



CARE, ANYWHERE.

NOW AVAILABLE — VIDEO VISITS

Get the care you need, when and where you need it:

- Email
- Telephone
- Video

Schedule a phone or video visit today:

Go to kp.org or call us at 1-800-813-2000 (TTY 711).

How to join a video visit:

To join a video visit by mobile device, computer, or laptop, simply follow the steps outlined on the back. We recommend joining your appointment 5 to 10 minutes early. This will give you plenty of time to download the app or web plug-ins (if needed).



HOW TO GET STARTED ON A VIDEO VISIT



How to join a video visit:

From mobile devices (phone or tablet):

1. From your phone or tablet, go to the App Store® or Google Play™ and download the Kaiser Permanente app.¹
2. Open and sign on to the app using your kp.org user ID and password.
3. Go to “Appointments” and tap “Join” to start your video visit.

From computers or laptops:

1. Click the link in your confirmation email or sign on to kp.org.
2. Download and install the Vidyo web plug-in (first visit only).
3. Click “Join Your Video Visit” to start your visit.

What you will need to have a successful video visit:

From mobile devices (phone or tablet):

- An Apple® (iOS) or Android™ device¹
- A strong Wi-Fi or LTE connection
- The Kaiser Permanente app

From computers or laptops:

- A computer with a USB-compatible webcam or built-in laptop camera
- A high-speed internet connection²
- An up-to-date internet browser with Adobe Flash Player plug-in installed (video visits are currently not available on Chrome)

For technical support, call 1-844-800-0826.



¹Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play, the Google Play logo, and Android are trademarks of Google LLC.

²High-speed internet or 4G/LTE cell service is required. The program may adjust the speed and resolution of the video if it detects low bandwidth or a slow connection. This may result in poor image quality or frozen images.