

# Care the way you want it



From the way you interact with your doctor to the device you use to stay on top of your care, at Kaiser Permanente you've got many easy, convenient options to get and stay healthy.

In addition to in-person appointments for routine and specialty care, we offer many ways to get care.

**Telephone Appointments** - Available for primary and specialty care, make an appointment by calling 1-800-954-8000

**Video Appointments** - Available in Primary Care, Psychiatry, Pediatrics, OB/Gyn and Allergy. See reverse side for how to download the app and make an appointment

**After Hours care** - For a routine care in the evenings and weekends, call 1-800-290-5000 to make an appointment

**24/7 Advice Nurse** - Call 1-800-290-5000 to see what type of care you need. For after-hours advice, call 1-800-576-6225 (M-F, 7pm – 7am, Sa/Su 24 hours)

**Email Your Doc** - For simple, direct communications with your doctor's office, you can email securely through [kp.org](https://kp.org)

**Travel Line** – When you're away from home and need medical care, you can call 1-951-268-3900 for assistance






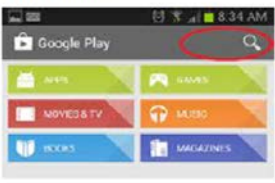


And remember, all of your care is coordinated and connected. Your doctor, specialists, nurses, and other care providers work together across all these options to give you the care you need. They know your medical history, test results, medications, and allergies. So you get high-quality, personalized care.

Register on [kp.org](https://kp.org) and download the mobile app to stay connected to your care team and many of the resources Kaiser Permanente provides.



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## Download the KP App

**Directions to download the Kaiser Permanente Application (App)**

Apple Users:	Google Android Users:
	
1. Go to the App store.	1. Go to the Google Play Store app.
	
2. Tap the search button at the bottom.	2. Search for "KP" or "Kaiser Permanente"
	
3. Type "KP" or Kaiser Permanente 4. Tap "GET" and follow the on-screen instructions.	5. Tap "Install" and follow the on-screen instructions.
	

## Video Appointments

	 Mobile device	 Computer
<b>Set up for your appointment</b> Make sure you have the right equipment and software.	If you have an iOS device (iPhone®, iPad®, or iPod touch®) or an Android™ smartphone or tablet* with a front-facing camera and Internet connection, all you need is the latest version of the Kaiser Permanente app.	You'll need a Mac or Windows PC with a camera, speaker, microphone, and Internet connection. Go to <a href="http://kp.org/videoappointment">kp.org/videoappointment</a> and follow the instructions to see if your computer and browser meet the requirements.† You'll also be asked to download the Vidyo plugin.
<b>Join your appointment‡</b> You can join the video appointment up to 15 minutes before your scheduled appointment time. If your doctor is running late, we'll contact you to reschedule.	Open the Kaiser Permanente app and sign on. <ul style="list-style-type: none"> <li>• Select the "Appointments" tab, and find your scheduled video appointment.</li> <li>• Under "Appointment Details," select "Join Now."</li> <li>• Wait for your doctor to join the appointment.</li> </ul>	Sign on to <a href="http://kp.org">kp.org</a> . <ul style="list-style-type: none"> <li>• Go to the Appointment Center and select the "Upcoming Appointments" tab.</li> <li>• Click the "Join Appointment" button, located next to your scheduled video appointment.</li> <li>• Wait for your doctor to join the appointment.</li> </ul>