

COVID-19: How to get the care you need

To help you and your loved ones get the right care at the right time, follow the guidelines below based on your symptoms. Together, we can work to keep our communities healthy and strong.



“I don’t have symptoms, but I’m worried.”

I feel

- Lonely
- Nervous
- Stressed
- Exhausted

What should I do?

It's important to care for the whole you. Eat a balanced diet, get a full night's sleep, stay in touch with loved ones, and be mindful of your mental health.

You can find many digital tools for your mental health and wellness at kp.org/selfcare. For 24/7 mental health advice, visit kp.org/getcare.



“I’m unwell but don’t have COVID-19 symptoms.”

I have

- Itchy eyes
- Runny or stuffy nose
- Stomach problems

What should I do?

If you're concerned about your specific health condition, visit kp.org/getcare for local information on appointments, urgent care locations, and 24/7 advice.

For nonurgent health questions, you can schedule a phone appointment, or email your doctor's office and get a reply usually within 2 business days.



“I have mild COVID-19 symptoms.”

I have

- Fever over 99 degrees
- Cough or sore throat
- Mild shortness of breath
- Chills
- Muscle pain
- Headache
- Loss of taste or smell
- Diarrhea

What should I do?

If you believe you may have COVID-19, you can complete an e-visit or online assessment at kp.org/coronavirus.

If an e-visit isn't right for you for any reason, you can schedule a phone or video visit by signing in to kp.org.



“I have severe COVID-19 symptoms.”

I have

- Extreme difficulty breathing
- Severe or constant chest pain
- Severe or constant dizziness or lightheadedness
- Confusion (new or worsening)
- Unconsciousness or difficulty waking up
- Slurred speech (new or worsening)
- Blue-colored lips or face

What should I do?

Before coming into a facility, it's important to call us if you think you have COVID-19. Find your local 24/7 advice line at kp.org/getcare or on your medical card.

If you believe you have a medical emergency, call 911 or go to the nearest hospital. Tell them you have severe COVID-19 symptoms.