

VIDEO VISITS



Online consultations with your provider from anywhere.

What is a video visit?

A video visit with your Kaiser Permanente provider is easy. You may be anywhere – at home, work, or on the go!

Simply log on to your **kp.org** account on your mobile device or computer. If you're not yet registered, visit **kp.org/registernow** to get started.

Is a video visit right for my care?

Video visits are a great option for many conditions. Having the option for a provider and a patient to speak face-to-face without coming into a medical office offers a level of comfort and convenience.

How do I schedule a video visit with my provider?

There are multiple ways to schedule a video visit:

- Book directly with your care team
- Log on to **kp.org/appointments**
- Call the Appointment and Advice Contact Center anytime, day or night at **303-338-4545** or **1-800-218-1059 (TTY 711)**.

If I schedule a video visit and need technical support, who should I contact?

If you need technical support for your video visit, please contact the Virtual Care Support Team, Monday through Friday, 7 a.m. to 8 p.m. at **1-844-800-0821**. Check out the next page for instructions and technical support information for your video visit.

How much does a video visit cost?

No cost for most health plans. HSA-qualified high deductible health plan (HDHP) members must meet your deductible first before video visits are provided at no cost. For benefit information, review your Evidence of Coverage or Certificate of Insurance, or contact Member Services.



Explore your care options at **kp.org/getcare**



CHAT
ONLINE



PHONE



EMAIL



VIDEO
VISIT



E-VISITS



IN-PERSON

Instructions for your video visit

Thank you for scheduling a video visit with us!

Here are important instructions to make your video visit successful.

Preparing for your video visit

- You will need high-speed internet access, 4G, or WiFi for your mobile device or personal computer.
- We recommend using the following browsers for your visit: Safari® for Mac® or Google Chrome™ for Windows PC.
- Make sure your device or computer has a video camera, speakers, and a microphone.
- Find a private place to have your video visit.

Thank you for using video visits with Kaiser Permanente.

Video visits from a personal computer



- You must be registered on **kp.org** to join a video visit.
- Log in to your account prior to your scheduled appointment.
- Be sure your webcam is unblocked and your volume is turned up.
- At the time of your visit, click on "Join Appointment."

Video visits from a mobile device (Apple or Android)



- Before your appointment, download the free Kaiser Permanente app from your app store.
- Use the Kaiser Permanente mobile app or your computer web browser.
- At the time of your visit, log in to your Kaiser Permanente mobile app and click on "Appointments."
- Find your scheduled appointment and click on "Join Appointment." Click "Yes" to allow your web browser to open.

Other helpful information



- Have a list of all medications you are currently taking with you during your visit. Your provider may choose to double check our records for your safety.
- If you have any questions or concerns or need technical support, call **1-844-800-0821**.
- To view all care options available to you, visit **kp.org/getcare**.

Need Technical Help?



- Call **1-844-800-0821 (TTY 711)**, Monday through Friday, 5:30 a.m. to 8 p.m.