VIDEO VISITS

an alternative to in-person follow-up visits

kp.org/mydoctor/videovisits

For your next appointment, ask your doctor about scheduling a video visit

- Convenient access from your home or office
- Secure and easy way to visit your doctor
- Saves travel expense and time

Connect with your doctor securely over the Internet using your computer and webcam, or with your iPhone, iPad, Android phone or tablet computer.

Please see the reverse side of this flyer for instructions and and system requirements for video visit.

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System requirements

Smartphone or tablet computer

- Apple (iOS) or Android devices
- Strong wi-fi or LTE connection

Computer or Laptop

To participate in a video visit from a computer you will need a PC or MAC computer with:

- A high-speed internet connection
- Internet browser (Firefox recommended, Internet Explorer or Safari*) with the Adobe Flash Player plug-in installed
- A USB-compatible webcam or built-in laptop camera

  * Safari users be sure cookies are not blocked: Go to Preferences > Privacy > Block cookies > select 'Never'. Close and re-open your browser window for changes to take effect.

Connecting to your video visit appointment

From a Smartphone or tablet computer (preferred method)

1. From your phone or tablet, go to http://kp.org/mydoctor/videovisits
2. Choose "Get the App" to download KP Preventive Care App.
3. Open and log in to the KP Preventive Care App* using your KP.org username and password.
4. Go to "Appointments" and tap "Join" to start your video visit.

   * if you do not have a KP.org username or have forgotten your KP.org username or password, tap "Sign In Help" at the bottom of the screen, then tap "With Your Medial Record Number". This will let you log-in to your video visit with your member identifying information.

From a Computer or Laptop

A confirmation email with the date and time of your appointment and a link to the video visit website will be sent to you.

1. Click the link in your confirmation email **or** go to http://kp.org/mydoctor/videovisits
2. Click "Get Prepared" to download and install the Vidyo Web plug-in
3. Click "Join Your Video Visit" to start your visit
4. Enter your Last Name, Medical Record Number, and Date of Birth to join

Expert Tips

- Make sure you're using a strong and reliable internet connection. A slow connection can reduce the quality of your audio and video interaction.
- If it's your first visit, give yourself 5 – 10 minutes to get everything set-up.
- Headphones can provide additional privacy and help ensure you can hear your doctor.
- If you have questions about video appointment or want to make sure your technology will work for the appointment, visit http://kp.org/mydoctor/videovisits and look for "Need Help?" link.