

CHAT ONLINE - PEDIATRICIAN



Connect with a pediatrician without leaving your home.

Kaiser Permanente has made it easier for you to get the care your child needs. Chat with a Doctor allows you to connect online in real time with a Kaiser Permanente pediatrician for medical advice. For your convenience, you can send pictures through the chat.

You can also chat online with a pharmacist, financial counselor, member services, or a mental health specialist.

Get fast answers to urgent questions such as:

- Fevers
- Coughs
- Vomiting
- Diarrhea
- Constipation
- Cuts and stitches
- Pink eye
- Rashes
- Breastfeeding
- Caring for a newborn
- When your child needs to be seen by a doctor

How do I chat with a doctor?

If you are registered on **kp.org**, simply log on, choose the "Get Care Now" button, and select "Start a chat now". You can also chat with a doctor on the Kaiser Permanente mobile app.

When can I chat with a doctor?

Pediatricians are available 7 days a week from 6 a.m. to 10 p.m. Our physicians are board certified and have access to your child's electronic medical record.

Chat with a doctor or mental health specialist services are offered at no additional cost for most health plans. For these services, some PPO or high deductible health plans are subject to a copayment, coinsurance or deductible first before being provided at no additional cost. Review your Evidence of Coverage, Membership Agreement, or Certificate of Insurance, or call Member Services at **303-338-3800** or **1-800-632-9700** (TTY **711**), Monday through Friday, from 8 a.m. to 6 p.m., for your plan details.