

The Right Care When You Need It: Primary, Virtual, Urgent, Emergency

It can be hard to know when to go to the emergency room or when it might be more appropriate to seek primary, virtual, or urgent care. If you don't know how quickly you need to be seen, we are here to help. Call the Nurse Hotline 713-442-0000 (TTY: 711) during or after hours for guidance on the best type of care for your situation. Here are some tips to help you know where to go.

KelseyCare
Advantage

PRIMARY CARE

If you have a serious medical condition that requires care within the next 24 hours but isn't an emergency, contact your Primary Care Provider (PCP) immediately. Serious conditions include, but are not limited to, the following:

Increased swelling/sudden weight gain >2-3 lbs/day or >4-5 lbs/week	Intense pain, including severe headache (<i>especially if it started suddenly</i>)
Shortness of breath/new breathing problems with activity or at rest	Fever, chills, shaking, or flu/flu-like symptoms
Trace amounts of blood in phlegm/mucus when you cough	Sprains, strains, or suspected broken bones or fractures in fingers or toes
Worsening of symptoms after a recent hospitalization/ER visit	Back problems
Falls	Severe sore throat or cough
Cuts that aren't bleeding too much, but might require stitches	Skin rashes and infections
Mild to moderate asthma	Urinary tract infections or blood in urine
Minor chest pain	Vomiting and diarrhea, stomachache, or weight loss due to loss of appetite
Eye irritation	

Did you know? You can see any Kelsey-Seybold provider for primary care needs—including an Advanced Practice Clinician (Nurse Practitioner or Physician Assistant)—if your assigned PCP is not available.

EMERGENCY CARE

Call 911 or go to an emergency room if you believe you are experiencing a life- or limb-threatening medical emergency. Including, but not limited to:

- Choking, not breathing, or loss of consciousness
- Sudden slurred speech, visual changes, weakness on one side of the body, paralysis
- Head injury with passing out, fainting, or confusion
- Neck or spine injury, including a loss of feeling or an inability to move
- Severe burn or electric shock
- Uncontrolled bleeding or vomiting blood
- Seizure that lasts from 3 to 5 minutes
- Severe allergic reaction with trouble breathing, or swelling
- Severe chest pain or squeezing sensations in the chest/heart attack
- Poisoning or a suspected overdose from prescribed medication, illegal drugs, or alcohol

FINDING CARE

Primary Care:

Choose from our extensive network of [primary care providers and specialists](#).

Virtual Care:

Schedule a same-day virtual appointment [here](#).

Urgent Care:

Plan ahead for non-emergency care when your doctor's office is closed.

[Find urgent care near you](#), and remember you also can visit:

- [Next Level](#) (Greater Houston area)
- [Care Now](#) (Greater Houston area)

Dispatch Health:

Access in-home urgent care services outside of Kelsey-Seybold Clinic business hours.

Call 833-416-4700 or visit [here](#).

Emergency Care:

If you are experiencing a life-threatening situation, dial 911 or go to the emergency room nearest you.

ROUTINE PRIMARY CARE

Schedule an appointment with your PCP for non-urgent needs, including the following:

Preventive and routine care

Screenings and vaccinations

Managing chronic conditions like diabetes, asthma, heart disease, etc.

For chronic conditions, your doctor can advise if your symptoms require emergency or urgent care.

VIRTUAL CARE

Virtual care is perfect for some conditions and available at Kelsey-Seybold Clinic 365 days a year! Consider using virtual care for non-life threatening illnesses, such as:

Fever, strep throat, or flu

Constipation or diarrhea

Common cold, sore throat, or sinus infection

Heartburn

Pink eye

Urinary tract infection

Log in to [MyKelseyOnline.com](#) to talk to a nurse, schedule an in-person or virtual care appointment, view test results, or get a prescription.

Questions? Call 713-442-CARE (2273) (TTY: 711).

**KelseyCare
Advantage**

KelseyCare Advantage is offered by KS Plan Administrators, LLC, a Medicare Advantage HMO and POS plan with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal. Hours are 8 a.m. to 8 p.m., seven days a week, from October 1 through March 31. From April 1 through September 30, hours are 8 a.m. to 8 p.m., Monday through Friday. Messaging services are used on weekends, after hours, and on federal holidays. ©2025 KelseyCare Advantage. All rights reserved. H0332_CAREFLY24_v1_C