses at the Kelsey-Seybold After-Hours Nurse Hotline. Our registered nurses have access to your medical record and can page the physician on call. Available 365 days a year! Call **713-442-0000**.



World-class Hospital Affiliations. Should you need hospitalization, you have access to premier hospitals, including CHI St. Luke's Health, select Houston Methodist facilities, the Woman's Hospital of Texas, Texas Children's Hospital, Clear Lake Regional Medical Center, and more.