

# TAKE COMMAND OF HEALTH CARE

At Kaiser Permanente, we empower our members to get their care on demand with our convenient care delivery options. These options enable them to make their own decisions about when, where, and how they access their health care, so that it adapts to their lives and schedules rather than the other way around. And with telehealth options like the KP app, which turns any smartphone into a mobile health command center, care is always available—literally in the palms of our members' hands.

## MANAGE HEALTH CARE ONLINE—ANYTIME, ANYWHERE

At Kaiser Permanente, our members can manage all their health care online at **kp.org** or on the no-cost KP smartphone app. In less integrated health care systems, many services demand a lengthy call to the doctor or even an in-person visit. But our innovative digital technology connects members with many of our care delivery options online, including flexible appointment booking, a personal health record for reference, open communication with caregivers through phone and email, and online pharmacy services like prescription refills and Mail Order Delivery. Thanks to this integrated system, members can access many essential services at home, at work, or on the go, so they can stay connected and stay in control of their health care.

### Manage custom appointments

Our members have full control over how they connect with their caregivers, including the broad selection of facilities they can visit, the extended hours at those facilities, and the variety of appointment types to choose from, ensuring that they always get care on their terms. On **kp.org** or the KP app, members can:

- Schedule, reschedule, and cancel appointments at any time.
- Make any type of appointment with any caregiver, from a video visit with their primary care physician to an in-person office visit with a specialist.
- Make same-day and next-day appointments—both in-person and via video visit—for essential services like primary care, pharmacy, lab tests, and more.

Because our members have full control over their health care appointments within our flexible appointment booking system, they always receive health care on their schedule.

### Stay informed and in command with a personal health record

Each Kaiser Permanente member has a personal health record, which paints a complete picture of their health by bringing together their personal medical history, family medical history, history of illness and treatment, lab test results, and more. Members' personal health records are also

synchronized with our electronic medical record system, the largest private database in the nation.<sup>1</sup> The electronic medical record is a resource for caregivers, allowing them to stay up to date on members' current health, health history, test results for ongoing conditions, and more—so they can provide more personalized care and better outcomes.

### **Email caregivers anytime**

Sometimes consulting their personal health record isn't enough for a member to resolve a question or concern. In these cases, members can always email their personal physician and any specialists on their care team, and expect a response within 48 hours. This service is especially valuable for simple communications and requests that can be handled by email, including questions about test results, medication, and routine follow-up.

### **Access our digital pharmacy**

On [kp.org](http://kp.org) or the KP app, members can view medication reminders, refill prescription medications, and order prescriptions for delivery to their homes through our no-cost Mail Order Delivery service. This turns the long wait for filling prescriptions at pharmacies into a short online session that members can complete at their leisure.

## **GET HEALTH CARE ON THE GO**

If [kp.org](http://kp.org) is a member's online hub for health care services, then the no-cost KP smartphone app is their mobile hub for accessing all the same services at home, at work, or on the go. Members also have access to our innovative telehealth services, including video visits, our 24/7 advice line, and remote monitoring devices, which are built directly into our integrated system to make health care as convenient and accessible as possible.

### **Video visits<sup>2</sup>**

Video visit appointments are live, person-to-person conversations via video, enabled by our innovative internet technology. Like Skype or FaceTime, but more secure, video visits allow members to communicate with their caregivers face-to-face without making a trip to the doctor's office. This service has several advantages over in-person visits:

- Video visits are cheaper than in-person visits, requiring no copay or coinsurance when seeing a Permanente physician.
- Members save time and travel expenses reaching their appointments.
- Members can have appointments without disrupting their busy schedules.

And just like in-person visits, video visits are documented in both members' personal health records and caregivers' electronic health records, keeping both parties informed about their current health. Caregivers can provide the following services during video visits:

- Answer questions about medical conditions.
- Evaluate specific medical conditions and discuss diagnosis.
- Schedule follow-up appointments for care, if necessary.

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### **Stay productive at work**

- 3 in 5 employees feel uncomfortable leaving work for preventive care appointments.<sup>3</sup>
- 9 in 10 employees would cancel scheduled appointments due to workplace pressures.<sup>3</sup>

Our telehealth services help busy members stay on top of both their health care and their careers.

### **24/7 advice line**

Using the KP app or just their smartphones, members can call our 24/7 advice line anytime, anywhere for quick medical advice. Members will be connected with a registered advice nurse backed by on-call Permanente physicians, who can:

- Answer questions about health and medical concerns.
- Assess many illnesses and injuries remotely.
- Advise the member on next steps for self-treatment.
- Schedule follow-up appointments with the member's caregivers.
- Direct members to urgent or emergency care, if necessary.

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### **Save trips to the doctor's office**

Taking advantage of telehealth services results in:

- 37% fewer urgent care visits<sup>4</sup>
- 15% fewer emergency room visits<sup>4</sup>
- 15% fewer office visits in general<sup>4</sup>

On average, medical concerns are resolved in the first telehealth visit 83% of the time, saving our members time, hassle, and transportation costs in visits to the doctor's office.<sup>5</sup>

### **Remote monitoring devices**

Some members have ongoing medical conditions like high blood pressure and diabetes, which need constant medical supervision. Since this can mean frequent, inconvenient visits to the doctor's office for testing, we developed a care delivery option in the form of remote monitoring devices. These devices allow members to collect medical data on their conditions wherever they

are, whenever necessary, and transmit the data automatically to their electronic health records so caregivers can stay informed about their condition. This service can prove valuable for several reasons:

- Remote, round-the-clock supervision helps prevent unexpected health incidents from conditions, which can lead to hospital admission or readmission.
- Caregivers can evaluate data over time to identify trends and potential risk factors.
- Treatment plans for conditions can be adjusted in real time, whenever it becomes necessary.

## COVERAGE AWAY FROM HOME

Though most of our key services are available remotely through [kp.org](http://kp.org) and the KP app, sometimes health concerns demand immediate in-person care—and we ensure that our members are always covered, no matter where life takes them. When traveling outside of our service areas, if Kaiser Permanente facilities are either unavailable or too far away, members can always visit any urgent care location or retail clinic. We especially encourage members to visit our MinuteClinics, as these locations have several advantages over nonaffiliated urgent care locations:

- Members receive the same urgent care benefits at MinuteClinics as they would at a Kaiser Permanente facility.
- Members pay their standard cost share for services, and the MinuteClinic will bill Kaiser Permanente directly for the price difference.
- Members can fill prescriptions related to their urgent care visits right at the MinuteClinic.

## STAY IN CONTROL WITH INTEGRATED CARE ON DEMAND

Kaiser Permanente's convenient care delivery options are built directly into our integrated system of care, which keeps our members informed and in charge of their health care at all times. Our members choose when, where, and how they receive our many health care services, so that health care adapts to their lives and schedules rather than the other way around. This empowerment leads to better outcomes and more convenient, connected, and personalized care.

### ENDNOTES

<sup>1</sup>McGee, InformationWeek.com, January 25, 2012.

<sup>2</sup>Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](http://kp.org). You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or behavioral health provider. For urgent video visits with an emergency doctor, you may also be present in West Virginia, Florida, North Carolina, or Pennsylvania. For certain medical or mental health conditions. For video visits with a behavioral health provider, appointments can be scheduled for follow-up care.

<sup>3</sup>*By the Numbers: The Conflict Between Work and Health*, Zocdoc, October 11, 2016.

<sup>4</sup>Willis Towers Watson, September 16, 2014.

<sup>5</sup>Dale H. Yamamoto, Red Quill Consulting, December 2014.