

A person wearing a pink shirt and glasses is shown from the side, holding a smartphone. The phone screen displays a video call with a male doctor in a white coat and stethoscope. The background is a bright window with a dark frame.

THE DOCTOR WILL SEE YOU NOW.

See physicians and providers for urgent health concerns by video visit—wherever you need.

Register at **kp.org** today to schedule a video visit.



KAISER PERMANENTE®

WHY BOOK A VIDEO VISIT WITH KAISER PERMANENTE?

If you're short on time but have a health matter that needs attention, you can see a doctor or provider face to face, without visiting the office. Video visits are easy, secure, and part of your coordinated care, so you can always get the care you need.



\$0

There is usually no copay or coinsurance to pay or a deductible to meet. And no need to pay a sitter, take time off work, or pay for gas, parking, or cab or train fares. (See the “Details” section.)

SAVE TIME

Why travel across town? Have your appointment anywhere you can connect with a mobile device—your home or office, the gym, classroom, even your car. Get care on your terms—you’re in control.

BOOK ONLINE

You can make most video visit appointments online 24/7 from your computer or mobile device. Just choose a time that works best for you and be sure to register at [kp.org](https://www.kp.org).

Of course, you can also call our appointment line.

THE DOCTOR IS IN

For health matters that need urgent attention, you can have a video visit with an emergency medicine doctor from just about anywhere. You can also have video visits with your personal physician or behavioral health provider during office hours.



IT'S BETTER

Most other video services always charge a fee for the doctor's time (See the "Details" section). And their doctors can't see your medical record, so you need to provide information about your health history, medications, and allergies. There's also no connection between the doctor in the visit and your personal doctor—and you're on your own to make follow-up appointments and arrange for care.

IT'S ALL CONNECTED

And you are, too. Your video visit is an extension of the care you receive at Kaiser Permanente, which means you, your provider, and other caregivers are connected through your electronic health record.

FOLLOW-UP CARE IS EASY

During your video visit, the doctor can make follow-up appointments, order lab tests, prescribe medicine, and schedule an Urgent Care visit for you, where your information will be waiting when you arrive. The doctor can even remind you of preventive health checks that you need—all if you receive care in Kaiser Permanente facilities.

GET CARE FOR JUST ABOUT ANYTHING

Video visits are for certain conditions or circumstances, such as:

- 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

More conditions may be approved by the treating physician or provider.



DETAILS

If you have an HSA-qualified deductible plan, you will need to pay the full charges for scheduled phone and video visits until you reach your deductible. Once you reach your deductible, your copay is \$0 for scheduled phone and video visits.

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 behavioral health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.

