



Manage your care with **kp.org**

- Book telephone appointments and access e-visits
- Schedule and cancel routine in-person appointments
- Email your doctor's office with nonurgent questions
- Refill most prescriptions
- View most lab test results
- Print vaccination records for school, sports, and camp
- Check your plan's benefits, view claims, or estimate costs
- Manage a family member's health care

What's new E-visit, telephone, and video appointments

Virtual care at Kaiser Permanente



Virtual care

E-visits, telephone, and video appointments are simple and secure ways to get care and save yourself an office visit.

Not registered on **kp.org**? How to get started

Go to **kp.org/registernow** from a computer (not a mobile device) and follow the sign-on instructions. You'll need your medical record number, which you can find on your Kaiser Permanente ID card.

Download the Kaiser Permanente app

After you've registered, you can download our app to your mobile device to use these tools on the go. Just use your **kp.org** user ID and password to activate the app, and you'll be all set.

Connect to care your way

No matter what life throws your way, you can connect to care where and when you want it. E-visits, telephone, and video appointments are simple and secure ways to get care and save yourself an office visit. They'll even be tracked in your electronic health record. All you need is a computer, smartphone, or mobile device.

E-visits

Get quick and convenient online care for common conditions – 24 hours a day, 7 days a week. Based on your answers to a brief E-visit questionnaire, you will receive treatment advice and prescriptions (if appropriate) in about 2 hours without a trip to your doctor's office.

Examples of conditions for an E-visit include:

- Acne
- Cough
- Cold and flu
- Eye conditions (Pink eye)
- Rash
- Sinus problems
- Sore throat
- Urinary tract infection (UTI)
- Vaginal yeast infection

To access E-visits

- Log in at kp.org/appointments or go to Get Care on the KP mobile app
- Answer questions online about your symptoms
- Based on your answers, you'll receive treatment information or instructions.

Telephone appointments

Telephone appointments are great for minor health conditions and follow-up care.

Some examples of conditions you might address with a telephone appointment

- Allergies
- Colds and coughs
- Upper respiratory infection
- Some follow-up visits

To schedule a telephone appointment

Log in at kp.org or the Kaiser Permanente app or call **1-833-KP4CARE (1-833-574-2273)**, Monday through Friday, 7 a.m. to 7 p.m. For TTY dial **711**

Scan this QR code on your phone to go directly to kp.org/getcare.



Video visits

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face with a doctor online by computer, smartphone or tablet.

Some examples of conditions for a video visit:

- Follow-up care
- Muscle and joint problems
- Mental health
- Wound care

To schedule a video appointment

Call **1-833-KP4CARE (1-833-574-2273)**, Monday through Friday, 7 a.m. to 7 p.m. and check if a video visit is appropriate for your condition and available.

What do I need?

- A smartphone or tablet with a front-facing camera and the Kaiser Permanente app, or
- A computer with a camera, speaker and microphone