

# Get quick care online with Kaiser Permanente online visits

As a Kaiser Permanente member you can access online visits anytime. Get started at [kp.org/wa/onlinevisit](http://kp.org/wa/onlinevisit).

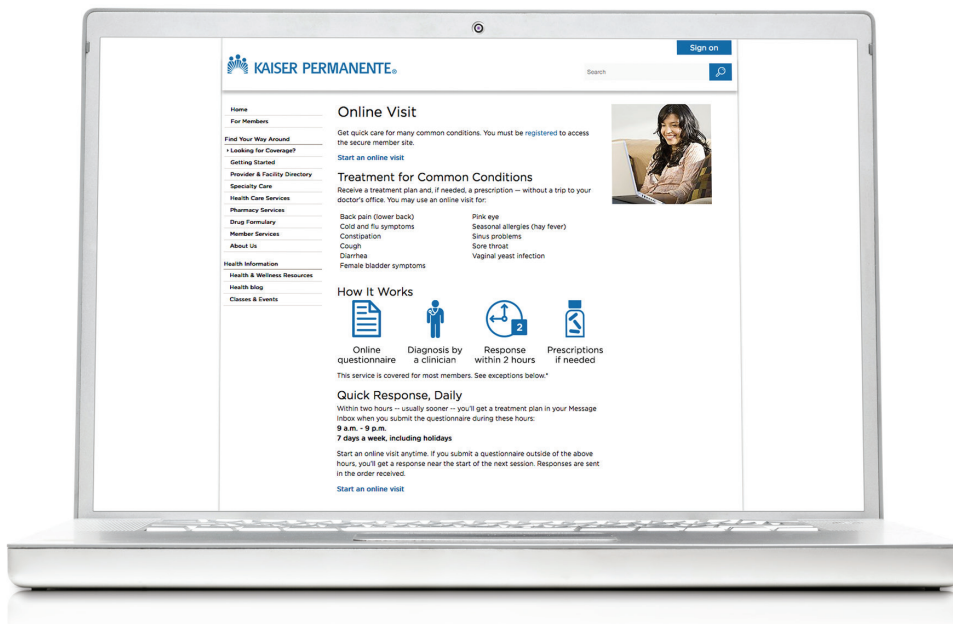
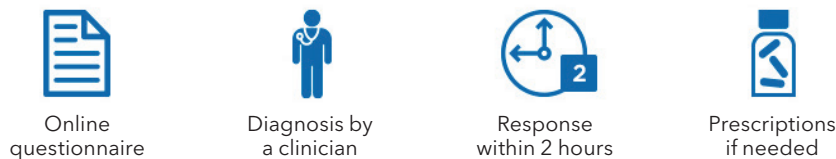
- ✓ **No extra cost** for most members.\*
- ✓ **Care for common conditions.**
- ✓ **Easy.** Just sign on and answer the questionnaire.
- ✓ **Quick.** Usually you'll get a response and any prescriptions you need within 2 hours. (9 a.m. to 9 p.m.)

## Conditions treated include:

- Cold and flu symptoms
- Cough
- Sore throat
- Female bladder symptoms
- Vaginal yeast infection

To see the complete list of conditions, visit [kp.org/wa/onlinevisit](http://kp.org/wa/onlinevisit)

## Here's how this quick, convenient care works:



\*Kaiser Permanente online visits are available to non-Medicare members of Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc. You must be 18 or older to use this service. This service is offered at no extra cost to you unless you have an HSA plan, where deductibles may apply. If a diagnosis can't be made, there is no charge and the clinician directs you to appropriate care.

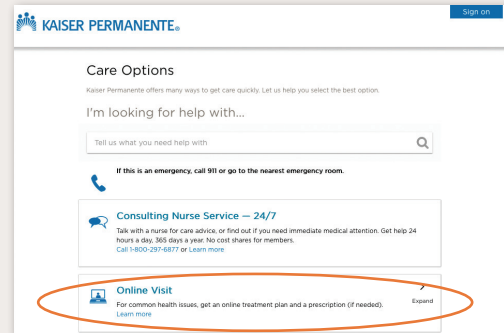
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# Feel better, faster with Kaiser Permanente online visits

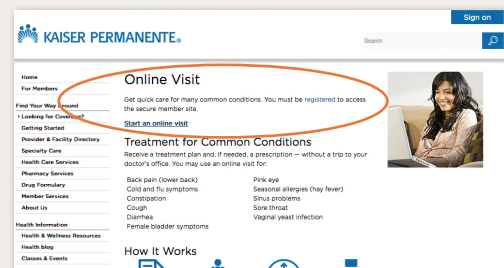
Getting a diagnosis and prescription online is a great way to avoid time off for doctor visits, traffic, and long lines when you don't feel well. Simply put, Kaiser Permanente online visits fit the way you live: on the go.

## 3 easy steps to use online visits:

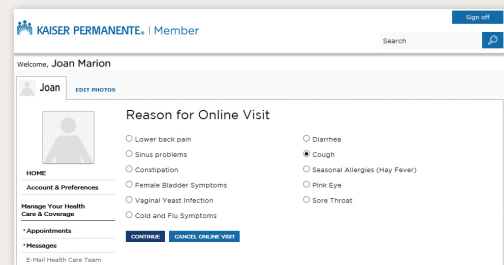
- 1 On the [kp.org/wa](http://kp.org/wa) home page, click Get Care, then click Learn More in the Online Visit box.



- 2 Click Start An Online Visit, then sign on, using your member ID and password.



- 3 After you accept the terms and conditions, answer the questionnaire. Based on the condition you select in the Reason for Online Visit screen, you will see questions about your specific symptoms.



## You're all set!

Your answers go in the queue for the clinician, who will get back to you with advice—usually within 2 hours. You can expect:

- **A message in your email inbox**, plus you can sign on at [kp.org/wa](http://kp.org/wa) to see the response in your Messages inbox.
- **Your prescription, if needed**, is sent automatically to the pharmacy you chose at the beginning of your online visit.