

- ✓ Lab results
- ✓ Email your doctor
- ✓ Prescriptions
- ✓ Appointments
- ✓ Payments

# All online, easier than ever

## Stay connected anytime, anywhere

Managing your health online has never been more convenient. Whether you're at home or on the go, [kp.org](http://kp.org) and the Kaiser Permanente app give you a simple, secure way to keep up with your care.

- View most lab results
- Email your care team with nonurgent questions
- Refill most prescriptions
- Schedule most appointments
- Pay bills and estimate costs

## Create your online account

Get started with our new and improved features at [kp.org/register](http://kp.org/register) or download the Kaiser Permanente mobile app. Be sure to have your health/medical record number handy.



These features are available when you get care at Kaiser Permanente facilities. Apple, the Apple logo, and iPhone are trademarks of Apple, Inc., registered in the U.S. and other countries. Google, the Google Play logo, and Android are trademarks of Google LLC.

# Your care, your way

## Connect to care anytime, anywhere



Get the care you need the way you want it. No matter which option you choose, your providers can see your health history, update your medical record, and give you personalized care that fits your life.



### 24/7 care advice

Get medical advice and care guidance in the moment from a Kaiser Permanente provider.



### In-person visit

Same-day appointments are often available. Sign on to **kp.org** anytime, or call us to schedule a visit.



### Email

Message your doctor's office with nonurgent questions anytime. Sign in to **kp.org** or use our mobile app.<sup>2</sup>



### Phone appointment

Save yourself a trip to the doctor's office for minor conditions or follow-up care.<sup>2,3</sup>



### Video visit

Meet face-to-face online with a doctor on your computer, smartphone, or tablet for minor conditions or follow-up care.<sup>2,3</sup>



### E-visit

Get quick online care for common health problems. Fill out a short questionnaire about your symptoms, and a physician will get back to you with a care plan and prescriptions (if appropriate) - usually within 2 hours.

Call us anytime at **1-866-454-8855 (TTY 711)** to make an appointment or to get care advice.

## Need care now? Know before you go.

### Urgent care

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

### Emergency care

Emergency care<sup>1</sup> is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include chest pain or pressure, severe stomach pain that comes on suddenly, severe shortness of breath, and decrease in or loss of consciousness.

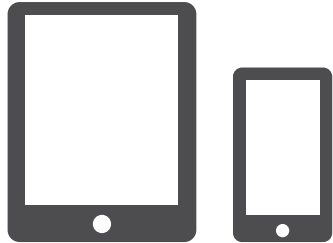
<sup>1</sup>If you believe you have an emergency medical condition, call **911** or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents.

<sup>2</sup>These features are available when you receive care at Kaiser Permanente facilities.

<sup>3</sup>When appropriate and available.

# Join Your Video Visit

Join on  
**Mobile**



Go to [kp.org/mydoctor/videovisits](http://kp.org/mydoctor/videovisits).

Join on  
**Computer**



Go to [kp.org/mydoctor/videovisits](http://kp.org/mydoctor/videovisits).

STEP

**1**

**WWW.**

STEP

**2**



STEP

**3**



"TAP "View My Doctor Online app" to download the app. OPEN the app and sign in using your [kp.org](http://kp.org) user ID and password.

If you have trouble signing in, TAP "Video Visits Temporary Access" and sign in with your medical record number.

Watch the "New to Video Visits?" instruction video and CLICK "Equipment setup" to prepare.

Go to "Appointments."  
TAP "Join" to start your video visit.

CLICK "Join your visit" to start your visit.

Need Help? Go to [kp.org/mydoctor/videovisits](http://kp.org/mydoctor/videovisits) and click "FAQs and help."

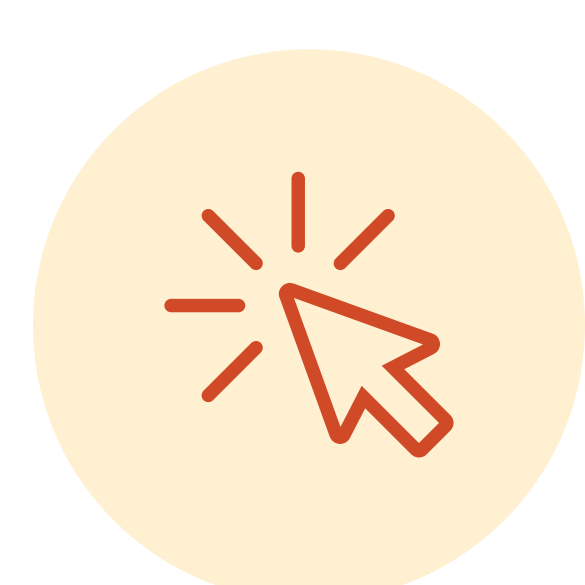


# Skip the trip

Let our pharmacy come to you.

Save time with prescriptions delivered to your door quickly and conveniently – at no extra cost.\*

## 3 easy ways to get started



Visit [kp.org/pharmacy](https://kp.org/pharmacy)



Sign on to the  
Kaiser Permanente app



Call (TTY 711)

\*Some prescriptions are not available through the mail-order pharmacy.

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- ✓ Resultados de análisis
- ✓ Escríbale a su médico
- ✓ Recetas médicas
- ✓ Citas médicas
- ✓ Pagos

# Todo en línea y más fácil que nunca

## Manténgase conectado en todo momento y en todo lugar

Manejar su salud en línea nunca fue tan práctico. Ya sea que se encuentre en su hogar o en cualquier otro lado, [kp.org](http://kp.org) y la aplicación Kaiser Permanente le ofrecen un modo seguro y sencillo para mantenerse al día con su atención médica.

- Consulte la mayoría de los resultados de sus análisis
- Envíe correo electrónico a su equipo de atención médica con preguntas que no sean urgentes
- Vuelva a surtir la mayoría de sus recetas médicas
- Programe la mayoría de sus citas médicas
- Pague facturas y estime costos

### Abra una cuenta en línea

Comience a usar nuestras nuevas funciones mejoradas en [kp.org/register](http://kp.org/register) (haga clic en "Español") o descargue la aplicación Kaiser Permanente para dispositivos móviles. Asegúrese de tener a la mano su número de expediente médico.



Estas funciones están disponibles cuando recibe atención en las instalaciones de Kaiser Permanente. Apple, el logotipo de Apple y iPhone son marcas comerciales de Apple, Inc. registradas en los Estados Unidos y en otros países. Google, el logotipo de Google Play y Android son marcas registradas de Google LLC.

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