

# VIDEO VISITS



## Online consultations with your provider from anywhere.

### What is a video visit?

A video visit with your Kaiser Permanente provider is easy. You may be anywhere - at home, work, or on the go!

Simply log on to your **kp.org** account on your mobile device or computer. If you're not yet registered, visit **kp.org/registernow** to get started.

### Is a video visit right for my care?

Video visits are a great option for many common conditions. Talk with your provider or care team if you have questions before scheduling.

### How do I schedule a video visit with my provider?

There are multiple ways to schedule a video visit:

- Book directly with your care team
- Log on to **kp.org/appointments**
- Call the Appointment and Advice Contact Center, anytime, day or night, at:  
Denver/Boulder: **303-338-4545**  
Northern and Mountain: **970-207-7171**  
Southern Colorado: **1-800-218-1059**  
(TTY 711)

### If I schedule a video visit and need technical support, who should I contact?

If you need technical support for your video visit, please contact the Virtual Care Support Team, Monday through Friday, 7 a.m. to 8 p.m. at **1-844-800-0821**. Check out the next page for instructions and technical support information for your video visit.

### How much does a video visit cost?

Commercial (non-Medicare/non-Medicaid) members may have a cost share (copay or coinsurance), the same as or similar to an in-person visit. For benefit information, review your Evidence of Coverage or Certificate of Insurance, or contact Member Services.

Explore your care options at **kp.org/getcare**



PHONE



EMAIL



E-VISITS



VIDEO VISIT



CHAT ONLINE



IN-PERSON

# Instructions for your video visit

Thank you for scheduling a video visit with us!

Here are important instructions to make your video visit successful.

## Preparing for your video visit

- You will need high-speed internet access, 4G, or WiFi for your mobile device or personal computer.
- Make sure your device or computer has a video camera, speakers, and a microphone.
- Find a private place to have your video visit.

## Video visits from a personal computer

- You must be registered on **kp.org** to join a video visit.
- Log in to your account prior to your scheduled appointment.
- Be sure your webcam is unblocked and your volume is turned up.
- At the time of your visit, click on "Join Appointment."
  - Your computer may ask permission to download a "plug-in." Please give permission to do so.

## Video visits from a mobile device (Apple or Android)

- Before your appointment, download the free Kaiser Permanente app from your app store.
- Video visits cannot be accessed from a mobile web browser. Use the Kaiser Permanente mobile app or your computer web browser.
- At the time of your visit, log in to your Kaiser Permanente mobile app and click on "Appointments."
- Find your scheduled appointment and click on "Join Appointment."

## Other helpful information

- Have a list of all medications you are currently taking with you during your visit. Your provider may choose to double check our records for your safety.
- If you have any questions or concerns or need technical support, call **1-844-800-0821**.
- To view all care options available to you, visit **kp.org/getcare**.

Thank you for using video visits with Kaiser Permanente.



Explore your care options at **kp.org/getcare**



PHONE



EMAIL



E-VISITS



VIDEO  
VISIT



CHAT  
ONLINE



IN-PERSON