

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](https://www.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.

# THE TOP 10 WAYS TO MANAGE YOUR HEALTH ON THE GO

- 1 Schedule video visits<sup>1</sup> with your personal physician, pediatrician, or behavioral health provider.**
  - Schedule visits during regular office hours.
  - Book your appointment online, at your convenience.
- 2 Need care now? Use a video visit.**
  - See a Permanente emergency physician via video for urgent health concerns.
  - Book your appointment online, at your convenience.
  - Have the doctor make any necessary follow-up appointments.
- 3 Make a telephone appointment with your personal physician.**
  - You may be able to save a trip to the doctor's office.
- 4 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.
- 5 Take charge of your health easily with the KP app.**
  - Email the doctor's office.
  - Request prescription refills, and have them delivered to your door with Mail Order Pharmacy.<sup>2</sup>
  - Get most lab results.
  - Make, change, and cancel appointments.
  - View and pay your bill.
  - Check in for your appointment on your mobile phone.
- 6 Check costs and coverage—anytime, anywhere.**
  - Read your plan and benefits at [kp.org](http://kp.org).
  - Review cost estimates for treatments, procedures, tests, and other medical services at [kp.org/costestimates](http://kp.org/costestimates).
- 7 Take your medicine. On time.**
  - Set reminders and order prescription refills with the **My KP Meds app**, which automatically connects to your personal health record.
  - Schedule additional helpful reminders for taking your vitamins or supplements.
- 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](http://kp.org/wellnesscoach).
- 10 Get text reminders about your appointments.**
  - Opt in to receive text message reminders for most upcoming appointments, and also cancel most appointments by text.

<sup>1</sup>Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](http://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 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.

<sup>2</sup>Some medications are not eligible for Mail Order Pharmacy. Mail Order Pharmacy can mail to addresses in MD, VA, DC, and certain locations outside the service area.



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