



# When Should You Use Virtual Care?

During cold and flu season, urgent care might seem like the most convenient way to get care. However, your virtual care options provide 24/7 access to board certified doctors, which can potentially save you money and help you avoid further exposure to viral illnesses.

Consider choosing virtual care for these minor illnesses and injuries:



## **Cold, Flu, and Mild COVID-19**

**Symptoms**—Virtual care providers can assess your symptoms, recommend appropriate treatments and prescribe medicine. They can also provide guidance on seeking in-person care if your symptoms worsen and arrange for tests if necessary.



**Minor Injuries and Sprains**—For minor injuries like sprains and mild muscle pain, a virtual provider can discuss your symptoms with you, guide you on how to manage the injury at home, and refer you to specialists if needed.



**Infections and Skin Issues**—Many people visit urgent care for issues such as skin infections, but most cases can be treated virtually. Your provider can make an accurate diagnosis over video and prescribe the necessary medication.



**Mild Allergic Reactions**—People sometimes visit urgent care for mild allergic reactions. In most cases, doctors can give advice on managing symptoms, recommend over the counter solutions, and follow up with you as necessary.

## Get Care From Anywhere



Visit the Kaiser Permanente website for a full list of your virtual care options.



Download the Kaiser Permanente Washington mobile app for access to Kaiser clinicians 24 hours a day, seven days a week.

