

Get more out of your mobile

- 1 Register on **kp.org** to get secure access to My Health Manager – your one-stop resource for managing your care online.
- 2 Download the Kaiser Permanente app to access all the convenient features of My Health Manager on your smartphone. Download the app from the App StoreSM or Google Play[®] at no cost.*
- 3 Open the app on your smartphone and log in using your **kp.org** registration credentials. Using the app, here's what you can do right from your smartphone:
 - Email your doctor's office.
 - View most lab test results.
 - Refill most prescriptions.
 - Schedule or cancel routine appointments.
 - **New:** Access a digital version of your membership card.

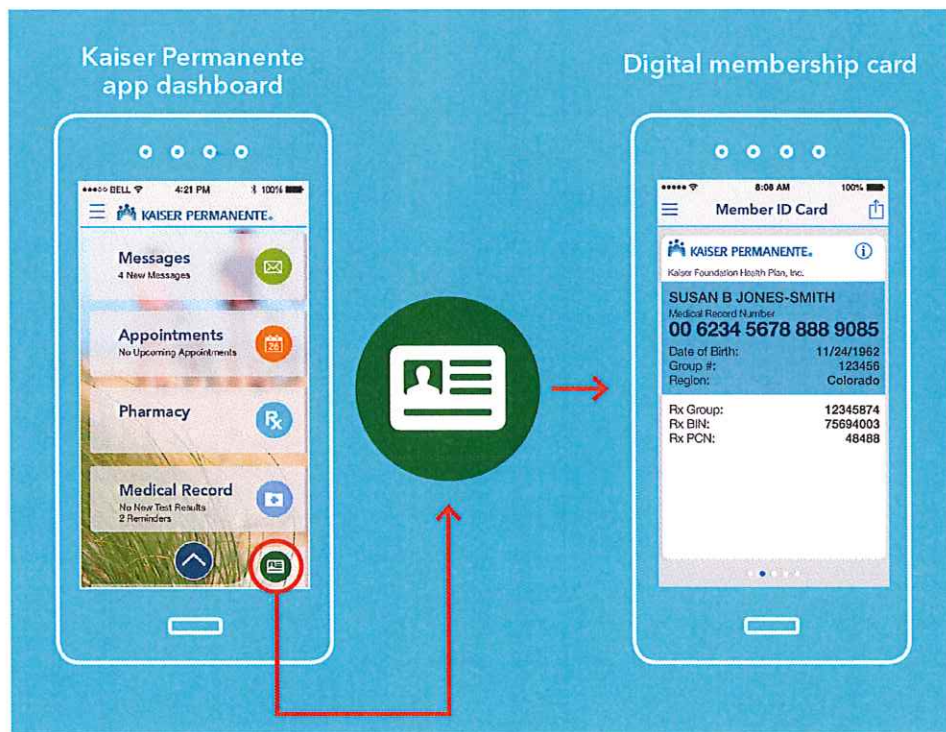
NEW!

Digital membership card

Access your membership information anytime, anywhere with an electronic version of your membership card.

- Check in for appointments.
- Pick up prescriptions.
- Access your family's membership information.

To use your digital membership card, tap the card icon at the bottom of the Kaiser Permanente app dashboard.



Note: Many of these features are available only to members receiving care at Kaiser Permanente medical facilities. As of January 2016 the digital membership card is not yet available to members in the Mountain Colorado service area. It is also not available to Medicare Advantage, KP Select, PPO, and out-of-area plan members.

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

CHAT ONLINE



Connect with a doctor without leaving your home.

Kaiser Permanente has made it easier for you to get the care you need. Chat with a Doctor allows you to connect online, in real time, for medical advice with a Kaiser Permanente doctor. For your convenience, you can send pictures through the chat.

Get fast answers to urgent questions about:

- Fevers
- Coughs and colds
- Vomiting
- Diarrhea
- Constipation
- Cuts and stitches
- Pink eye
- Rashes and skin concerns
- Minor injuries or trauma
- Sinus infections

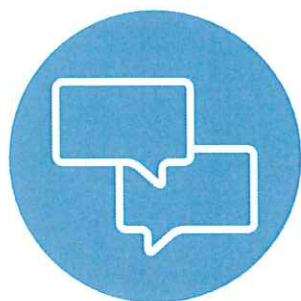
Are you unsure about whether you just need advice or if you need to come in for an appointment? Are you wondering if you should be seen in our medical offices or if you need urgent care? Chat with a Doctor to get answers to these questions quickly!

How do I chat with a doctor?

If you are registered on kp.org, simply log on, click the chat button, and a doctor will help you in a timely manner. If you are not yet registered, visit kp.org/registernow to get started.

When can I chat with a doctor?

Online chat is available seven days a week, 8 a.m. to 10 p.m. Our physicians are board certified and have access to your electronic medical record.



Explore your care options at kp.org/getcare



PHONE



EMAIL



E-VISITS



VIDEO
VISIT



CHAT
ONLINE



IN-PERSON

kp.org

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 KAISER PERMANENTE®



E-visits

A secure feature of My Health Manager

E-visits – new online medical consultations

If you have a non-urgent medical condition at any time 24/7 and you're not sure what kind of care you need, an e-visit may be a good option for you. An e-visit is an online medical consultation with a Kaiser Permanente Advice Call Center Registered Nurse that's available at no cost for select medical conditions like nausea/vomiting, pink eye, female UTI, sinus, constipation, diarrhea, and more.

Complete an E-visit

- Log on to **kp.org**. Then, go to My Health Manager, then the Appointment Center and scroll down the page to e-visits.
- From there, choose the appropriate medical condition that best describes your symptoms.
- Complete and submit the series of questions.
 - An Advice Call Center Registered Nurse will respond within four hours of receiving your questionnaire. For your safety, some answers during your e-visit may prompt you to call the Appointment and Advice Call Center directly in order to expedite your care. If this happens, call the Appointment and Advice Call Center for medical advice immediately, at **303-338-4545** or **1-800-218-1059** (TTY: 711).

Not registered for kp.org yet?

Go to **kp.org/registernow** and follow the prompts. Once registered you'll be able to e-mail your doctor's office, complete an e-visit, pay medical bills, view lab results, and more!