

# Your Care, Your Way



Video Visits



Specialty  
Video Visits



Phone Visits



Specialty  
Phone Visits



Email Doctor or  
Pharmacist



Nurse Advice  
by Phone



**KAISER PERMANENTE®**



# Get the right care, right now

Save a trip with Kaiser Permanente's many telehealth options. Now you can get the care you need with no drive, no wait, and no copay. With all of these options your care team will have access to your medical records to personalize your care.



## Same-day Telephone & Video Visits

Kaiser Permanente offers same-day adult care – by phone or video appointment – for certain minor symptoms such as\*:



- toothaches
- bladder infection
- sore throat
- stuffy nose/sinus issues
- cough
- itchy/red eyes
- allergies
- nausea, vomiting, and diarrhea

Just like a visit to the office, a Kaiser Permanente doctor will be able to view your medical record, prescribe medicine, order lab tests and X-rays, and make future appointments, if needed.



## Specialty Telephone & Video Visits

Get care from wherever you are with telephone or video appointments\* for specialties including Behavioral Health, Dermatology, Ear/Nose/Throat, Endocrinology, Gastroenterology, Infectious Disease, Nephrology, Neurology/Sleep Medicine, Ob/Gyn, Oncology, Pain Management, Urology and more. These visits can be conducted right from your computer, tablet, or smartphone. Ask your doctor if a video visit is right for you.



## Email

Send an email to your doctor's office for answers to non-urgent health questions. You can also email a pharmacist with questions about medications.



## Nurse Advice by Phone

Not sure what kind of care you need? Our 24/7 advice nurses can help guide you in the right direction by suggesting which type of care is best for your symptom or condition, helping you decide where to go for care, and even scheduling a routine appointment, if appropriate.

## Already a member?

For advice or appointments call **404-365-0966**.

For easy access to Email and Video Visits download the Kaiser Permanente App.

\* For members 18 or older who are registered on **kp.org** and have seen their doctor in the past year