

The background features a dark blue gradient on the left that transitions into a vibrant, glowing blue tunnel-like structure on the right. The tunnel is composed of many thin, parallel lines that curve and converge, creating a sense of depth and movement. The light source within the tunnel creates a bright, ethereal glow that fades into the dark blue background.

Video Visits at Kaiser Permanente

SUSAN JEW, MD

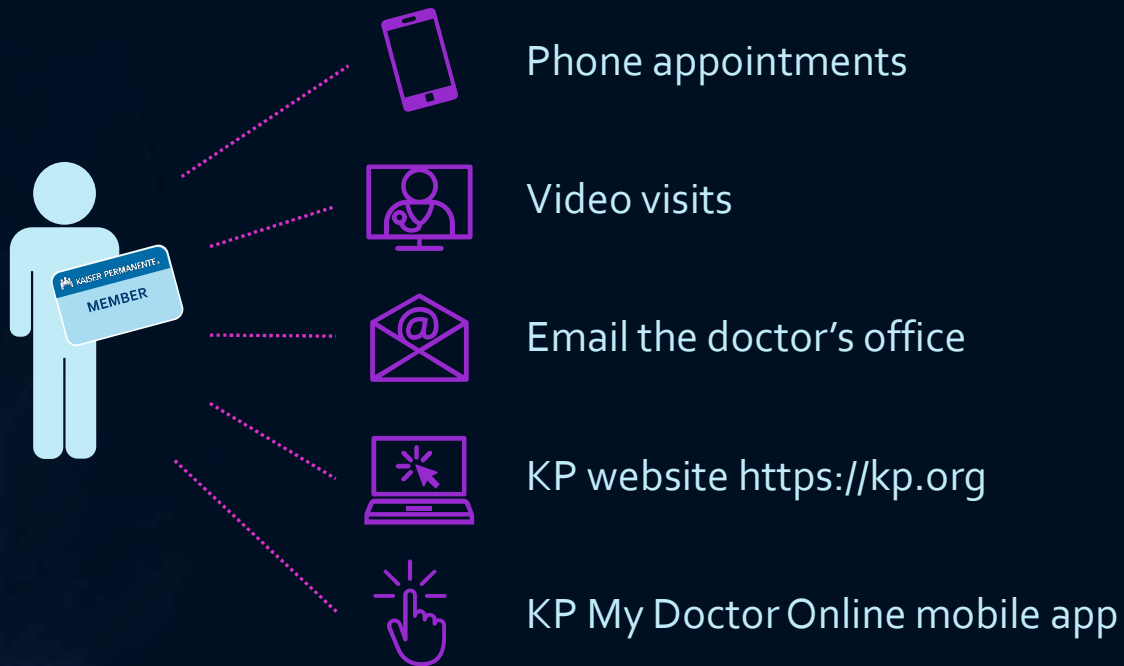
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OPHTHALMOLOGY SITE CHIEF - ANTIOCH MEDICAL CENTER

Why Telehealth?

- To provide the highest quality care for our members
- Connection, Convenience , Comfort, Cost
 - Accelerates the care process
 - Time saved – no driving, no parking, less time away from work and family
 - Patients can access care from home, office, school ... anywhere
 - Multiple family members can participate with virtual care options
 - Ability to access providers, including sub-specialists, across Northern California without travel
- Safety – SARS-COV₂

Telehealth Options



Telehealth Experience

- 30-fold increase in video visits over this year
- 20, 000 video visits a day (average)
- Over 2 million video visits this year
- Years of experience and associated innovation
 - Language assistance – including sign language
 - Telehealth in areas with less direct access to healthcare
 - Stroke patient care
 - Mental health visits

Telehealth Caveats

- Patient choice
- Physical exams
- Not all care is conducive to video visits
 - Certain health issues – chest pain, abdominal pain
 - Lab work
 - Radiology
 - Studies
 - Procedures

Video Visits - Tools Needed

- Smart device (iPhone, Android; iPad, etc.)
- Or Computer with webcam
- Strong Wi-Fi or Cellular connection
- My Doctor Online app (Apple App Store, Google Play)

A screenshot of the 'My Doctor Online' app login screen. The screen displays the Kaiser Permanente logo, the text 'My Doctor Online For Kaiser Permanente members in Northern California', and input fields for 'User ID' and 'Password'. There is a 'Remember me' checkbox and a blue 'Sign In' button. At the bottom, there are links for 'Sign-In Help', 'Call', and 'Locations', and a 'Video Visits Temporary Access' button.

Maximizing your Video Visit

- Download the My Doctor Online app ahead of time
- Try to login – User ID, Password
- Please join up to 15 minutes before your appointment time
 - Staff are available to help you with login or connection issues
- Ensure good lighting
- Take photos to share via email
- Write down any questions



Connecting to your **Video Visit**

Northern California Members

Video Visits – Resources


- FAQ: <https://mydoctor.kaiserpermanente.org/ncal/help/video-visits>
- Video: <https://www.youtube.com/watch?v=kqKx8K-5oEo>

Video Visits


Follow-up with your doctor from virtually anywhere.

Use the free **My Doctor Online App** the next time you connect with your provider.*


Prepare for your visit in three steps...



1. Download the app from Apple App Store or Google Play Store.




2. Sign in with your kp.org user ID and password.

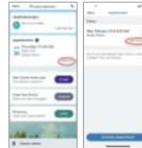


3. Activate notifications to receive reminders.


Join your visit in three steps...



1. Sign in with your kp.org User ID and Password or use Temporary Access at the time of your appointment.



2. In Appointments, tap "View All" and locate the Video Visit appointment, then tap Join Video Visit.




3. Tap Join Video Visit to start your visit (if prompted, allow access to the camera and microphone).

*Requires an Apple or Android device and that a video visit appointment is booked with your provider. A high-speed internet connection or LTE carrier signal yields the best results. Note: Some public venues with Wi-Fi, such as libraries or schools, may block streaming content.

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Join Your Video Visit

Join on
Mobile



Go to kp.org/mydoctor/VideoVisits.


Join on
Computer



Go to kp.org/mydoctor/VideoVisits.

STEP 1


WWW



TAP "View My Doctor Online app" to download the app. OPEN the app and sign in using your kp.org user ID and password.

If you do not have a kp.org username, tap "Sign In Here" at the bottom and follow the prompts to sign in with your medical record number.

STEP 2



Watch the "New to Video Visits?" instruction video and CLICK "Equipment setup" to prepare.

Go to "Appointments."
TAP "Join" to start your video visit.

STEP 3

CLICK "Join your visit" to start your visit.

Need Help? Go to kp.org/mydoctor/VideoVisits and click "FAQs and help."

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Questions?

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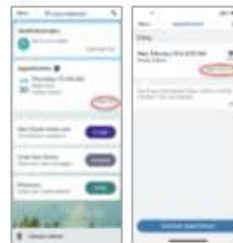


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STEP
1

WWW

STEP
2



STEP
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