

## **Kaiser Permanente Colorado Access Video**

One of the things that Kaiser Permanente does really well is allow us to connect with patients in a way that best suits them. So that includes in office, by telephone or via video.

The idea of being able to take care of your health care needs in one visit as much as possible is a key component of how we practice medicine. So, if you go see your specialist for your cardiac visit, they're going to be making sure that you've also gotten the labs that are necessary as part of your yearly checkup. And same way when you go see your primary care doctor, making sure that you're getting the tests and follow-up screenings that are associated with your appropriate level of care.

We know that people are really busy and that jobs are busy, kids are busy, and time is really short. So, offering those same day visits, whether it be virtual or whether it be in person, most members can get in at some point and have some contact to that very same day that they need it.

It's convenient for a patient. This easy access because you can do it any time of day. You can send a message in your pajamas and get it taken care of, whereas you don't have to take time out of your busy day, take time off work to get care.

Chat is a great option for dermatologic care that we offer to our patients. There is a dermatologist basically on call for all of the weekdays...so we'll make recommendations for prescriptions to be sent. Or if the patient needs an urgent appointment for something that looks like a skin cancer, something that's concerning, we can actually just have our staff call them and get them scheduled immediately for an in-person visit.

I like to describe Kaiser Permanente medicine as wraparound care for patients...the integrated care that they receive from Kaiser Permanente makes it easier for them to get what they need.