



# CARE, ANYWHERE.

**NOW AVAILABLE — VIDEO VISITS**

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

- Email (through [kp.org/myhealthmanager](https://kp.org/myhealthmanager))
- Telephone
- Video

**Schedule a phone or video visit today:**

Go to [kp.org/myhealthmanager](https://kp.org/myhealthmanager) 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.
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™ device
- 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 connection\*
- 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.**



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\*High-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.

