

# VIDEO VISITS

Visiting your doctor has never been so convenient.



**What is a Video Visit?** It's simply a way of seeing the doctor without actually having to go to the doctor. With the stroke of a few keys or swipes of a finger, you connect live with your Kaiser Permanente healthcare team conveniently from your home or office.

**Is it secure?** Your privacy is absolutely critical to us. That's why all Kaiser Permanente Video Visits are digitally encrypted, assuring only the participants of the visit can see and hear the meeting. Video Visits are never recorded.

**Will I be able to see and hear?** A strong Internet connection will help to ensure a quality video experience. Though not required, a headset is recommended for better audio quality. In all cases, it is best to join your Video Visit from a quiet, well-lit space.

## What do I need to get started?

### From my computer?

Webcam and microphone (most webcams have a built-in microphone)

Active **kp.org** account

Vidyo plug-in (first-time users can download it from appointments page)

Windows 7, 8 = Internet Explorer 11  
Windows 8.1, 10 = Internet Explorer 11  
Mac OS X = Firefox 41, Safari 8

(Google Chrome and other browsers are not supported at this time.)

Wired connection preferred or secure wireless network to ensure strong and safe Internet connection

Wired headset recommended

### From my iOS (Apple) or Android phone or tablet?

Smart mobile device with front facing camera

Active **kp.org** account

Latest free Kaiser Permanente app (available on Apple App Store or Google Play Store)

iOS 8, 9 or Android 4, 4.2, and above

Do not use with mobile browser (Chrome mobile, Safari mobile, or Firefox mobile) on your phone or tablet.

Secure wireless network to ensure strong and safe Internet connection

Wired headset recommended

**Need help?** For **kp.org** User ID or password issues, call **1-800-563-4357** 8:30 a.m. – 8 p.m. ET or, click 'Member Assistance' on **kp.org**. For members experiencing Video Visit issues, call Kaiser Permanente Telehealth Video Visits Member Support at **1-844-800-0822** 8:30 a.m. – 5 p.m. ET.

**Will I Be Contacted?** Several days prior to your visit, you may receive a call from our National Video Visit Team to check your equipment, answer questions, and to help ensure your visit proceeds smoothly.

# Join your **VIDEO VISIT**



From your  
computer



From your  
smartphone  
or tablet



- Log in to **kp.org**

## Step 1



- Download the Kaiser Permanente app from the App Store or Google Play
- Log in with your **kp.org** username
- Access the main menu

### Upcoming Appointments

- Click 'My Health Manager'
- Click 'Appointment Center'
- Select the 'Upcoming Appointments' tab to see your appointments

## Step 2

### Upcoming

- Select the 'Appointments' tab
- Select the 'Upcoming' tab to see your appointments



- Scroll to your scheduled appointment\*
- Click 'Join Appointment' button, which will be activated 15 minutes prior to your appointment

\* First-time users must check their equipment and add the Vidyio plug-in.

## Step 3



- Select your scheduled Video Visit
- Click 'Join Now' in the 'Appointment Details' window, which will be activated 15 minutes prior to your appointment

## Running Late?

If you cannot join your video visit by the scheduled start time of your appointment, you may be contacted to reschedule. In addition, you may be contacted to reschedule if your provider is running late due to an unforeseen conflict.



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