

Quick Guide to Video Visits for Members



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Technology Requirements for a Video Visit

If you do not have a secure member site account, please call Member Services at 1-888-901-4636

Desktop or Laptop Computer

We recommend using a desktop or laptop computer for the best video visit experience. To participate in a video visit from a computer, you will need a PC or MAC computer with:

- A strong, private high-speed internet connection
- A webcam, microphone, and speaker (or headset)

Smartphone or Tablet

To participate in a video visit from a smartphone or tablet, you will need:

- A strong, private Wi-Fi connection (public Wi-Fi often prohibits video) or a minimum of 3 LTE bars on a cellular network
- An Android or Apple (iOS) mobile device
- Disable “Wi-Fi Calling on This iPhone” (or iPad) to ensure incoming audio or FaceTime calls will not disconnect your current video visit
- The latest version of the “Kaiser Permanente Washington” mobile app (not the national Kaiser Permanente app)

Connecting to your Video Visit

From a Computer or Laptop

- Video visits are conducted via Zoom, and they work best from the Zoom app. If you already have the Zoom app on your computer, it will launch automatically after starting your video visit. If you do not have the Zoom app, you will be prompted to download it or join via a web browser when starting your video visit.
- From your preferred web browser, go to <https://wa.kaiserpermanente.org/> and sign in with your username and password
- Click “Appointments” and navigate to your video visit appointment.

- Click “Begin Video Visit,” and a new web browser window will open and ask if you would like to join the visit via the Zoom app or Zoom web browser window. If you do not have the Zoom app installed, click the “Download Now” option.
- If prompted to allow access to your camera and microphone for the video visit, click “Allow,” and then your video visit will begin.

From a Smartphone or Tablet

- Video visits are conducted via Zoom, and work best from the Zoom app. If you already have the Zoom app on your device, it will launch automatically after starting your video visit. If you do not have the app, you will be prompted to download it or join via a web browser when starting your video visit.
- Go to The Google Play Store or Apple App Store.
- Search “Kaiser Permanente Washington”
- Download the “Kaiser Permanente Washington” app.
- If you do not yet have the Zoom app, search “Zoom One Platform to Connect” in the app store and download it.
- Open the Kaiser Permanente Washington app and sign in using your username and password.
- Go to “Appointments and tap “Begin Video Visit”
- The Zoom app will automatically launch from your phone. If you do not have the Zoom app, you will have the option to launch via a web browser.

Note: Apple iPhone and iPad users, please make sure you download the latest version of the Kaiser Permanente Washington and Zoom apps from the app store. If you do not have the latest version, you may experience connectivity issues.

*If you need video visit support or help with your technical troubleshooting, call **866-899-8840**

Making Your Video Visit a Success

- If this is your first video visit, we recommend contacting Kaiser Permanente technical support (1-866-899-8840) at least one business day before your first video visit so we can help with device set-up.
- Complete any pre-visit documents 24 hours prior to your appointment by going to “Appointments” on the secure member website.
- We recommend allowing 5 to 10 minutes in advance for set up.
- Use a strong and reliable internet connection for the best audio and video quality.
- Join from a quiet, private place with minimal background noise.
- Ensure adequate lighting so you and the provider can see each other.
- Check that your device is plugged in or has plenty of battery for the visit.
- Make sure your mute button is not enabled.

- You can join the visit up to 30 minutes before your scheduled start time. You may be placed in a virtual waiting room until the video host joins and admits you.

Our Commitment to Your Privacy and Confidentiality

- Your safety and privacy are priorities during your video visit, just as they are during an in-person visit
- Kaiser Permanente does not record your visit and has no ability to do so.