

# See your doctor on the go

## GET CARE WHERE IT'S MOST CONVENIENT FOR YOU WITH VIDEO VISITS<sup>1</sup>

A video visit<sup>1</sup> is a real-time video chat you can have with a primary care or urgent care physician using your mobile device or computer. Members can see almost any Permanente physician and many of our providers through video visits.

From the comfort of home, you'll get the same quality of care that you receive in your doctor's office. During your visit, your doctor can access your electronic medical record, consult with another physician or your family members, and request language or American Sign Language interpretation, so your care is seamless, convenient, and connected.

Video visits are available for most situations and conditions, including:

- Cough/cold/flu/sore throat/allergies/sinus conditions
- Sleep or mood problems
- Pink eye
- Follow-up care
- Nausea/vomiting/diarrhea (no abdominal pain)
- Seen by your doctor within past 2 weeks and your condition has not improved
- Minor injuries/aches and pains
- Medication questions and consultations
- Skin conditions
- Urinary issues

Through **kp.org** or the Kaiser Permanente (KP) app, you can schedule a video visit with a specific provider, or join a Get Care Now on-demand video visit with an Urgent Care physician. If you are unsure whether your symptoms qualify for a video visit, call us at **800-777-7904 (TTY 711)**, 24 hours a day, 7 days a week. For video visit technical support, call **844-800-0826**, 9 a.m. to 10 p.m.



Schedule a video visit online at **kp.org** or by using the KP app. You must be registered on **kp.org** and have one of the following:

- A smartphone or tablet with the KP app downloaded
- A computer<sup>2</sup> with a webcam



Join a scheduled video visit appointment<sup>3</sup> on your mobile device by logging in to the KP app and tapping "Join Appointment." Or to join from your computer, log in to **kp.org**, go to Appointment Center, and click "Join Appointment." Members may receive an invitation by SMS text or email at the time of their appointment.

<sup>1</sup> If you travel out of state, phone appointments and video visits may not be available due to state laws that may prevent doctors and health care providers from providing care across state lines. Laws differ by state.

<sup>2</sup> Microsoft Edge and Mozilla Firefox are not compatible.

<sup>3</sup> If you are under the age of 18, please have a parent/legal guardian present by video or by phone at the scheduled time to provide verbal consent.