



DAYS

In-office Appointment

When you need to see a doctor, it's usually best to go to your Kelsey-Seybold primary care doctor. 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!



NIGHTS, WEEKENDS, or 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 and provide medical advice, refer you to an in-network urgent care center, schedule a next-day appointment, or page the doctor on call.



AWAY

Nationwide Urgent Care Centers

If you have to see a doctor when you're out of town or have a covered family member who is out of town or in college, you have access to UnitedHealthcare's nationwide, in-network urgent care centers.



Saturday Appointments for Children and Adults

When you or someone in your family is sick, our Clear Lake Clinic in Webster, Fort Bend Medical and Diagnostic Center in Sugar Land, Spring Medical and Diagnostic Center in northwest Houston, and Tanglewood Clinic near the Galleria are open 9 a.m. to 2 p.m.



Online access for your HEALTH

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

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

Sunday - Saturday
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 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. (See supplied list of participating urgent care centers.)



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
- 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.

MyKelseyOnline – Your Secure Patient Portal



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

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:

Sunday - Saturday, 7 a.m. to 9 p.m.

713-442-6565 • MyKelseyOnline.com

Exclusively for UnitedHealthcare Charter Members!



One-Stop Care

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



MyKelseyOnline

Your 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 from Kelsey-Seybold registered nurses who 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 Affiliation

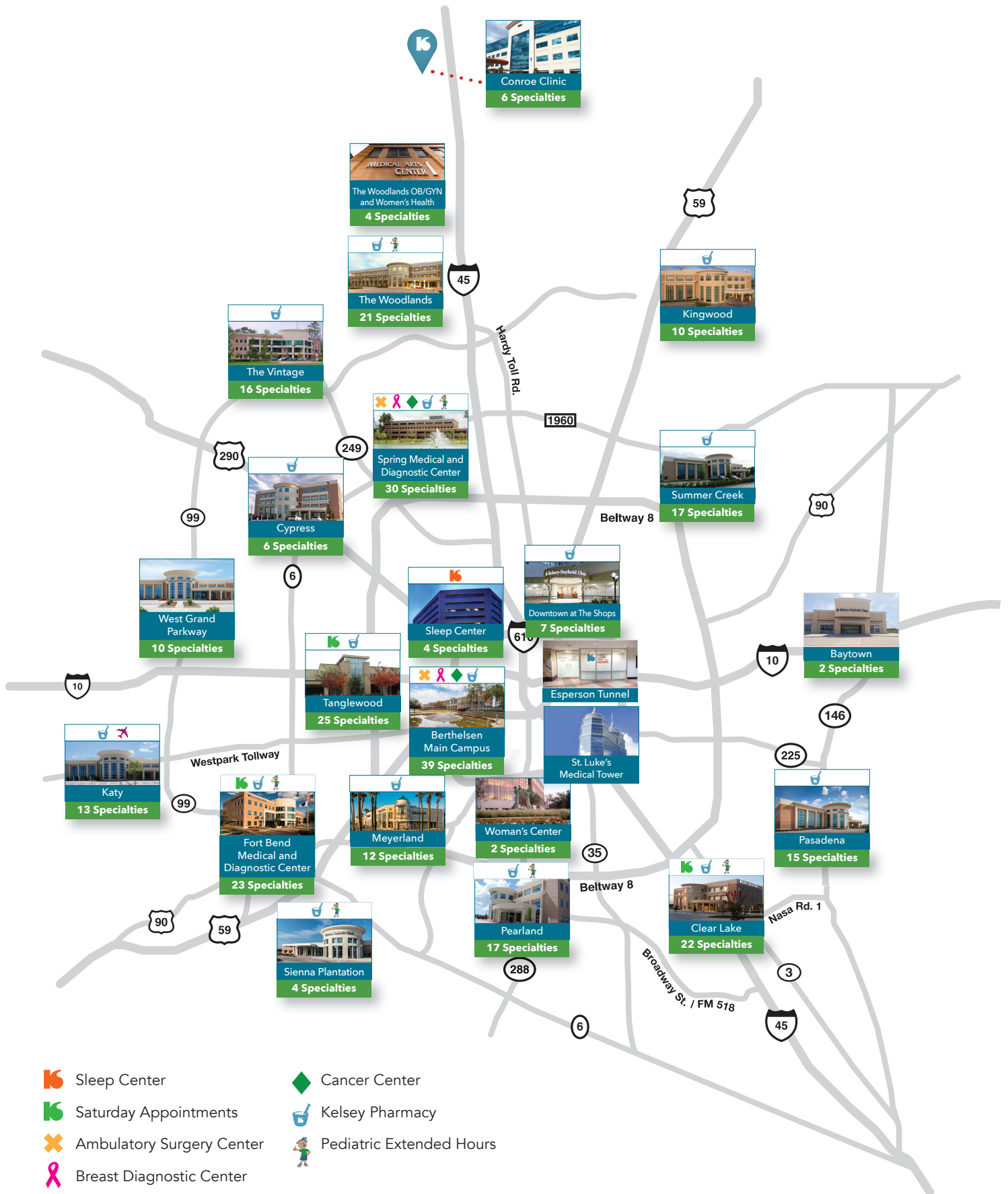
Should you need hospitalization, you have access to premier hospitals including CHI St. Luke's Health, Houston Methodist, HCA Houston Healthcare – Clear Lake and The Woman's Hospital of Texas, Texas Children's Hospital, and more.










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. This saves you time at the doctor's office and aids in diagnosis and treatment decisions.

Convenient locations close to home and work.



-  Sleep Center
-  Saturday Appointments
-  Ambulatory Surgery Center
-  Breast Diagnostic Center
-  Cancer Center
-  Kelsey Pharmacy
-  Pediatric Extended Hours