

# E-VISITS



## Get advice for nonurgent medical needs

If you're short on time and need nonurgent medical care, an e-visit might be right for you. Fill out a short questionnaire about your symptoms and a registered nurse will get back to you with a care plan – usually within 4 hours. E-visits are available 24 hours a day, 7 days a week.

E-visits can be used for issues like:

- coughs and colds
- nausea and vomiting
- hay fever
- sinus problems
- back pain
- flu symptoms
- pink eye

## Complete an e-visit in 3 simple steps

1. Log on to **kp.org/appointments**, then click on “E-visit” in the list of care options provided.
2. From there, choose the appropriate medical condition that best describes your symptoms.
3. Complete and submit the series of questions, and a registered nurse will respond within 4 hours of receiving your questionnaire.

For your safety, some answers during your e-visit may prompt you to call the Appointment and Advice Contact Center directly to expedite your care. If this happens, call for medical advice immediately at **303-338-4545** or **1-800-218-1059** (TTY 711).

## Not registered on kp.org yet?

Go to **kp.org/register** 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!\*

\*Some services only available when you receive care at Kaiser Permanente medical offices.