

WANT TO
CHOOSE
HOW-WHEN-WHERE
TO GET YOUR CARE?



YOU CAN

Kaiser Permanente offers flexible care delivery options—**online, by phone,**
or via video visit—so you can conveniently access treatment in the way
that best fits your personal schedule, from wherever you are.

Members can register at kp.org to start taking advantage of our suite of convenient digital tools
and mobile apps, so you're always in control of your care.

◀ Turn over for more info

THE TOP 10 WAYS TO MANAGE YOUR HEALTH ON THE GO

- 1 Schedule video visits¹ with your personal physician, specialist, or a Permanente emergency physician.**
 - Schedule visits during regular office hours.
 - Book your appointment online, at your convenience.
 - Need care now? See a Permanente emergency physician via video for urgent health concerns.
 - Have the doctor make any necessary follow-up appointments.
- 2 Make a telephone appointment with your doctors and emergency physicians.**
 - You may be able to save a trip to the doctor's office.
- 3 Contact a nurse for care by phone 24/7.**
 - Talk to local Kaiser Permanente nurses—connected to your doctor and care team—to ease your mind about health concerns.
- 4 Take charge of your health easily with the KP app.**
 - Secure message the doctor's office.
 - Request prescription refills, and have them delivered to your door with prescription home delivery.²
 - Get most lab results.
 - Make, change, and cancel appointments.
 - View and pay your bill.
 - Check in for your appointment on your mobile phone.
 - Complete E-visit questionnaires that allow you to answer questions for several symptoms and direct you to appropriate care.³
- 5 Check costs and coverage—anytime, anywhere.**
 - Read your plan and benefits at **kp.org**.
 - Review cost estimates for treatments, procedures, tests, and other medical services at **kp.org/costestimates**.
- 6 Take your medicine. On time.**
 - Set reminders and order prescription refills with the **My KP Meds app**.
 - Schedule additional helpful reminders for taking your vitamins or supplements.
- 7 Get your medicine delivered to your door.**
 - Get your medications delivered through our prescription home delivery program,⁴ which usually delivers in 3-5 days. Use our KP app, **kp.org/rxrefill**, or call **800-700-1479** (TTY **711**).
- 8 Access care away from home.**
 - Call the **Away from Home Travel Line** at **951-268-3900** (not toll-free for international calls) with questions about getting care when traveling outside your service area.
- 9 Take advantage of wellness coaching.**
 - Work one-on-one by phone with a personal wellness coach at no extra cost. Visit **kp.org/wellnesscoach**.
- 10 Get text reminders about your appointments.**
 - Opt in to receive text message reminders for most upcoming appointments, and cancel most appointments by text.

Get the inside info on Kaiser Permanente Insider

Visit **kp.org/insider** to get the latest headlines, news, videos, membership information, updates on locations and services, and more.

¹ Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at **kp.org**. You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may be also be present in Florida, North Carolina, Pennsylvania, or West Virginia. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.

² Some medications are not eligible for prescription home delivery. Prescription home delivery can mail to addresses in MD, VA, DC, and certain locations outside the service area.

³ Available when you register and log in to **kp.org** or the KP app.

⁴ Some medications are not eligible for prescription home delivery. Prescription home delivery can mail to addresses in MD, VA, DC, and certain locations outside the service area.



KAISER PERMANENTE®

Download our apps today



App Store is a service mark of Apple, Inc., and Google Play is a trademark of Google, Inc.