Getting started with video visits

With just a few simple steps, you’ll be ready to see your Kaiser Permanente doctor – without the trip to the doctor’s office.

After scheduling your video visit, you can get set up right away. This will help you avoid any issues on the day of your appointment. If you haven’t already registered on kp.org, please do so at kp.org/registernow. You can also register through the Kaiser Permanente mobile app.

### Set up your device

Make sure you have the right supporting software so you can attend a video visit at your desk or on the go.

- Download the Kaiser Permanente app (iOS, such as iPhone®, iPad®, iPod touch®, or Android™ smartphone or tablet).
- Do not use a mobile browser.

### Join your appointment

You can join the video visit 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.
  - Select the “Appointments” tab, and find your scheduled video appointment.
  - Under “Appointment Details,” select “Join Now.”
  - Wait for your doctor to join the appointment.
- Sign on to kp.org.
  - Go to the Appointment Center and select the “Upcoming Appointments” tab.
  - Click the “Join Appointment” button, located next to your scheduled video appointment.
  - Wait for your doctor to join the appointment.

### Need technical help?

Call 1-844-800-0820, Monday through Friday, 5 a.m. to 5 p.m.

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1 When appropriate and available.
2 Video visits are not required to see your Kaiser Permanente doctor. You can schedule an in-person visit instead, if you prefer.
3 iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license. iPhone, iPad, iPod touch, Mac, and Safari are trademarks of Apple, Inc., registered in the U.S. and other countries. Android is a trademark of Google LLC.
4 Recording any video visit session with your doctor is not permitted.