

See your doctor on the go with a video visit

GET CARE WHERE IT'S MOST CONVENIENT FOR YOU

A video visit* is a virtual chat you can have with your primary care physician using your smartphone, tablet, or computer.

You'll get the same quality of care from your personal physician that you receive when you visit the office right from the comfort of your home. During your visit, your doctor can access your electronic medical record, so your care is seamless, convenient, and connected.

Video visits are available for many conditions, including:

- Cough/cold/flu/sore throat/allergies/sinus conditions
- Pink eye
- Nausea/vomiting/diarrhea (no abdominal pain)
- Minor injuries/aches and pains
- Skin conditions
- Urinary issues
- Sleep or mood problems
- Follow up care for chronic conditions
- Seen by your doctor within past 2 weeks and your condition has not improved
- Medication questions and consultations

Schedule a video visit online at **kp.org** or by using the Kaiser Permanente (KP) app. If you are unsure whether your symptoms qualify for a video visit, call the Kaiser Permanente appointment line at **800-777-7904 (TTY 711)**, 24 hours a day, 7 days a week.



To set up a video visit, you must be registered on **kp.org** and have one of the following:

- A smartphone or tablet with the KP app downloaded
- A computer† with a webcam



Schedule a video visit online at **kp.org** or by using the KP app.



Join a scheduled video visit appointment‡ on your mobile device by logging in to the KP app and tapping "Join Appointment." On your computer, log in to **kp.org**, go to Appointment Center, and click "Join Appointment."

* Video visits are available to Kaiser Permanente members who have a camera equipped computer or mobile device and are registered at **kp.org**. You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or mental health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. Video visits are for certain medical or mental health conditions. For video visits with a mental health provider, appointments can be scheduled for follow up care.

† Microsoft Edge and Mozilla Firefox are not compatible.

‡ If you are under the age of 18, please have a parent/legal guardian present by video or by phone at the scheduled time to provide verbal consent.

