



VIDEO VISITS



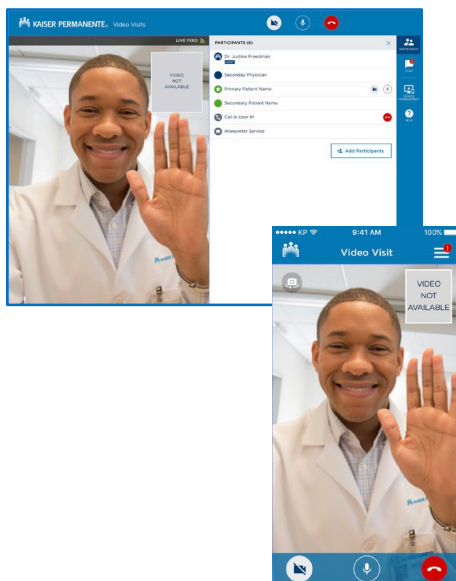
Online appointments with your primary care provider from anywhere.

What is a video visit?

A video visit from your Kaiser Permanente primary care provider is easy. You can be anywhere – at home, work or on the go!

Simply log on to your **kp.org** account via your mobile device or computer, or use the KP mobile app.

Not yet registered? Go to **kp.org/registernow** to get started.



Is a video visit right for my care?

Video visits are a great option for many conditions such as:

- Cold and flu
- Medication review/consultation
 - Discussion of test results
- Mental health therapy
- Post-operative follow up
- Acne or rashes

Talk with your primary care provider or care team to see if this is right for you.

How do I schedule a video visit with my provider?

There are multiple ways to schedule a video visit:

- **On your computer or mobile device:** Log on to **kp.org**, then click Appointments > Schedule an Appointment > Primary Care with ANY Provider. At the bottom of the screen, select “Video visit with any provider.” After answering a few questions about your condition, you can choose a location, physician or provider, and a date and time for your video visit.
- **On the KP mobile app:** Sign on to the KP app, then click View Appointments > NEW APPOINTMENT > Make an Appointment > CONTINUE > Primary Care with ANY Provider > Select “Video visit with any provider.” After answering a few questions about your condition, you can choose a location, physician or provider, and a date and time for your video visit.
- **Call the appointment call center on your island:**
808-432-2000 (Oahu); **808-243-6000** (Maui/Molokai/Lanai); **808-334-4400** (Hawaii Island); **808-246-5600** (Kauai); TTY, 711.

How much does a video visit cost?

Currently, there are no costs for video visits in Hawaii.

Who should I contact if I need technical support?



Please call the Telehealth Support Team toll free at **1-844-800-0823**, 2 a.m. to 4 p.m. Hawaii time.

Getting started with video visits



With a few simple steps, you'll be ready to see your Kaiser Permanente doctor – without a trip to the office!

Before scheduling your initial video visit, please be sure to register at kp.org/registernow. You can also register via the Kaiser Permanente mobile app.

	 Mobile Device front-facing camera **RECOMMENDED**	 Computer camera, speaker, microphone
Internet connection	A full signal (4 or more bars) or high-speed Wi-Fi home connection or LTE connection when not on home network.	A strong wired or wireless connection to high-speed internet. Please consider a secure network.
Set up your device Make sure you have the right supporting software so you can attend a video visit at your desk or on the go.	<ul style="list-style-type: none"> • Download the most recent Kaiser Permanente app from the Apple or Google Play stores. • Do not use a mobile browser. • Ensure your device has the latest operating system updates. 	<ul style="list-style-type: none"> • We recommend using Chrome as your browser.
Join your appointment You can join the video visit up to 15 minutes before your scheduled appointment time. If your doctor is running late, we'll contact you to reschedule.	Open the Kaiser Permanente app and sign on. <ul style="list-style-type: none"> • Select the "Appointments" tab and find your scheduled video appointment. • Under "Appointment Details," select "Join Now." • Wait for your doctor to join the appointment. 	Sign on to kp.org . <ul style="list-style-type: none"> • Go to the Appointment Center and select the "Appointments" tab. • Click the "Join Appointment" button, located next to the scheduled video appointment. • Wait for your doctor to join the appointment.

Need technical support?

Call toll free, **1-844-800-0823**, 2 a.m. to 4 p.m. Hawaii time.