



DAYS

In-Office Appointment

When your care calls for it, it's usually best to go to your Kelsey-Seybold primary care doctor. Your doctor knows you and your health history and has access to your electronic medical record. A visit with your Kelsey-Seybold primary care doctor, instead of going to the emergency room (ER), can also save you money!



NIGHTS, WEEKENDS, or HOLIDAYS

After-Hours Nurse Hotline

Start by calling Kelsey-Seybold's After-Hours Nurse Hotline at **713-442-0000**. Our registered nurses can access your medical record and provide medical advice, refer you to an in-network urgent care center, schedule a next-day appointment, or page the doctor on call.



AWAY

Nationwide Urgent Care Centers

If you have to see a doctor when you're out of town or have a covered family member who is out of town or in college, you have access to Cigna's nationwide, in-network urgent care centers.



Saturday Appointments for Children and Adults

When you or someone in your family is sick, our Clear Lake Clinic in Webster, Fort Bend Medical and Diagnostic Center in Sugar Land, Spring Medical and Diagnostic Center in northwest Houston, and Tanglewood Clinic near the Galleria are open 9 a.m. to 2 p.m.



ANYWHERE

Virtual Health services are an alternative when medical care is needed. These services are exclusively for KelseyCare members and available days, nights, weekends, holidays, and while traveling! Learn more about E-visits, Pediatric E-visits, and Video Visits on the next page or visit **kelsey-seyboldvirtualhealth.com**.

Kelsey-Seybold is **available 24/7** if you have questions about urgent care, need to speak with an after-hours nurse, or need to have your doctor or your child's pediatrician paged. Call **713-442-0000**.

Four Kelsey-Seybold locations are also open on Saturdays to accommodate sick care for children and adults.

If a situation seems life-threatening, take immediate action and call 911.



Online access for your HEALTH

MyKelseyOnline. Your secure portal to communicate with your doctor's office, schedule appointments, get most test results, and more!

MyKelseyOnline Help Line: 713-442-6565
Seven Days a Week, 7 a.m. – 9 p.m.

Kelsey-Seybold Virtual Health

It's Efficient. It's Convenient. It's Kelsey-Seybold Quality.

Kelsey-Seybold's Virtual Health program means you, or your child, can get convenient medical care for a number of conditions when and where you need it. With E-visits or Video Visits, your care is delivered by a Kelsey-Seybold board-certified provider who can access your medical record and send prescriptions to the pharmacy of your choice.



Primary & Specialty Care Video Visits

Have a real-time conversation with a Kelsey-Seybold board-certified provider.

365 Days a Year!
Days, Evenings, and Weekend Hours



Schedule on the MyKelsey App

Cost: Your primary care or specialty care office visit co-pay.*

Primary Care

50 Conditions
Adult Video Visits
(18 years+)

- Cold/flu
- Ear infection
- Eczema
- GERD
- Laryngitis
- Shingles
- Sprained ankle/knee

24 Conditions
Pediatric Video Visits
(4-17 years)

- Acne
- Allergy
- Burns
- Cold, flu, or sinus infection
- Diarrhea
- Lice
- Rash

Specialty Care

- Endocrinology
- Gastroenterology
- Neurology
- Post-Op Orthopedic Surgery
- Post-Op Plastic Surgery

- Pulmonary Medicine
- Supportive Medicine
- Urology
- OB/GYN

Spanish language adult Video Visits also available.
(Select Carlos Rivera, M.D. or Isabel Garcia, M.D.)

Adult & Pediatric E-visits

Get a response from a Kelsey-Seybold board-certified provider **in an hour or less!**



365 Days a Year

E-visits are available on:



MyKelsey App



MyKelseyOnline.com
Your Secure Health Portal

20 Conditions
Adult E-visits
(18 years+)

- Allergy
- Anxiety
- Back pain
- Cold/Flu
- Cough
- Diarrhea
- Gastroesophageal reflux
- Red eye
- Sinus problems
- Sore throat
- Urinary (bladder) infection
- Hypothyroidism, and more.

11 Conditions
Pediatric E-visits
(4-17 years)

- Allergies
- Cold
- Constipation
- Cough
- Diarrhea
- Flu
- Heartburn
- Red eye
- Sinus problems
- Acne
- Rash

Cost: **\$15**

Go to **kelsey-seyboldvirtualhealth.com** for the latest information.

If you don't have a MyKelseyOnline account, call the MKO Help Line at 713-442-6565.

*Video Visits are a covered benefit for many health plans and will accumulate to your MOOP. Check with your health plan for more details. Please note that controlled substances and narcotic pain medications cannot be prescribed.