

# KP.ORG Guide Book

How to use KP.ORG

Technology and Wellness Center | Health Education Department | Kaiser Permanente San Francisco

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# KP.ORG

- When you register for a kp.org account, you can:
  - View most lab results
  - Refill most prescriptions
  - Email your doctor's office
  - Schedule routine appointments, and more
- After registering, [download the KP Mobile App](#) to use these features securely on your smart phone or tablet.

If you think you or your family member has a medical or psychiatric emergency, call 911 or go to the nearest hospital. Do not attempt to access emergency care through KP.ORG

# A Few Important Places

The screenshot shows the top navigation bar of the Kaiser Permanente website. The logo is on the left. On the right, there are links for 'Español', 'Choose Your Region', 'Security', and 'Register'. Below these are input fields for 'User ID' and 'Password', and a 'Sign on' button. A red arrow labeled '1' points to the 'Register' link. A red arrow labeled '2' points to the 'User ID' input field. A red arrow labeled '3' points to the 'Doctors & Locations' link in the main navigation bar. Below the navigation bar is a search bar with a magnifying glass icon and the word 'Search'.

Español | Choose Your Region ▾ | Security **1** Register

**2** User ID Password **Sign on**

Forgot your user ID or password ?  
By signing on, you agree to our Terms and Conditions and Privacy Statement.

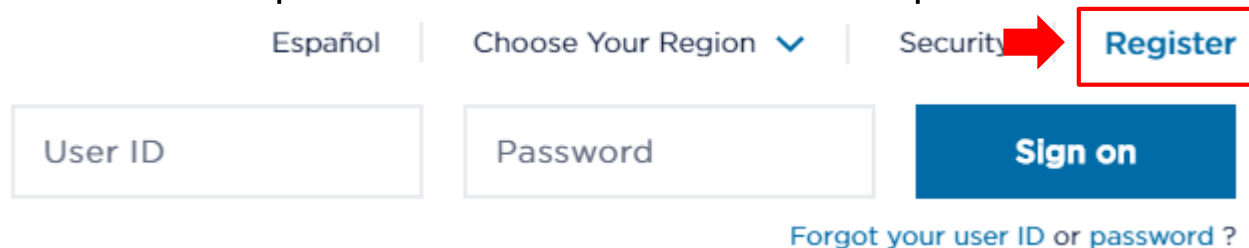
Why KP Shop Plans **3** Doctors & Locations Health & Wellness

Search



# How To Register For a KP.ORG Account

- Go to [www.kp.org](http://www.kp.org)
  - Click “Register”
  - Follow the steps and enter information in all required fields



The screenshot shows the top navigation bar with links for "Español", "Choose Your Region" (with a dropdown arrow), "Security" (with a red arrow pointing to the "Register" button), and "Register" (which is highlighted with a red box). Below the navigation bar are two input fields: "User ID" and "Password". To the right of these fields is a blue "Sign on" button. Below the "Sign on" button is a link that says "Forgot your user ID or password?".

- Write down your User ID and Password

User ID

Password

# Sign In

- Signing on to use kp.org online tools
  - Go to [www.kp.org](http://www.kp.org)
    - Enter User ID
    - Enter Password
    - Click **“Sign on”**

The screenshot shows the top navigation bar with links for "Español", "Choose Your Region" (with a dropdown arrow), "Security", and "Register". Below the navigation bar are three main elements: a "User ID" input field, a "Password" input field, and a blue "Sign on" button. A red arrow points to the "User ID" field. Below the "Sign on" button is a link that says "Forgot your user ID or password?". A red arrow points to this link.

## Forgot Password?

- Click **“Forgot your user ID or password”**
- Enter information in all required fields

# Choosing your Doctors & Locations

- Click **“Doctors & locations”**
  - Select facility region
  - Click **“Choose a Doctor Now”**
  - In the Search Doctor box, click **“Go to Search”**
  - Select type of doctor and enter zip code or Kaiser Permanente facility location
  - Review available doctors
  - Choose doctor by **clicking “Choose Me”** under the doctor’s photo
  - Enter required information
  - Click **“Submit”**



# Profile and Preferences

Updating your personal information



Español | N. California ▾ | Jane ▾



[My Health](#) | [Medical Record](#) | [Message Center](#) | [Appointments](#) | [Pharmacy](#) | [Coverage & Costs](#) | [Health & Wellness](#)

- Find your name in the top right-hand corner. **Click** the dropdown arrow to show “**Profile and Preferences**”
- Use this to update your personal information and communication preferences
  - Contact information
  - User ID/ Password
  - Security Questions to unlock your password
  - Choose which newsletters, alerts, health and medical research news, and promotions you’d like to receive



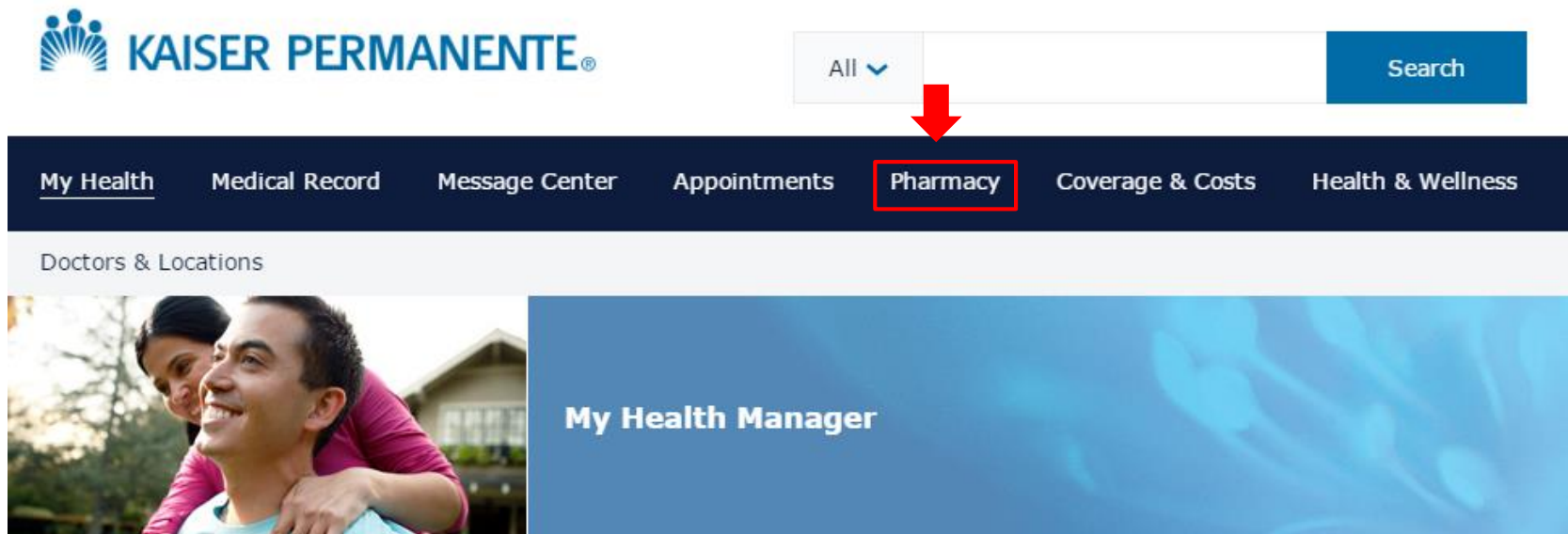
# Medical Record

- **Click** on links on the left-hand side to view health summary, immunizations, past visits, test results and more

The screenshot shows the Kaiser Permanente My Health portal. At the top, a dark blue navigation bar contains links for My Health, Medical Record (highlighted with a red box and a red arrow pointing to it), Message Center, Appointments, Pharmacy, Coverage & Costs, and Health & Wellness. Below the navigation bar, the page is divided into sections. On the left, a 'My health manager' sidebar contains a 'My medical record' section with a list of links: Allergies, Download my health summary, Health summary, Hospital stays & follow-up, Immunizations, Letters, Ongoing health conditions, Past visit information, Preventive health reminders, Questionnaires, Test results, and Upcoming tests & procedures. This list is enclosed in a red box. The main content area features a banner with two vinyl records. Below the banner, the 'My medical record' section is titled in orange. It includes a small image of kiwis and text: 'View and print details of your or your family member's medical record. To see if you or your family member are due for screening tests or immunizations, please view your [Preventive health reminders](#).' A red arrow points to the 'Preventive health reminders' link. Below this, it says 'Look after your family's health too, with [Act for a family member](#) — you can view your child's health history and get immunization records for school or summer camp.' At the bottom, it says 'For physician-recommended information and tools, [visit your doctor's home page](#).' On the right side, there is a 'Go mobile' section with text: 'Stay connected to kp.org wherever you go with the kp.org mobile app — now available for [iPhone](#) and [Android](#). Or visit the mobile version of our website, [m.kp.org](#).'

# Pharmacy

- Click the Pharmacy page to refill prescriptions



The screenshot displays the Kaiser Permanente website interface. At the top left is the Kaiser Permanente logo. To the right is a search bar with a dropdown menu set to "All" and a "Search" button. Below the search bar is a dark blue navigation bar with the following menu items: "My Health", "Medical Record", "Message Center", "Appointments", "Pharmacy", "Coverage & Costs", and "Health & Wellness". The "Pharmacy" menu item is highlighted with a red rectangular box, and a red arrow points down to it from the search bar area. Below the navigation bar is a section titled "Doctors & Locations" with a banner image of a smiling man and woman, and a blue box with the text "My Health Manager".

# Pharmacy Continued

- **Click** the little box next to the prescription name that you would like to refill
- Once selected, **click** “Go to cart”
- Review order and select delivery method
  - Send by U.S. Mail option
    - Verify mailing address and billing information
  - Pick up at pharmacy
    - Select city and pharmacy location

 [Printer friendly](#)

[Find someone else's RX](#)

Choose	Prescription	Last refilled on	Status
 <input checked="" type="checkbox"/>	 <a href="#">CHLORHEX GLU 0.12 % SOL HI-T</a>	Apr-08-2016	Select this entry to request that your prescriber authorize additional refills.

Don't see a prescription? [Find it by Rx number](#)



[Go to cart](#)

# Appointments

On the appointments page you can:

1. View your doctors (click on the arrow to view other care team members)
2. Schedule appointments
3. View upcoming and past appointments


The screenshot shows the Kaiser Permanente website's Appointments page. The navigation bar at the top includes 'My Health', 'Medical Record', 'Message Center', 'Appointments' (highlighted with a red box and an arrow), 'Pharmacy', 'Coverage & Costs', and 'Health & Wellness'. Below the navigation bar, the page title 'Appointments' is displayed with a calendar icon. The main content area is divided into two columns. The left column contains a 'Welcome to the Appointment Center' section with text about scheduling and links for self-care advice and immunizations. A red '2' is placed next to the 'Schedule appointments' button, which is also highlighted with a red box and an arrow. The right column features a 'Your Care Team' section with a red '1' above it. A red arrow points to the '1 of 2 doctors' link, which is highlighted with a red box. Below the care team section, there are two tabs: 'Upcoming Appointments' (highlighted with a red box and a red '3' next to it) and 'Past Visits'. A red arrow points to the 'Upcoming Appointments' tab. At the bottom of the page, there is a disclaimer about confidentiality laws and a link for doctor and location search.

# How to Schedule an Appointment

- Click “**Schedule appointments**” box

## Welcome to the Appointment Center

You can now easily schedule multiple appointments for your family and enroll in a variety of health classes.

Get self-care advice for [cold and flu symptoms](#) , including when to call us.

To see what immunizations, tests, and screenings are due soon, check your [preventive care](#) recommendations.

**Schedule appointments**



# How to Schedule an Appointment Continued

- Answer all required fields (if the doctor you want to see is in Mission Bay, be sure to change the location to San Francisco-Mission Bay)
- To find your preferred appointment times, click “**Find available times**”, at the bottom to the page

Schedule an appointment for:  ←

Select a location:  ←

Type of appointment: →

I want to be seen for a women's health service  
 I want to see my Physician or Nurse Practitioner  
 Routine Checkup or Physical with my Physician or Nurse Practitioner  
 Optometry services  
For questions or concerns regarding other reasons not listed, dial 4158332200 to reach an advice nurse.

Additional information about the appointment: →

I have read the information below and want to continue scheduling my appointment.  
IMPORTANT-Please Do NOT book an appointment on this website if you have any of the following symptoms: CHEST PAIN, ABDOMINAL PAIN, DIFFICULTY BREATHING, or POSSIBLE STROKE. Any delay in evaluation and treatment of these can be dangerous, dial 4158332200 to reach an advice nurse.  
CONSIDER-Advice Nurses can take care of several urgent problems (like hayfever, cold/cough, nausea or vomiting, pinkeye and more) conveniently over the phone. They can give advice for home treatment, facilitate prescriptions, or make an appointment, dial 4158332200 to reach an advice nurse.

→

I want to have my appointment by telephone  
 I want to come in for an office visit  
 I want to have my appointment by video  
Video appointments require an iPhone or Android phone, Apple or Android device with wireless connection, or an Apple or PC computer with webcam and high speed internet connection. For questions or concerns for reasons not listed, dial 4158332200 to reach an advice nurse.

Select preferred search date: ←

Today or Tomorrow  
 Future Date

**Find available times** OR **+ Add another appointment** ←  
You can schedule up to 4 appointments.

# How to Schedule an Appointment Continued

1. **Click** on the time you want for your appointment
2. Confirm the appointment on the right-hand side by selecting a reminder type and **clicking “Book now”**

You have not selected any filters [Set Filters](#)

Available appointments shown below are the earliest starting from the preferred date you requested.

< previous week      February 2017      next week >

Sun 26	Mon 27	Tue 28	Wed 01	Thu 02	Fri 03	Sat 04
1 →	01:40 PM	08:40 AM	08:40 AM	08:40 AM		
	02:20 PM	09:40 AM	09:00 AM	09:00 AM		
	02:40 PM	10:20 AM	09:40 AM	09:20 AM		

## Selected appointments

Held for 2 min 54 sec ✕

[KAI NG, MD](#)

Feb 27, 2017 01:40 PM PST

Set a reminder:

Email

Book now

2

# Coverage & Costs

In this section, you can:

- Download claim forms
- View estimates, benefits, costs, bills and more
  - Note: Only the insurance holder can pay his/her medical bills online; see Member Services for other bill paying options
- Order a replacement Kaiser Permanente medical card

My Health   Medical Record   Message Center   Appointments   Pharmacy   **Coverage & Costs**   Health & Wellness

Doctors & Locations   N. California ▾

## My Coverage and Costs

Questions about claims, benefits, your plan coverage or managing your bill? Call Customer Service at the number on the back of your Kaiser Permanente ID card.

[Download a claim form](#)

### Plan Ahead

Get the information you need to manage your health care budget.

- [Estimates](#)
- [Eligibility and benefits](#)

### Track Your Costs

Learn more about costs for health care services you've received.

- [Claims summary](#)
- [Out-of-pocket summary](#)

### Pay Bills

View bills and make online payments.

- [Medical bills](#)

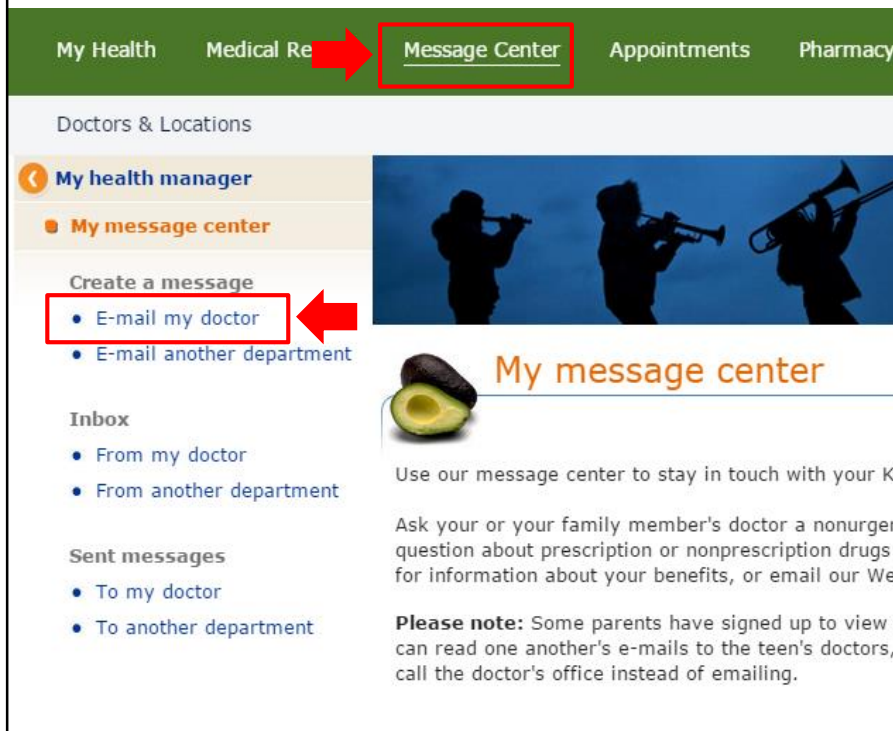
### Additional Tools and Information

- [Learn about my plan](#)
- [My documents](#)
- [My document delivery preferences](#)
- [Order a replacement ID card](#)



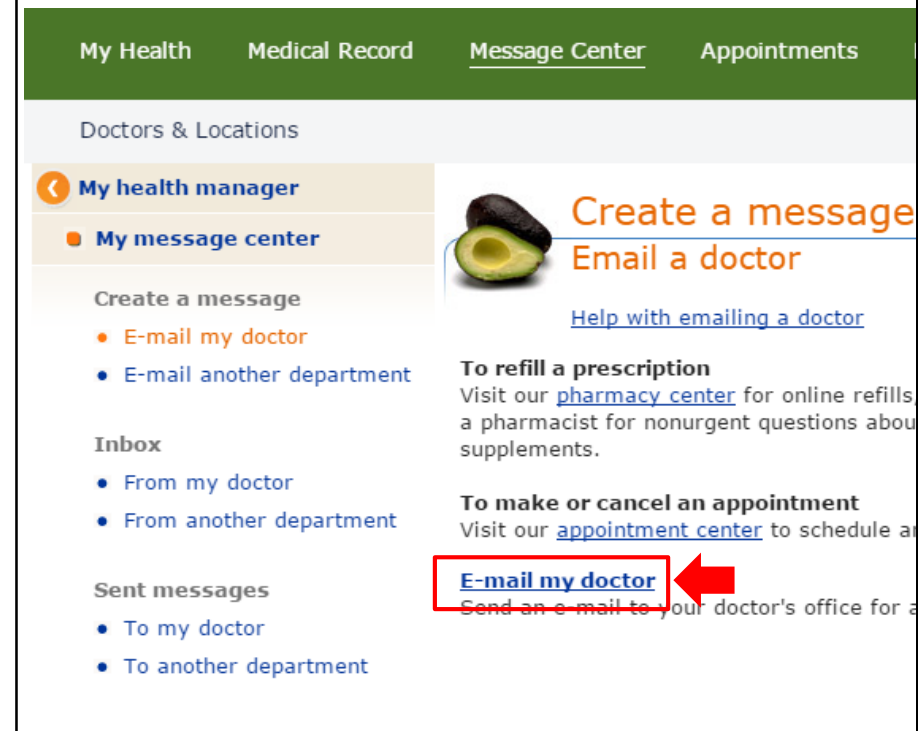
# Emailing Your Doctor

- Click the **Message Center** tab
- Click **“e-mail my doctor”** on the left-hand side



The screenshot shows the top navigation bar with 'My Health', 'Medical Record', 'Message Center', 'Appointments', and 'Pharmacy'. A red arrow points to 'Message Center'. Below the navigation bar, the 'My message center' option is selected. Under 'Create a message', 'E-mail my doctor' is highlighted with a red box and a red arrow. The 'Inbox' and 'Sent messages' sections are also visible.

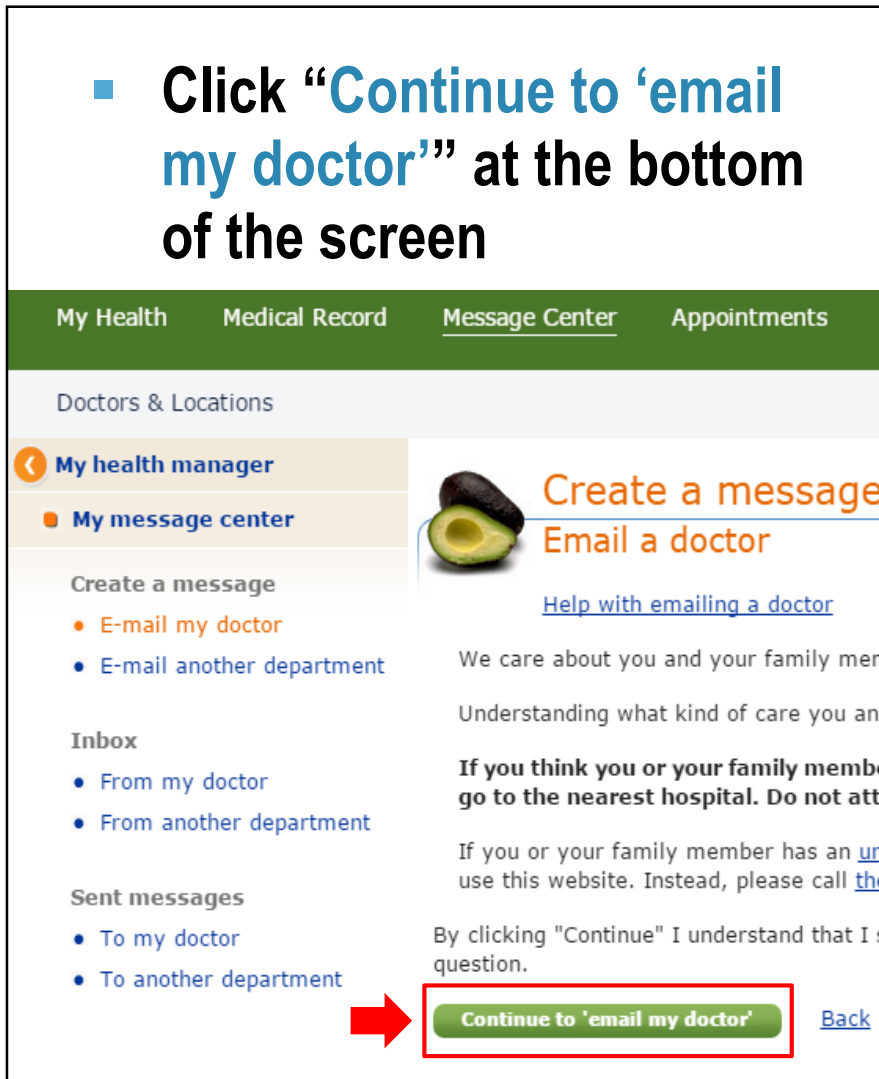
- Click **“e-mail my doctor”** on the bottom center of screen



The screenshot shows the top navigation bar with 'My Health', 'Medical Record', 'Message Center', and 'Appointments'. Below the navigation bar, the 'My message center' option is selected. On the right side, there is a section titled 'Create a message Email a doctor' with a red box around 'E-mail my doctor' and a red arrow pointing to it. The 'Inbox' and 'Sent messages' sections are also visible.

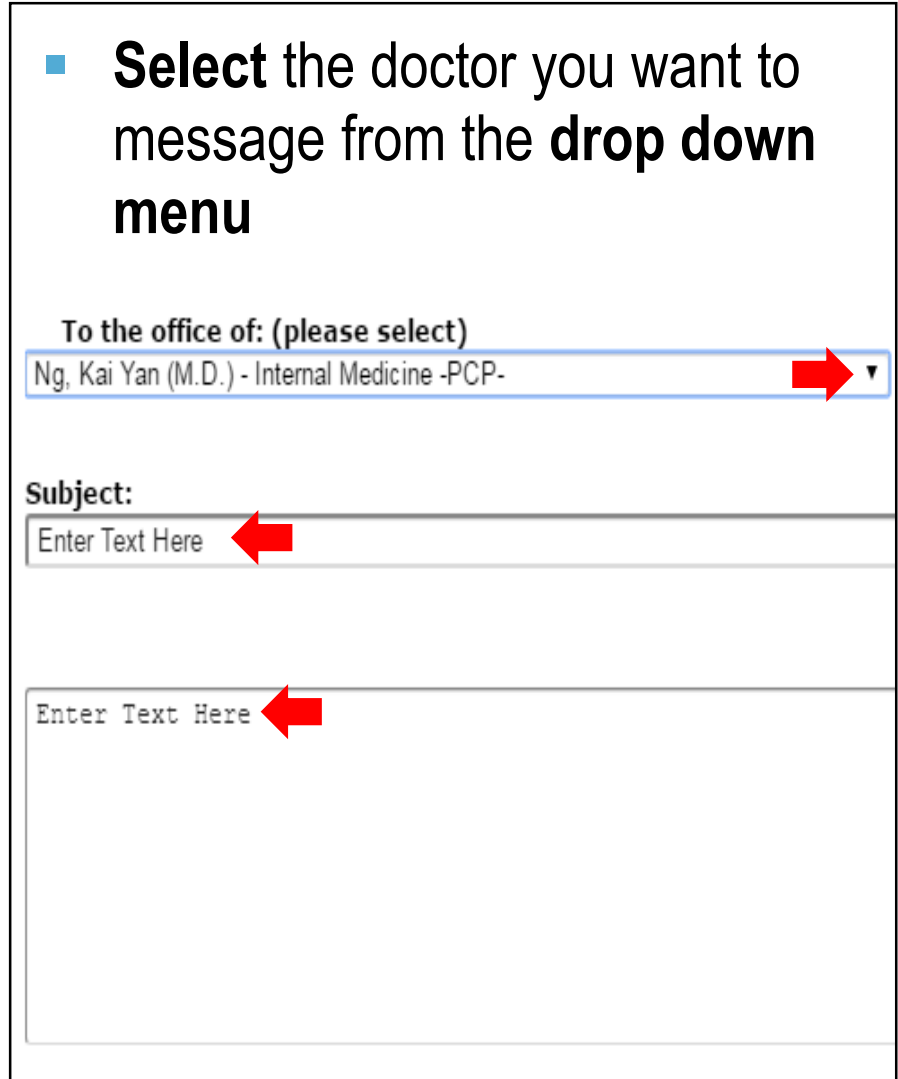
# Emailing Your Doctor Continued

- Click “Continue to ‘email my doctor’” at the bottom of the screen



The screenshot shows the patient portal interface. At the top, there are navigation tabs: My Health, Medical Record, Message Center, and Appointments. Below this is a sidebar menu with options like 'My health manager' and 'My message center'. The main content area is titled 'Create a message' and 'Email a doctor'. It includes a sub-section 'Help with emailing a doctor' and a paragraph of text. At the bottom, a green button labeled 'Continue to 'email my doctor'' is highlighted with a red box, and a red arrow points to it from the left.

- Select the doctor you want to message from the drop down menu

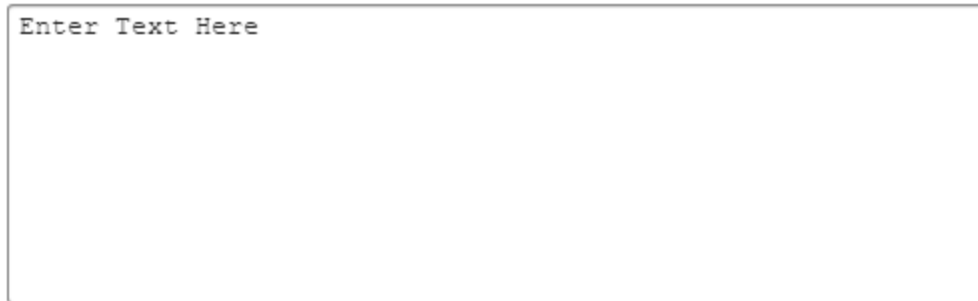


The screenshot shows the doctor selection dropdown menu. The dropdown is open, showing the selected doctor: 'Ng, Kai Yan (M.D.) - Internal Medicine -PCP-'. A red arrow points to the dropdown arrow on the right. Below the dropdown is a 'Subject:' label and an input field containing 'Enter Text Here'. A red arrow points to the input field from the left. Below the subject line is another input field containing 'Enter Text Here', with a red arrow pointing to it from the left.

# Emailing Your Doctor Continued

- (Optional) **Click “Browse”** to attach a photo or a document from your device (Examples: Skin rash photo or documents from work)

Enter Text Here



Attach an image:

**Browse**



## Instructions:

**Optional:** If your doctor has asked you to e-mail an attachment, you may do so below. Be sure to describe your images in the message box above. Please see the [instructions](#).

You may attach up to 3 attachments that show your condition. The file type must be JPG, PDF and the maximum file size is 5000 KB. Please refer to your digital camera's instruction guide or website about sizing of the digital image files.

**By clicking the send button below, you are providing your consent to engage in care-related communications with your providers or their staff and receive health care services via secure email.**

# Emailing Your Doctor Continued

- Click “Send”

Attach an image: [Browse](#)

**Instructions:**

**Optional:** If your doctor has asked you to e-mail an attachment, you may do so below. Be sure to describe your images in the message box above. Please see the [instructions](#).

You may attach up to 3 attachments that show your condition. The file type must be JPG, PDF and the maximum file size is 5000 KB. Please refer to your digital camera's instruction guide or website about sizing of the digital image files.

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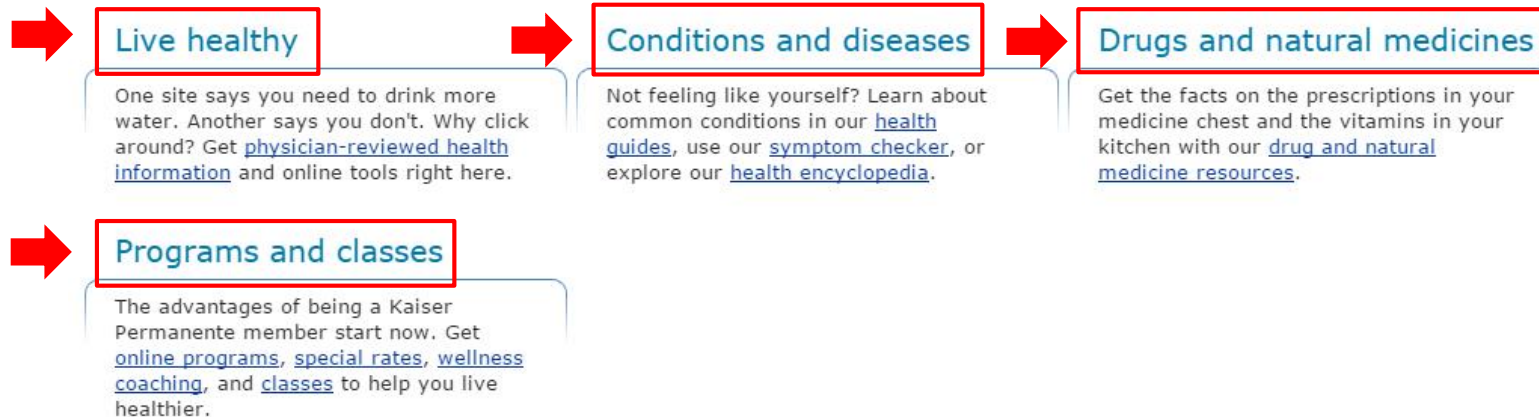
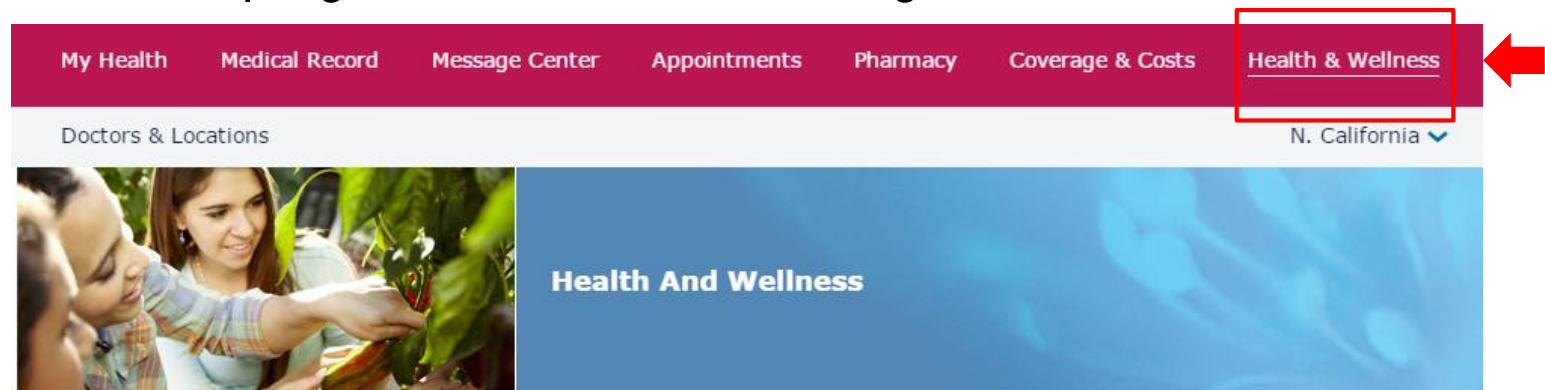
- Once completed, this message will appear

**Thank you for submitting your question. We will send a response within 2 business days (Monday through Friday, except on holidays and times when your doctors indicate they are away from the office).**

To learn more about health conditions, symptoms, tests and screenings, treatment options, and more, visit [your doctor's home page](#).

# Health & Wellness

- Get physician-reviewed health information and online tools
- Learn about common conditions, prescriptions, and vitamins
- Find online programs, wellness coaching, classes and more



# Download Kaiser Permanente Apps



- KP Mobile App
  - Email your doctors
  - Make Appointments
  - Refill prescriptions
  - View test results



- My Doctor Online App
  - Video Visit with your doctors
  - Receive preventive care reminders
  - View your doctor's home page
  - Health tips



- My KP Meds App
  - Refill your prescriptions
  - Schedule medication reminders
  - Ability to send list of medications to family or other doctors

- KP Apps are available for your smartphone and tablet from your Apple Store or Google Play
- The same kp.org User ID and Password works for all 3 apps

If you have more questions, please contact KP Website Support at 1-800-556-7877 or visit us at the following locations:

**Technology and Wellness Center**

2238 Geary Blvd, 1<sup>st</sup> Floor, Lobby  
San Francisco, CA 94115

**Health Education Department**

2241 Geary Blvd,  
San Francisco, CA 94115

**Healthy Living Center**

1600 Owens St., 1<sup>st</sup> Floor  
San Francisco, CA 94158

**Kaiser Permanente San Francisco**