

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.

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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. [Read about urgent care options](#), and remember you also can visit:

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

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](https://www.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
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