

Kaiser Permanente Video Visits

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With a few simple steps, you'll be ready to see your Kaiser Permanente doctor without the trip to the doctor's office. When you schedule your video visit, the scheduler will advise you to join the visit by either using kp.org or by using a link delivered in an email or text message. If you use kp.org to connect to your visit, we'll first review connecting from a mobile device, which is the recommended way to join. You'll need a front-facing camera, a strong cellular connection with three or more bars, or a high-speed Wi-Fi connection.

Step one, download the Kaiser Permanente app to your smartphone and log on. Step two, select View appointments to find your scheduled video appointment. Select Join Appointment, and then click Join Now. Step three, wait on your doctor to join the appointment.

Next, we'll discuss connecting from a computer. You'll need a computer with a camera, a speaker, a microphone, and a high-speed internet connection. Step one, visit kp.org and log in. Step two, go to Appointments. Locate your video visit appointment. Then click the Join button. Step three, wait for your doctor to join the appointment.

Lastly, if you join the visit through a link sent in a text message or email, simply click it to join from a mobile device or computer. Mobile users will have the option to join the video visit through the KP app or the internet browser. Download the KP app for the best experience. You'll be prompted to acknowledge your identity, accept terms and conditions, and allow access to your camera and microphone. Computer users will also have an additional opportunity to test devices prior to starting their visit. Remember, you'll need a front-facing camera, a strong cellular signal with three or more bars, or a high-speed Wi-Fi connection. For members experiencing video visit issues, visit kp.org/videovisit. Now, how easy was that?

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