

Video Visits: Supporting 21st Century Care

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Kaiser Permanente is a Leader in Telemedicine Services

- Email your Doctor
- 24/7 Nurse advice by phone
- Telephone appointments
- Teledermatology consultation
- Video visits via computer and smartphone

Medical Practice – Ongoing Evolution

- Within our profession – major focus has been on advances in diagnostics and therapeutics which have changed the way we practice
- Externally, technology has dramatically changed the way our patients live their lives
- Increasing trend in patient empowerment is driving us to adapt our practice to address the ways in which our patients want to receive care.

In the past, we often came to the patient...



More recently, our patients come to us....



Our patients' lives are changing



Technology to support personalized care



**24 x 7
Appointments
& Advice**

Video – the next step in enhancing
access to high quality healthcare



YOUR KAISER PERMANENTE
VIDEO VISIT

Features of Video Visits

- High quality face-to-face interaction between the patient and his/her physician
- Synchronous, real-time
- Free of charge to the patient
- Access from a location of the patient's choice using a webcam-equipped computer, tablet or smartphone
- Patient may include designated family members or guests who may join a patient video appointment from a different remote site,
- Full integration of the video visit in the electronic medical record, KP HealthConnect

How We Utilize Video

- Expand Choice
- Make care more Convenient
- Make care more Continuous
- When visualization aids assessment
- Build on the personal relationship of patient and physician



How Video Works: Patient Desktop Experience

1 Email reminder with link

You have the following Kaiser Permanente video appointment.

Date: Wednesday March 5, 2014

Time: 11:15 AM

With: Dr. Young

Department: PEDIATRICS - WALNUT CREEK
VIDEO APPOINTMENT

This is a video appointment. Please join the visit 15 minutes prior to your appointment time by clicking this link [Video Visit](#)

2 Website with log-in



Get Prepared Before Your Visit

Check your computer and surroundings before your visit.

[Get Prepared](#)



Join Your Visit

Use a computer or mobile device. See our help section for details.

[Join Your Video Visit](#)

3 Appt details



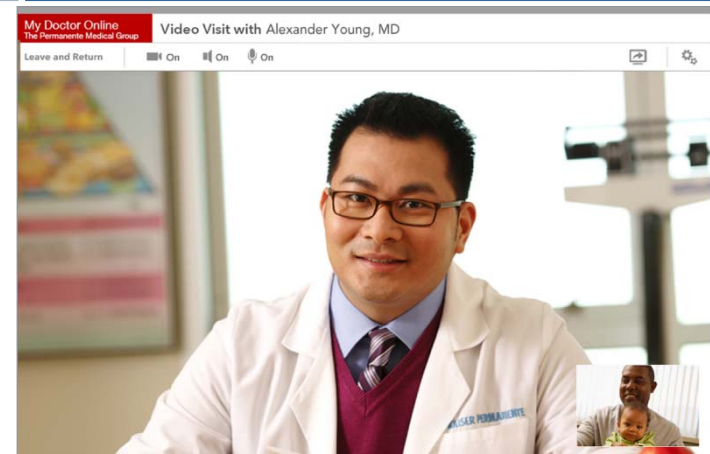
Your visit is scheduled for 11:15 AM PST

Meeting with [Alexander Young, MD](#)

[Click here to join now >>](#)

You may be joining before your clinician. Please be patient.

4 Video visit



How video visits work: Desktop

Doctor Online
Kaiser Permanente Medical Group


Search

Home

Our Doctors

Staying Healthy

A-Z Health Topics



My Account

My Health

My Doctor

My Schedule

My Records

My Doctor's Office

My Health Information

My Health Record

My Doctor's Office

My Health Information

My Health Record

My Doctor's Office

My Health Information

My Health Record

Video Visits

See your doctor from the convenience of your home or office.






Get Prepared Before Your Visit

Check your computer, webcam, and surroundings before your visit.

Get Prepared



Join Your Visit

Join your visit from a desktop or laptop computer.

Join Your Video Visit

New to Video Visits?

Video Visits is a convenient, secure way to meet with your doctor online, using your computer or webcam.

More>

Help Joining Your Visit

Are you having trouble joining your visit? Try these tips.

More>

Need Help?

Questions about your video appointment? Visit our help section for answers.

More>

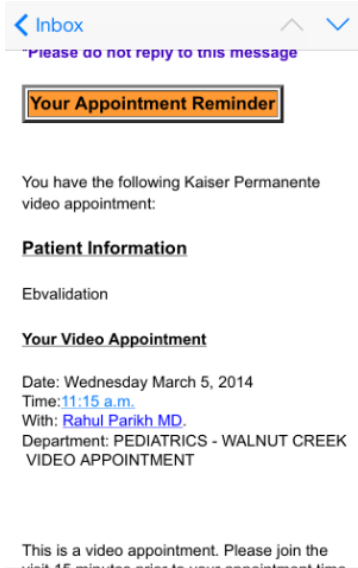
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How Video Visits work: Patient Smartphone Experience

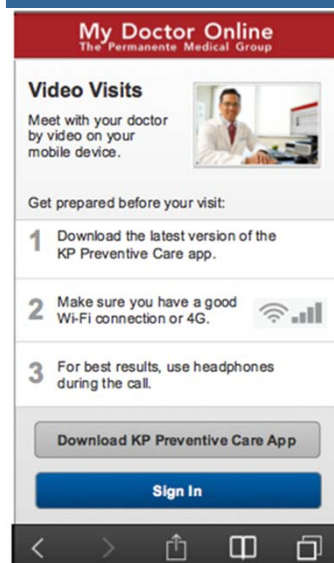
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Email reminder with link



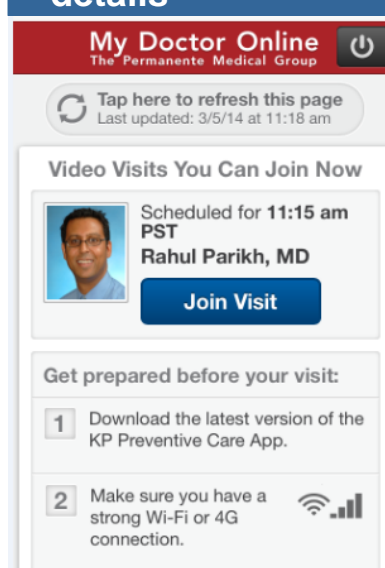
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Website



4

Appointment details



5

Video Visit



Our Goal –Deliver the right care, at the right time, at the right place

