Kelsey Care Advantage

THE RIGHT CARE WHEN YOU NEED IT

Primary | Virtual | Urgent | Emergency

PRIMARY

Need Care Within 24 Hours? Contact Your Primary Care Provider (PCP).

- Sudden weight gain
- Shortness of breath
- Trace amounts of blood
- Falls
- Mild to moderate asthma
- Minor chest pain
- Eye irritation
- Intense pain
- Fever, chills, shaking
- Back problems
- Severe sore throat
- Skin rashes and infections
- Urinary tract infections
- Vomiting and diarrhea

VIRTUAL

Virtual care is available 365 days a year.

- Fever, strep throat, or flu
- Constipation or diarrhea
- Common cold, sore throat, or sinus infection
- Heartburn
- Pink eye
- Urinary tract infection

URGENT

For non-emergency care when your doctor's office is closed.

- Minor cuts needing stitches
- Sprains, strains, or minor fractures
- Fever or flu-like symptoms
- Cough, cold, or sore throat
- Urinary tract infections
- Rashes, skin infections, or minor burns

EMERGENCY

Call 911 or go to the emergency room for life- or limb-threatening medical emergencies. Examples include:

- Choking or trouble breathing
- Signs of a stroke (slurred speech, vision changes, or paralysis)
- Loss of consciousness
- Serious head, neck, or spine injury
- Severe burns
- Uncontrolled bleeding
- Seizure lasting longer than 3 minutes
- Severe allergic reaction
- Severe chest pain or suspected poisoning

PRIMARY, VIRTUAL, URGENT, OR EMERGENCY?

Not sure where to go for care? If you don't know how quickly you need to be seen, call the Nurse Hotline at 713-442-0000 (TTY: 711), available during and after hours.

PRIMARY CARE

Choose from our extensive network of primary care providers and specialists.

VIRTUAL CARE

Schedule a same-day virtual appointment.

URGENT CARE

Find urgent care in the Greater Houston area:

Next Level

CareNow

Memorial Hermann | GoHealth Urgent Care

EMERGENCY CARE

For a life-threatening situation, call 911 or go to the nearest emergency room.



Don't Forget Routine Primary Care Visits

For non-urgent needs such as:

- Preventive and routine care
- Screenings and vaccinations
- Managing chronic conditions



Did you know?

If your PCP isn't available, you can see another Kelsey-Seybold provider, including an Advanced Practice Clinician (APC), such as a Nurse Practitioner or Physician Assistant.

Visit MyKelseyOnline.com

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., 7 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. ©2026 KelseyCare Advantage. All rights reserved.

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