Whether it’s the middle of the afternoon or the middle of the night, medical advice is just a phone call away. Kaiser Permanente’s registered nurses will help you with your flu symptoms, cuts and sprains, or backaches—whatever you have questions about. And there’s no extra cost.

The nurse is connected to your Permanente primary care doctor, your health care team, and our Urgent Care centers, so you’ll be guided to the next steps for your care if you need more than the nurse’s advice. For medical advice, call 800-777-7904 (TTY 711).

If you’re not sure what kind of care you need, just call and the nurse will guide you.

**Video advice with a doctor**

You can have a video visit with a physician trained in emergency medicine, at no extra cost. The visits are for those 18 years and older, with certain medical conditions. The advice nurse will help determine if your situation is right for a video visit. You will need a computer or mobile device with a built-in camera and microphone, and you must be present in Maryland, Virginia, Washington, DC, Florida, North Carolina, West Virginia, or Pennsylvania during the call.

**See your doctor from home, work, or on the go**

What can you get medical advice for by video? Among other conditions:

- Burns
- Skin problems
- Sore throat
- Flu
- Sprains/injuries
- Cuts and wounds
- Bug bites
- Backaches
- Medication questions
- Eye problems
- Vomiting/nausea
- Joint problems
- Bone breaks
- Shingles

Get peace of mind with medical advice.

Call 800-777-7904.
Urgent Care
Call 800-777-7904 (TTY 711) to schedule an appointment, or come in if you are experiencing any of the following:

• Belly pain
• Breathing trouble
• Broken bones
• Chest discomfort
• Deep cuts
• Earaches
• Eye infections
• Flu
• Rash or skin infections
• Sprains and strains
• Urinary tract infections
• Vomiting, diarrhea, or nausea

These are examples of conditions that are treated in Urgent Care. If you think you are experiencing any of the following:

• Less wait time and lower cost shares† than a typical hospital emergency room
• Physicians trained in emergency medicine
• 24/7 advanced imaging services, including CT, MRI, and ultrasound
• An observation unit where patients can be monitored for up to 24 hours

† Cost share depends upon your plan. For specific information, please check your Membership Agreement, RI 73-047, Evidence of Coverage, or Certificate of Insurance.

Urgent Care centers
Open evenings, weekends, and holidays, our Urgent Care centers are located in Maryland, Virginia, and Washington, DC.

24/7 Urgent Care PLUS centers
At Urgent Care PLUS centers, you get:

• Physicians trained in emergency medicine
• Less wait time and lower cost shares† than a typical hospital emergency room
• 24/7 pharmacy and laboratory services
• 24/7 advanced imaging services, including CT, MRI, and ultrasound
• An observation unit where patients can be monitored for up to 24 hours

These centers offer 24/7:

• Urgent Care
• Lab
• Pharmacy
• Radiology

*Not available for Medicare Plus enrollees.

Kaiser Permanente Urgent Care locations

Virginia
1 Manassas Urgent Care
10701 Rosemary Drive, Manassas, VA 20109
5:30 p.m.–1 a.m. M–F, 9 a.m.–5 p.m. Sat, Sun, holidays
2 Reston Urgent Care
1890 Metro Center Drive, Reston, VA 20190
5:30 p.m.–1 a.m. M–F, 9 a.m.–9 p.m. Sat, Sun, holidays
3 Tysons Corner Urgent Care PLUS
8008 Westpark Drive, McLean, VA 22102
4 Woodbridge Urgent Care PLUS
14139 Potomac Mills Road, Woodbridge, VA 22192
5 Fredericksburg Urgent Care
1201 Hospital Drive, Fredericksburg, VA 22401
5:30 p.m.–1 a.m. M–F, 9 a.m.–5 p.m. Sat, Sun, holidays

Maryland
6 Camp Springs Urgent Care
6104 Old Branch Ave., Temple Hills, MD 20748
5:30 p.m.–8 a.m. M–F, 24 hours Sat, Sun, holidays
7 Gaithersburg Urgent Care PLUS
655 Watkins Mill Road, Gaithersburg, MD 20879
8 Kensington Urgent Care
10810 Connect Ave., Kensington, MD 20895
5:30–1 a.m. M–F, 9 a.m.–9 p.m. Sat, Sun, select holidays
9 Largo Urgent Care PLUS
1221 Mercantile Lane, Largo, MD 20747
10 South Baltimore County Urgent Care PLUS
1701 Twin Springs Road, Halethorpe, MD 21227
11 White Marsh Urgent Care
4920 Campbell Blvd., Nottingham, MD 21236
5 p.m.–1 a.m. M–F, 9 a.m.–5 p.m. Sat, Sun
12 Baltimore Harbor Urgent Care
815 E. Pratt Street, Baltimore, MD 21202
5 p.m.–1 a.m. M–F, 9 a.m.–5 p.m. Sat, Sun, holidays

Washington, DC
13 Capitol Hill Urgent Care PLUS
700 2nd St. NE, Washington, DC 20002

Hospital care
Go where Permanente physicians are on call 24/7
When you need inpatient or outpatient hospital care, we’ve chosen award-winning hospitals to be our partners for coordinating your care (see map). These hospitals, located throughout Maryland, Virginia, and Washington, DC, are our premier hospital partners.

Each was carefully chosen based on quality of care, comfort, and service. You can have peace of mind knowing you are cared for by Permanente physicians you can trust, and who have your medical history at hand.

To learn more, visit kp.org/premierhospitals.

Kaiser Permanente premier hospitals

Virginia
1 Reston Hospital Center
2 Stafford Hospital Center
3 Virginia Hospital Center

Maryland
4 Anne Arundel Medical Center
5 Greater Baltimore Medical Center
6 Holy Cross Hospital
7 St. Agnes Hospital
8 Suburban Hospital

Washington, DC
9 Children’s National Medical Center
10 Sibley Memorial Hospital
(labor and delivery only)
11 Washington Hospital Center

Evidence of Coverage, Membership Agreement, RI 73-047, Evidence of Coverage, or Certificate of Insurance.