



Think Urgent Care

Another choice when you need care quickly

Open 7 days a week, no appointment necessary

What is urgent care?

An urgent care need is one that requires prompt medical attention but is not an emergency medical condition.* If you have an illness or injury that's not life- or limb-threatening, but also can't wait, our urgent care departments can help.

Minor injuries and falls, cuts needing stitches, and vertigo are just a few examples of conditions that can be treated at urgent care. You can use the chart on page 4 to see more examples, learn about the different types of care available to you, and know where to go when you need care.

Why should I use urgent care?

While your primary care doctor should in most cases be your first option, sometimes urgent care can be your best choice when you need care quickly. Here are some reasons why:

- All of our urgent care centers accept walk-in visits with no appointment necessary, and are open nights, weekends, and holidays.

- Our urgent care centers are staffed by our highly skilled Kaiser Permanente doctors and nurses that can provide you with the care you need. They will also have access to your electronic health record and can quickly get up to speed on your current health information, allergies, medications you are taking, and more.
- If you go to the emergency department with a nonemergency, you may have to keep waiting if people who are more seriously sick or injured arrive after you.

Where can I go for urgent care?

We have 19 urgent care locations throughout Southern California.

- On the next page, you'll find the addresses for all of our urgent care locations in Southern California so you can know where to go. Pediatric after-hours care is also available at select facilities.
- If you have any questions about the type of care you need, advice nurses are available Monday through Friday, 7 a.m. to 7 p.m., by calling the appointment and advice number in your area, listed on the next page. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)**.

*If you reasonably believe you have an emergency medical condition, which is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health, call **911** or go to the nearest emergency department. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

It's always a good idea to know where the Kaiser Permanente urgent care locations are near your home and work.

Kern County

Stockdale Medical Offices

3501 Stockdale Hwy.
Bakersfield, CA 93309
Monday-Friday, 8 a.m.-10 p.m.
Weekends, 9 a.m.-10 p.m.
1-877-524-7373
kp.org/kerncounty

Los Angeles County

Baldwin Park Medical Center

1011 Baldwin Park Blvd.
Baldwin Park, CA 91706
Monday-Friday, 8:30 a.m.-9 p.m.
Weekends, 8:30 a.m.-8 p.m.
1-800-780-1277
kp.org/baldwinpark

Downey Medical Center Orchard Medical Offices

9449 E. Imperial Hwy.
Downey, CA 90242
8:30 a.m.-10 p.m., 7 days a week
1-800-823-4040
kp.org/downey

Lancaster Medical Offices

43112 N. 15th St. W.
Lancaster, CA 93534
7 a.m.-11 p.m., 7 days a week
1-877-554-4404
kp.org/antelopevalley

Los Angeles Medical Center

1526 N. Edgemont St.
Los Angeles, CA 90027
8 a.m.-10 p.m., 7 days a week
1-800-954-8000
kp.org/losangeles

Panorama City Medical Center Medical Offices 6

13630 Willard St.
Panorama City, CA 91402
Monday-Friday, 9 a.m.-9 p.m.
Weekends, 9 a.m.-8:30 p.m.
1-888-778-5000
kp.org/panoramacity

Pasadena Medical Offices

3280 E. Foothill Blvd.
Pasadena, CA 91107
8 a.m.-10 p.m., 7 days a week
1-800-954-8000
kp.org/losangeles

Santa Clarita Medical Offices

27107 Tournay Rd.
Santa Clarita, CA 91355
Monday-Friday, 8:30 a.m.-8:30 p.m.
Weekends, 9 a.m.-8:30 p.m.
1-888-778-5000
kp.org/santaclarita

South Bay Medical Center Normandie North Medical Office Building

25965 S. Normandie Ave.
Harbor City, CA 90710
8:30 a.m.-8:30 p.m., 7 days a week
1-800-780-1230
kp.org/southbay

West Los Angeles Medical Center

6041 Cadillac Ave.
Los Angeles, CA 90034
Monday-Friday, 9 a.m.-9 p.m.
Weekends, 8 a.m.-9 p.m.
1-800-954-8000
kp.org/westlosangeles

Orange County

Garden Grove Medical Offices

12100 Euclid St.
Garden Grove, CA 92840
9 a.m.-9 p.m., 7 days a week
1-888-988-2800
kp.org/orangecounty

Harbor-MacArthur Medical Offices

3401 S. Harbor Blvd.
Santa Ana, CA 92704
9 a.m.-9 p.m., 7 days a week
1-888-988-2800
kp.org/orangecounty

Mission Viejo Medical Offices

23781 Maquina Ave.
Mission Viejo, CA 92691
9 a.m.-9 p.m., 7 days a week
1-888-988-2800
kp.org/orangecounty

Riverside County

Riverside Medical Center Park Sierra Medical Offices

10800 Magnolia Ave.
Riverside, CA 92505
8:30 a.m.-10 p.m., 7 days a week
1-866-984-7483
kp.org/riverside

Wildomar Medical Offices*

36450 Inland Valley Dr.
Wildomar, CA 92595
Monday-Saturday: 8:30 a.m.-8:30 p.m.
1-866-984-7483
kp.org/riverside
*Closed on Sundays

San Bernardino County

Fontana Medical Center

9961 Sierra Ave.
Fontana, CA 92335
9 a.m.-9 p.m., 7 days a week
1-888-750-0036
kp.org/fontana

Victorville Medical Offices

14011 Park Ave.
Victorville, CA 92392
9 a.m.-9 p.m., 7 days a week
1-888-750-0036
kp.org/victorville

San Diego County

Otay Mesa Medical Offices

4650 and 4660 Palm Ave.
San Diego, CA 92154
Monday-Friday, 10 a.m.-8 p.m.
Weekends, 9 a.m.-5 p.m.
1-800-290-5000
kp.org/sandiego

San Marcos Medical Offices

400 Craven Rd.
San Marcos, CA 92078
Monday-Friday, 10 a.m.-8 p.m.
Weekends, 9 a.m.-5 p.m.
1-800-290-5000
kp.org/sandiego

The care you need, when you need it

The chart below will help you better understand the different kinds of care available to you. The following are common examples for each category of care, but they do not cover all conditions or symptoms. If you have any questions about the type of care that is appropriate for your symptoms/condition, advice nurses are available Monday through Friday, 7 a.m. to 7 p.m., by calling the appointment and advice number in your area. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)**.

Routine care

An expected care need, like a scheduled visit to your doctor, same-day appointment, or a recommended preventive screening.

Examples of routine nonurgent care needs include:

- Same-day appointments
- Scheduled visits
- Follow-up visits
- Routine checkups
- Physical exams
- Preventive screenings
- Well-child checkups

What to do:

Many of our locations often have same-day in addition to regular appointments available. To make an appointment, you can call the number for your area listed on the "Urgent care locations" page, Monday through Friday, 7 a.m. to 7 p.m., or online through My Health Manager at kp.org.

U Urgent care

An illness or injury that requires prompt medical attention, but is not an emergency medical condition.

Examples of urgent care needs include:

- Minor injuries, including sprains and falls
- Minor wounds and cuts needing stitches
- Backaches
- Chronic migraine or other recurring headaches
- Fever
- Mild breathing issues
- Minor abdominal pain
- Minor broken bones (finger, toes)
- Flu symptoms (chills, fever, body ache)
- Vertigo (dizziness)
- Mild to moderate diarrhea
- Minor nosebleeds

What to do:

Head to your nearest Kaiser Permanente urgent care center, or call the appointment and advice number in your area, Monday through Friday from 7 a.m. to 7 p.m. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)**.

Emergency care

A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.*

Symptoms that may indicate an emergency medical condition include:

- Chest pain or pressure that may radiate to the arm, neck, back, shoulder, jaw, or wrist
- Sudden onset of severe abdominal pain
- Severe shortness of breath
- Severe, persistent bleeding that cannot be stopped
- Major injuries like gunshot or stab wounds or severe injuries from a vehicle accident
- Active labor when there isn't time for a safe transfer to a designated hospital before delivery

What to do:

If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest hospital.

*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part.

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or to others, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.