

## Kaiser Permanente Video Visits

With a few simple steps, you'll be ready to see your Kaiser Permanente clinician. Based on your communication preference, you can join your visit from the Kaiser Permanente Washington Mobile app, KP.org, or through a SMS/text or email message from your care team.

*On-screen:* [Join your visit via: Kaiser Permanente Washington Mobile app, kp.org, SMS Text or Email Message]

For the best video visit experience, download the Zoom application. You can download Zoom to your desktop, tablet, or mobile device and create a free account.

*On-screen:* [Zoom logo]

Download to a desktop or tablet by going to the Zoom website at [zoom.us/download](https://zoom.us/download) or, on a mobile device, by going to your app store.

*On-screen:* [zoom.us/download]

If you already have the Zoom app on the device you'll be using for your visit, you won't need to download it again.

You can also join your visit using the internet browser on your device.

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*On-screen:* [Video Visit via KP Washington App – Connecting from a Mobile Device. Front-facing camera, Strong cellular connection with 3+ bars, High-speed Wi-Fi connection.]

We'll first review connecting from a mobile device. You'll need a front-facing camera, a strong cellular connection with three or more bars, or a high-speed Wi-Fi connection.

**Step one**, sign into the KP Washington App.

*On-screen:* [Step one, sign in to the KP Washington app]

**Step two**, scroll down to Appointments to find your upcoming visit. Review the Terms and Conditions within the appointment details and select Join Video Visit. Then, your visit will automatically open Zoom.

*On-screen:* [Step two, scroll down to Appointments to find your upcoming visit]

**Step three**, wait for your clinician to join the appointment.

*On-screen:* [Step three: Wait for clinician to join the appointment]

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Next, we'll discuss connecting from a computer. You'll need a computer with a camera, a speaker, a microphone, and a high-speed internet connection.

*On-screen:* [Video Visit via kp.org – Connecting from a computer. Camera, Speaker, Microphone, High-speed Internet]

**Step one**, visit kp.org and log in.

*On-screen:* [Step one, visit kp.org and log in.]

**Step two**, go to Appointments. Locate your video visit appointment. Review the Terms and Conditions within the appointment details and select Join Video Visit.

*On-screen:* [Step two, go to Appointments.]

**Step three**, wait for your clinician to join the appointment.

*On-screen:* [Step three, wait for your clinician to join the appointment.]

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Lastly, if you join the visit through a link sent in a text message or email, simply click it to join from a mobile device or computer. You'll be asked to accept terms and conditions. Then, click accept.

Mobile users will have the option to join the video visit through the Kaiser Permanente Washington mobile app or the internet browser.

Download the Kaiser Permanente Washington Mobile app to view your after-visit summary, request or refill prescriptions, view test results and communicate with your care team.

*On-screen:* [Kaiser Permanente Mobile App logo, Available on Apple Store logo, Get it on Google Play logo. View your After-Visit Summary, Request or Refill Prescriptions, View Test Results, Communicate with Your Care Team]

Zoom offers features for members who may need additional support during their video visit including automated captioning, video American Sign Language interpreters, Spoken language interpreters, and Real-time text transcription.

*On-screen:* [Automated Captioning, ASL Interpreters, Spoken language Interpreters, Real-Time Captioning Service]

If you experience technical issues related to joining or participating in your video visit, call member support at 1-844-800-0820.

*On-screen:* [If you experience issues, call 1-844-800-0820, Monday – Friday, 4:30a.m. – 7:30pm Pacific Time]

Kaiser Permanente, quality care that meets you where you are.