

Video appointments

Now available



Get care from your doctor for yourself or your child wherever you are

If it doesn't require an in-person medical exam, you may be able to talk with a physician by video.

Some examples of possible symptoms:

- Cough/Cold
- Sore Throat
- Vomiting
- Eye Problem
- Diarrhea
- Skin Problem
- Follow up Visits

When you call us, we will:

- Confirm you've had at least one face-to-face visit with us
- Make sure you have a symptom that can be treated via video visit
- Make sure you have a smart phone or tablet with a front facing camera and the Kaiser Permanente Mobile Application

Stay On Top Of Your Health

- Register at kp.org and set a username and password
- Download the KP Mobile App to your smartphone at no cost from your preferred app site



How do I schedule an appointment?

Call 1-800-290-5000 or 711 (TTY), Monday through Friday, from 7 a.m. to 7 p.m. or Saturday from 7 a.m. to 12 p.m. An advice nurse will help determine if a video or telephone appointment is right for your child's condition.

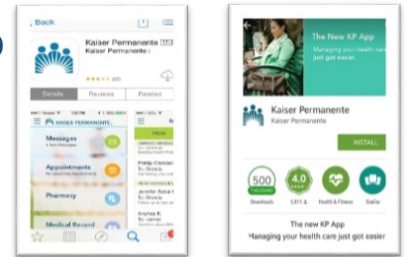
*Video appointments are not appropriate for emergency conditions, such as severe shortness of breath, severe abdominal pain, severe bleeding, or urgent conditions—like sprains, falls, or cuts needing stitches.

Getting started with video appointments on your mobile device

With just a few simple steps, you'll be ready to see your doctor — without the trip to the doctor's office.

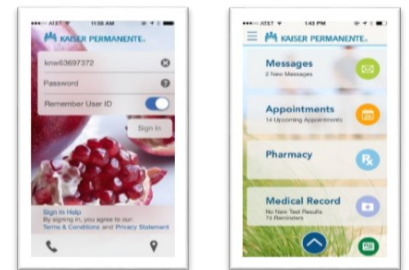
1 Download the Free Kaiser Permanente App

- Search keyword "Kaiser Permanente App"
- Click the download icon for the Apple™ App Store*
- Click the Install button for Google Play™*



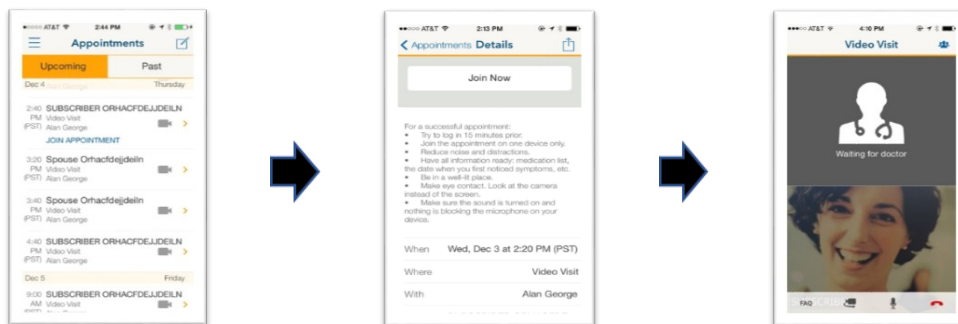
2 Login to your kp.org Account

- After logging in, you will see the main screen for your account.
- Select the 'Appointments' tab to continue to your Scheduled Appointments



3 Find your scheduled Video Visit appointment‡

Select the "Upcoming" tab on the appointment screen to see your upcoming appointments. Select your scheduled Video Visit. You will be allowed to Join your Video Visit by selecting "Join Now" if you are within the 15-minute appointment window.



Need help? Call 1-844-800-0820 Monday–Friday, 8:30 a.m. to 5 p.m.

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‡ It is unlawful and not permitted to record any of the sessions with your doctor.

