

Your Guidebook

to Kaiser Permanente Services



**Good things
are inside**



Welcome to your Kaiser Permanente Guidebook

Welcome to your go-to source for facility information, health resources, and more. Being at the center of your health care starts with taking advantage of all that Kaiser Permanente has to offer. Read on to see what this book has in store for you.

Inside *Your Guidebook*, you can do the following:



Find the most convenient facility for the care you need.

You have options for personalized care. See all the facilities in your area listed in alphabetical order with their departments, hours, locations, and phone numbers. (pages 1-51)



Learn about care basics, like making appointments and getting your prescriptions filled.

Be in the know when it comes to your health, and feel empowered to make the right choices for yourself. (pages 52-59)



Discover the health resources available to you.





From a health coach to help you lose weight to videos or podcasts about common health concerns, when it comes to all things wellness, we've got you covered. (pages 60-69)



Know your rights, responsibilities, and how to get the most out of your care.

Knowledge is power. Understand how your plan works so you can take advantage of your health services and resources to help you live your life to the fullest. (pages 70-102)

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The information in *Your Guidebook to Kaiser Permanente Services* is updated from time to time and is current as of May 2015. Plan hospitals, Plan physicians, and other Plan providers, and the services available at Plan facilities, are subject to change at any time without notice. If you have questions about *Your Guidebook*, please call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired), 24 hours a day, 7 days a week (closed holidays). Or visit **kp.org/facilities** for the latest updated information.



Facility Directory

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

English.....	1-800-464-4000
Spanish.....	1-800-788-0616
Chinese dialects	1-800-757-7585
TTY.....	711

Personal Physician Selection (Member Outreach)

Select or change a personal physician or get information about practitioners and services.

Website kp.org/mydoctor/choose

- **Campbell, Santa Clara, Milpitas, and Mountain View**
Information..... **1-888-466-1800**
- **Daly City, South San Francisco**
Information..... **650-301-4727**
- **Gilroy, San Jose**
Information..... **1-877-327-3663**
- **Redwood City**
Information..... **650-299-4291**
- **San Mateo**
Information..... **650-358-2910**

TTY for the Hearing or Speech Impaired

California Relay Service.....**711**



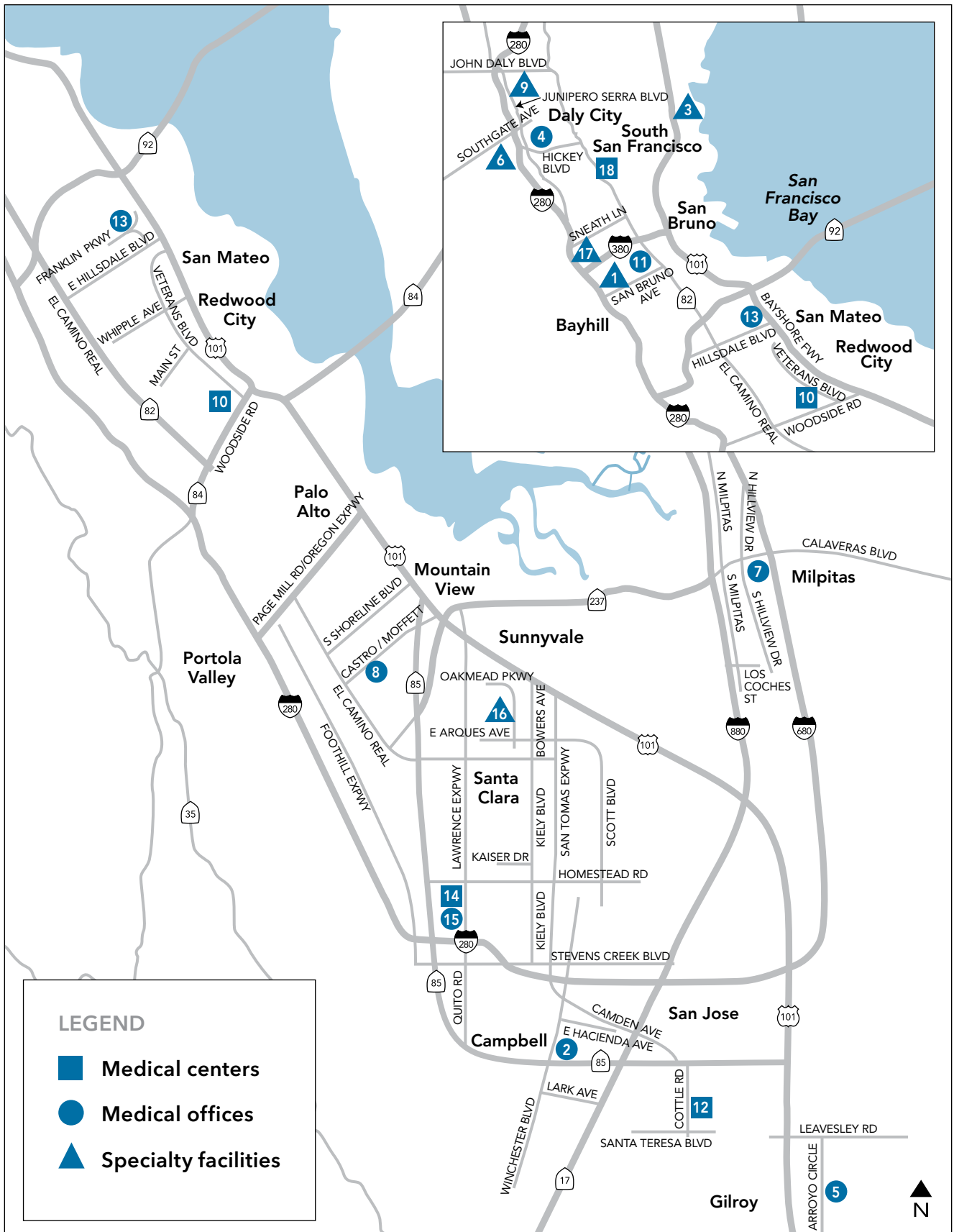
CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App StoreSM or Google Play®.



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South Bay and Peninsula Area



Maps not to scale

Area Locations

- ▲ 1 Bayhill Medical Offices** 5
 801 and 851 Traeger Ave.
 San Bruno, CA 94066
- ▲ 6 Hearing Center** 12
 15 Southgate Ave., Ste. 210
 Daly City, CA 94015
 ♿ DHCS survey pending
- 2 Campbell Medical Offices** 6
 200 and 220 E. Hacienda Ave.
 Campbell, CA 95008
 ♿ DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- 7 Milpitas Medical Offices** 12
 770 E. Calaveras Blvd.
 700 E. Calaveras Blvd.
 589 Los Coches St.
 611 S. Milpitas Blvd.
 Milpitas, CA 95035
 ♿ DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- ▲ 3 Cancer Treatment Center** 8
 220 Oyster Point Blvd.
 South San Francisco, CA 94080
 ♿ DHCS survey pending
- 8 Mountain View Medical Offices** 16
 555 and 565 Castro St.
 Mountain View, CA 94041
 ♿ DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- 4 Daly City Medical Offices** 8
 395 Hickey Blvd.
 Daly City, CA 94015
 ♿ DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- ▲ 9 Pacific Plaza Medical Offices** 18
 2001 Junipero Serra Blvd.
 6th Floor, Ste. 650
 Daly City, CA 94014
- 5 Gilroy Medical Offices** 10
 7520 Arroyo Circle
 Gilroy, CA 95020
 ♿ DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)

- 10 Redwood City Medical Center** 18

Emergency
1100 Veterans Blvd.
Redwood City, CA 94063

DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- 11 San Bruno Medical Offices** 24

901 El Camino Real
San Bruno, CA 94066

DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- 12 San Jose Medical Center** 26

Emergency
250 Hospital Pkwy.
San Jose, CA 95119

DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- 13 San Mateo Medical Offices** 35

1000 Franklin Pkwy.
San Mateo, CA 94403

DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- 14 Santa Clara Medical Center** 36

Emergency
700 Lawrence Expwy.
Santa Clara, CA 95051

DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- 15 Santa Clara Medical Offices** 40

710 Lawrence Expwy.
Santa Clara, CA 95051

DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)
- 16 Santa Clara Arques Medical Offices** 45

1263 E. Arques Ave.
Sunnyvale, CA 94085

DHCS survey pending
- 17 Sneath Lane Medical Offices** 46

1001 Sneath Ln., Ste. 204
1011 Sneath Ln., 2nd Floor
San Bruno, CA 94066

DHCS survey pending
- 18 South San Francisco Medical Center** 46

Emergency
1200 El Camino Real
South San Francisco, CA 94080

DHCS survey results: Basic and medical equipment access (P, E, IB, R, EB, T)

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 95 for further explanation of abbreviations.**

Location Details

▲ 1 Bayhill Medical Offices

801 and 851 Traeger Ave.
San Bruno, CA 94066
kp.org/southsanfrancisco

Acupuncture *By referral only*

801 Traeger Ave., 2nd Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **650-742-7200**

Chronic Pain Management *By referral only*

801 Traeger Ave., 2nd Floor
Hours: M-Th, 8:30 a.m.-12:30 p.m.
and 1:30-4:45 p.m.
Information **650-742-7242**

Dermatology *By referral only*

801 Traeger Ave., 3rd Floor, Ste. 310
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:45 p.m.
Advice/Appts. **650-742-5969**

Information

Operator **650-742-2000**

Occupational Health Center (Kaiser On-the-Job®)

801 Traeger Ave., 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Advice/Appts. **650-742-7110**
Workers' Compensation and
Occupational Health Care.

Outside Referral Coordinator

851 Traeger Ave., Ste. 150
Hours: M-F, 6:30 a.m.-3 p.m.
Information **650-742-5923**

Pharmacy

801 Traeger Ave., 3rd Floor
Hours: M-F, 9 a.m.-12:45 p.m.
and 1:45-5:15 p.m.
EasyFill (refills by phone) **650-742-2388**
Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills kp.org/refill

Physical Medicine and Rehabilitation

By referral only
801 Traeger Ave., 2nd Floor
Hours: M-F, 8 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice/Appts. **650-742-7226**

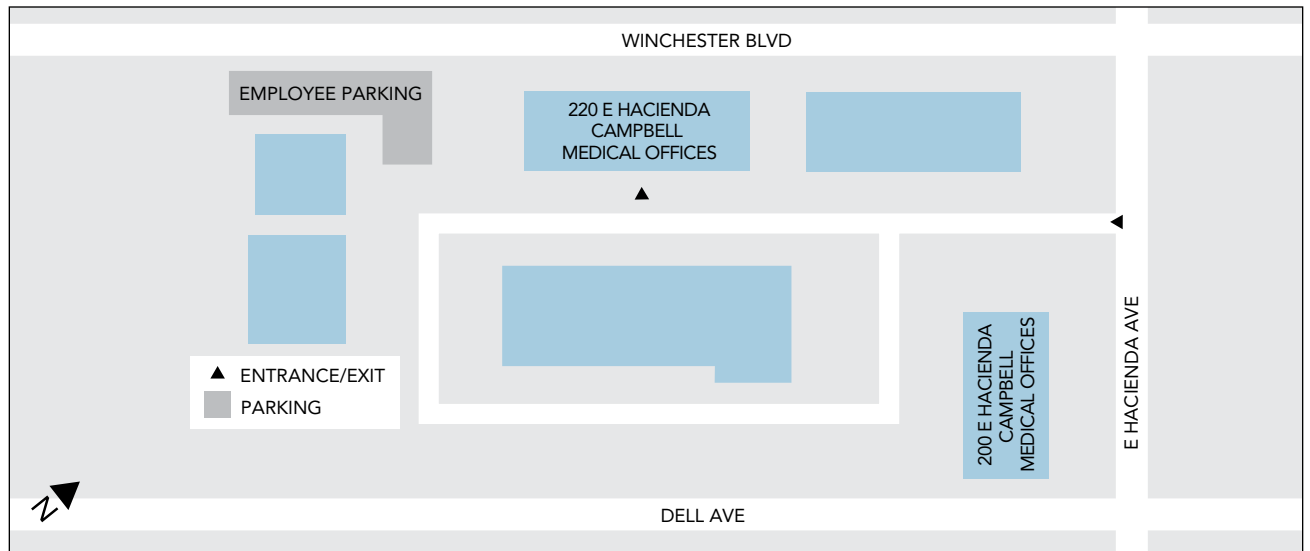
Psychiatry/Mental Health

- **Child and adolescent**
801 Traeger Ave., 2nd Floor
Hours: M-F, 8 a.m.-5:30 p.m.
Appts./Cancel **650-742-5950**
- **Adult**
See Psychiatry/Mental Health at
Pacific Plaza Medical Offices.

Rehabilitation Services (Outpatient)

By referral only
Physical and Occupational Therapy
801 Traeger Ave., 3rd Floor
Hours: M-F, 8 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **650-742-7277**

Campbell Medical Offices



Map not to scale

2 Campbell Medical Offices

200 and 220 E. Hacienda Ave.
Campbell, CA 95008
kp.org/campbell

Adult Medicine

2nd Floor

Hours: M-F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.

Advice (24 hours)/

Appts./Cancel.....**408-871-9440**

For members 18 and older.

Advice Nurse

Phone hours: 7 days, 24 hours

Advice.....**408-871-9440**

Advice/Appts. toll-free.....**1-866-454-8855**

Gynecology

See Obstetrics-Gynecology.

Healthy Living Center (formerly Health Education)

1st Floor, Main Entrance

Hours: M-F, 9 a.m.–5 p.m.

Information.....**408-871-6463**

- **Free blood pressure screening**

Walk-in hours: M-F, 9 a.m.–5 p.m.

- **Technology Learning Center**

(formerly Health Library)

Hours: M-F, 9 a.m.–5 p.m.

Information.....**408-871-6463**

HIV Services *By appointment only*

Hours: M-F, 8:30 a.m.–12:30 p.m.

and 1:30–4:30 p.m.

Appt./Info.**408-871-6328**

Members only, lab fees may apply.

Information

Operator.....**408-871-6500**

Injections

- **Adult**

Adult Medicine, 2nd Floor

Hours: M-F, 9 a.m.–noon

and 1:30–4:30 p.m.

Advice/Appts.**408-871-9440**

TB skin tests placed on Thursday must

be read at Santa Clara Medical Offices,

Dept. 260.

- **Adult travel shots**
See Santa Clara Medical Offices.
- **Child**
Pediatrics, 1st Floor
Hours: M-F, 9:30 a.m.-noon
and 1:30-4 p.m.
Advice/Appts. **408-871-9440**
TB skin tests not available Thursday.

Laboratory

1st Floor
Hours: M-F, 8 a.m.-5:30 p.m.
Information **408-871-6425**
Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/X-ray.

Member Outreach

Phone hours: M-F, 9 a.m.-5 p.m.
Information **1-888-466-1800**

Member Services Office

1st Floor
Office hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.

- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY **711**

Minor Injury Center

No emergencies; by appointment only
1st Floor
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice (24 hours)/Appts. **408-871-9440**
Appts./Cancel **408-871-6104**
For minor injuries and lacerations only. For
illnesses, see Adult Medicine or Pediatrics.

Obstetrics-Gynecology

2nd Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice (24 hours)/
Appts./Cancel **408-871-9440**

Pediatrics

1st Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice (24 hours)/
Appts./Cancel **408-871-9440**
For members 17 and younger.

- **School/camp forms**
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **408-871-9440**

Pharmacy

220 E. Hacienda Ave., 1st Floor
Hours: M-F, 8:30 a.m.-6:30 p.m.
Information **408-871-6337**
EasyFill (refills by phone) **408-871-6340**
Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**

Physical Therapy *By referral only*

Santa Clara Medical Offices
710 Lawrence Expwy.
Santa Clara, CA 95051
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel (24 hours) **408-851-1400**
Groups and classes available.

Psychiatry

200 E. Hacienda Ave.
▪ **Adult**
Hours: M-F, 8:30 a.m.-5:30 p.m.
Emergencies **408-366-4400**
New appts./Info. **408-366-4400**
Returning appts. **408-871-5800**

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Psychiatry

200 E. Hacienda Ave.

▪ Child

Emergencies.....408-366-4450

New appts./Info.408-366-4450

Returning appts.408-871-5800

▪ Chemical Dependency Recovery Program (CDRP)

Appts./Info.408-366-4200

Radiology/X-ray

▪ Mammography

1st Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Walk-in hours: M-F, 8:30 a.m.-5 p.m.

Appointments online..... kp.org

Appts./Info.408-871-6272

▪ Radiology (X-ray) *By referral only*

1st Floor

Hours: M-F, 8:30 a.m.-12:40 p.m.

and 1:20-5 p.m.

Information.....408-871-6272

Release of Information (Medical Secretaries)

1st Floor

Hours: M-F, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information408-871-6555

Urgent Care

See Minor Injury Center.

Volunteer Services

Hours: M-F, 9 a.m.-5 p.m.

To become a volunteer408-871-6466

▲ 3

Cancer Treatment Center

220 Oyster Point Blvd.

South San Francisco, CA 94080

kp.org/southsanfrancisco

Hours: M-F, 8 a.m.-noon and 1-5 p.m.

Info./Appts.650-827-6500

● 4

Daly City Medical Offices

395 Hickey Blvd.

Daly City, CA 94015

kp.org/southsanfrancisco

Advice Nurse

Phone hours: 7 days, 24 hours

Internal Medicine650-301-5860

Ob-Gyn.....650-742-2173

Pediatrics.....650-742-2050

Advice/Appts. toll-free..... 1-866-454-8855

Bone Density

See Radiology/Diagnostic Imaging.

Care Management *By referral only*

Cardiovascular, Diabetes, and PHASE

(Prevent Heart Attacks and Strokes Everyday)

Information650-301-5847

Gynecology

See Obstetrics-Gynecology.

Health Education

4th Floor

Hours: M-Th, 9 a.m.-1 p.m.

Information650-301-4445

Injections

- **Adult Medicine Injection Room**
4th Floor
Hours: M-F, 9 a.m.-12:30 p.m.
and 2-4:30 p.m.
Information.....**650-301-5946**
- **Pediatric Injection Room**
2nd Floor
Hours: M-F, 9 a.m.-12:30 p.m. and 2-5 p.m.

Internal Medicine

4th Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice/Appts.**650-301-5860**
Cancel**650-742-2770**

Laboratory

4th Floor
Hours: M-F, 8 a.m.-6:30 p.m.
Information**650-301-4408**
Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Member Outreach

1st Floor
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information**650-301-4727**

Nutrition Clinic (Outpatient) *By referral only*

Health Education, 4th Floor
Hours: M-F, 9 a.m.-5 p.m.,
by appointment only
Information**650-301-4445**

Obstetrics-Gynecology

3rd Floor
Office hours: M, Tu, F, 8 a.m.-12:30 p.m.
and 1:30-5 p.m.;
W, Th, 8 a.m.-12:30 p.m. and 1:30-6 p.m.
Injection hours: M-F, 9 a.m.-noon
and 1:30-4:30 p.m.
Phone hours: 7 days, 24 hours
Advice/Appts./Cancel.....**650-742-2173**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

2nd Floor
Office hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5:30 p.m.;
after-hours by appointment only
Phone hours: 7 days, 24 hours
Advice/Appts.**650-742-2050**

Pharmacies

1st Floor
Hours: M-F, 9 a.m.-6:30 p.m.
EasyFill (refills by phone).....**650-301-5788**
Mail-order Pharmacy
(24 hours)..... **1-888-218-6245**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

3rd Floor
Appointments.....**650-742-2101**

- **Bone Density**
Hours: M-F, 8:30 a.m.-4 p.m.
- **Mammography**
Hours: M, Th, F, 8 a.m.-5:30 p.m.;
Tu, W, 8 a.m.-7 p.m.;
every other Sa, 8:30 a.m.-4 p.m.
- **Ultrasound**
Hours: M-F, 8 a.m.-4 p.m.
- **X-ray**
Hours: M-F, 9 a.m.-5 p.m.

Security

Vehicle assistance**650-301-4522**

Teen Clinic

2nd Floor
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
Information**650-742-2050**
For teens 13-18 years.

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Vision Essentials by Kaiser Permanente

5th Floor

■ Ophthalmology

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 8:45 a.m.-12:30 p.m.
and 1:30-4:45 p.m.

Advice/Appts. **650-301-5800**

■ Optical Center

Eyeglasses, contact lenses

Hours: M, Tu, Th, F, 8:30 a.m.-5:45 p.m.;

W, 8:30 a.m.-7:45 p.m.;

Sa, 8:30 a.m.-4:45 p.m.

Appts./Info. **650-301-4550**

Contact lens refill **1-888-586-2020**

Website **kp2020.org**

■ Optometry

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-6 p.m.; Sa, 9 a.m.-4 p.m.

Appointments **650-301-5809**

Volunteer Services

Hours: M-F, 9 a.m.-5 p.m.

Information **650-301-4441**

● 5 Gilroy Medical Offices

7520 Arroyo Circle

Gilroy, CA 95020

kp.org/gilroy

Advice Nurse

Phone hours: 7 days, 24 hours

Advice **408-848-4095**

Advice/Appts. toll-free **1-866-454-8855**

Appointment Call Center

Family Medicine, Internal Medicine, Ob-Gyn,
and Pediatrics

Hours: 7 days, 24 hours

Appointments **408-848-4095**

Cancel **408-848-4699**

Advice/Appts. toll-free **1-866-454-8855**

Case Management

Information **408-972-3572**

Dermatology

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.

English appts. **408-848-7040**

Spanish appts. **408-848-7030**

Cancel **408-848-4699**

Family Medicine

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Advice (24 hours)/Appts. **408-848-4095**

Cancel **408-848-4699**

Gynecology

See Obstetrics-Gynecology.

Health Education

Located at Technology Learning Center, lobby

Hours: M-F, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information **408-848-4690**

HIV Education/Information

Located at Technology Learning Center, lobby

Hours: M-F, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information **408-848-4690**

Information

Phone **408-848-4600**

Injection Clinic

Hours: M-F, 9:15 a.m.-5:45 p.m.

Information **408-848-4095**

■ Allergy Clinic *By referral only*

Hours: Tu, W, 1:30-5 p.m.;

F, 9:30 a.m.-noon

English appt. **409-848-4697**

Spanish appt. **409-848-7030**

■ Tuberculosis skin tests

Hours: M, Tu, W, F, 9:15 a.m.-5:45 p.m.

Information **408-848-4095**

TB skin tests not available Thursday.

Internal Medicine

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice (24 hours)/Appts. **408-848-4095**
Cancel **408-848-4699**

Laboratory

Hours: M-F, 7:30 a.m.-6 p.m.
Lab test results **408-848-4095**
Call requesting practitioner for test results
or check lab results online at **kp.org**.
You can now book lab appointments online
with your active **kp.org** account.

Mammography

See Radiology/Diagnostic Imaging.

Member Outreach

Hours: M-F, 9 a.m.-5 p.m.
Information **408-972-7321**
or **kp.org/gilroy**
Toll free **1-877-327-3663**

Member Services Office

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

▪ Member Service Contact Center

Phone hours: 7 days, 24 hours
(closed holidays)
English **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY **711**

Obstetrics-Gynecology

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice (24 hours)/Appts. **408-848-4095**
Cancel **408-848-4699**

Optometry/Optical Center

See Vision Essentials by Kaiser Permanente.

Pediatrics

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice (24 hours)/Appts. **408-848-4095**
Cancel **408-848-4699**

Pharmacy

Hours: M-Th, 8:45 a.m.-7:30 p.m.;
F, 8:45 a.m.-6 p.m.
EasyFill (refills by phone) **408-848-4645**
Information **408-848-4640**
Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**

Physical Therapy *By referral only*

Office hours: M-Th, 8 a.m.-12:30 p.m.
and 1:30-5:30 p.m.;
F, 8 a.m.-12:30 p.m. and 1:30-5 p.m.
Phone hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
English info. **408-848-7040**
Spanish info. **408-848-7030**
Cancel **408-848-4699**

Podiatry *By referral only*

Hours: W, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Appointments **408-972-3033**
Cancel **408-972-7611**
Information **408-972-6590**

Psychiatry (Adult)

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel **408-972-3095**

Radiology/Diagnostic Imaging

▪ **Mammography**
Office hours: M-Th, 8:15 a.m.-5:15 p.m.;
F, 8:30 a.m.-12:30 p.m. and 1:30-3:15 p.m.
Phone hours: 7 days, 24 hours
Appointments **408-848-4095**
Cancel **408-848-4699**

▪ **Radiology *By referral only***
Office hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5:30 p.m.
Phone hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
English **408-848-7040**
Spanish **408-848-7030**
Cancel **408-848-4699**

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Release of Information (Medical Secretaries)

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:45 p.m.
Information **408-848-4650**

TTY for the Hearing or Speech Impaired

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
Advice/Appts./Info. **408-848-4696**

Vision Essentials by Kaiser Permanente

▪ **Optical Center**
Eyeglasses, contact lenses
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5:30 p.m.
Appts./Info. **408-848-4680**
Contact lens refill **1-888-586-2020**
Website..... **kp2020.org**

▪ **Optometry**
Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5:30 p.m.
Phone hours: 7 days, 24 hours
Appointments **408-848-7000**
Cancel **408-848-4699**

Volunteer Services

To become a volunteer **408-848-4690**

X-ray

See Radiology/Diagnostic Imaging.

▲ 6 Hearing Center

15 Southgate Ave., Ste. 210
Daly City, CA 94015
kp.org/southsanfrancisco

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **650-758-5363**

● 7

Milpitas Medical Offices

770 E. Calaveras Blvd.
700 E. Calaveras Blvd.
589 Los Coches St.
611 S. Milpitas Blvd.
Milpitas, CA 95035
kp.org/milpitas

See page 13 for facility map.

General information
(24 hours)..... **408-945-2900**

We have 4 locations in Milpitas. Please verify the location when you make an appointment, or call for information.

Advice Nurse

Phone hours: 7 days, 24 hours
Advice **408-945-2933**
Advice/Appts. toll-free..... **1-866-454-8855**

Chronic Conditions Case Management

By provider referral only

Hours: M-F, 8:30 a.m.-5 p.m.
Advice/Appts. **408-366-4172**

Dermatology *By referral only*

611 S. Milpitas Blvd.

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
Advice (24 hours)..... **408-945-2933**
Appointments..... **408-945-2920**
Cancel (24 hours)..... **408-945-6180**

Diabetic Retinal Screening

No appointment needed

Hours: M-F, 8:30 a.m.-noon
and 1:30-4:30 p.m.
Information **408-851-4100**

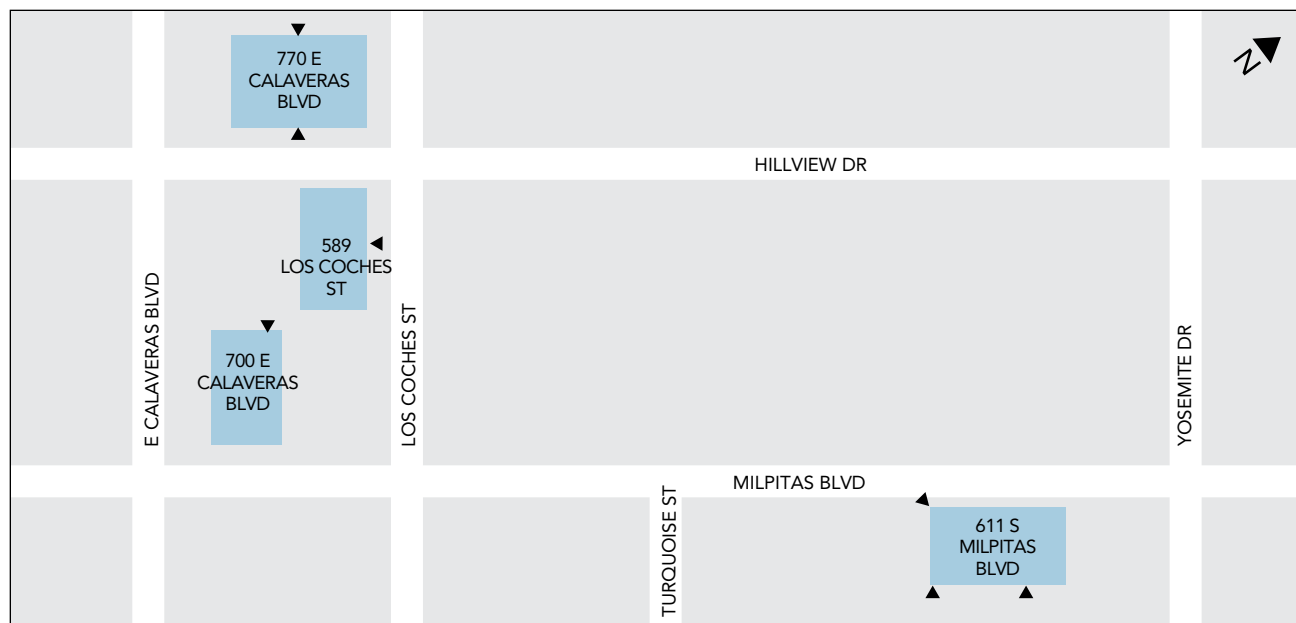
Gynecology

See Women’s Clinic (Ob-Gyn).

Health Education

770 E. Calaveras Blvd.
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Classes **408-945-2732**

Milpitas Medical Offices



Map not to scale

- **Complimentary blood pressure screening**
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
- **Technology Learning Center**
Information.....**408-945-2786**

Information

Operator**408-945-2900**

Injection Clinics

- **Adult**
No appointment is required for injections
770 E. Calaveras Blvd.
Hours: M-F, 9 a.m.-4:45 p.m.
Appts./Info.**408-945-2933**
TB skin tests not available Thursday.
For members 18 and older.
- **Child**
No appointment is required for injections
589 Los Coches St.
Hours: M-F, 9 a.m.-noon
and 1:30-4:30 p.m.
Appts./Info.**408-945-2933**
TB skin tests not available Thursday.
No appointment needed.
For members 17 and younger.

- **Travel immunizations** *By appointment only*
589 Los Coches St.
Advice/Appts.**408-945-2933**
- **Flu Shot Clinic Information Line**
(seasonal)
Information..... **1-800-573-5811**
Local hot line**408-945-2641**

Internal Medicine

No emergencies; by appointment only
770 E. Calaveras Blvd.
Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:45-5 p.m.; Sa, 9 a.m.-12:15 p.m.
and 1:30-5 p.m.
Advice (24 hours)/Appts.**408-945-2933**
For members 18 and older.

Laboratory

770 E. Calaveras Blvd.
Hours: M-F, 7:30 a.m.-6:30 p.m.;
Sa, 7:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
Information**408-945-2674**
Advice line.....**408-945-2933**
Call requesting practitioner for test results
or check lab results online at **kp.org**.

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Mammography

See Radiology/Diagnostic Imaging.

Member Outreach

Phone hours: M-F, 9 a.m.-5 p.m.

Information **1-888-466-1800**

Member Services Offices

▪ 770 E. Calaveras Blvd.

Office hours: M-F, 9 a.m.-5 p.m.

▪ 611 S. Milpitas Blvd.

Office hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.

▪ Member Services Contact Center

Phone hours: 7 days, 24 hours

(closed holidays)

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects **1-800-757-7585**

TTY **711**

Minor Injury Center

No emergencies; by appointment only

770 E. Calaveras Blvd.

Hours: M-F, 8:30 a.m.-12:15 p.m.

and 1:30-5 p.m.

Advice (24 hours)/Appts. **408-945-2933**

For minor injuries and lacerations only. For illnesses, see Internal Medicine or Pediatrics.

Obstetrics-Gynecology

See Women's Clinic (Ob-Gyn).

Occupational Health Center (Kaiser On-the-Job®)

700 E. Calaveras Blvd.

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Claims/Info. **408-945-5801**

Medical treatment for work-related injuries and illnesses, and pre-employment screening.

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics *By appointment only*

589 Los Coches St.

Hours: M-F, 8:30 a.m.-noon

and 1:30-5 p.m.

Advice (24 hours)/Appts. **408-945-2933**

For members 17 and younger.

▪ Pediatric after-hours care

Santa Clara Medical Offices

Department 260

710 Lawrence Expwy.

Santa Clara, CA 95051

After-hours, weekends, and holiday appointments at this facility only.

Pharmacies

Mail-order Pharmacy

(24 hours) **1-888-218-6245**

Online refills **kp.org/refill**

▪ Main Pharmacy

770 E. Calaveras Blvd.

Hours: M-F, 8:30 a.m.-7 p.m.;

Sa, 9 a.m.-12:45 p.m. and 1:45-5 p.m.

EasyFill (refills by phone) **408-945-2744**

Information **408-945-2640**

▪ South Pharmacy

611 S. Milpitas Blvd.

Hours: M-F, 9:15 a.m.-12:45 p.m.

and 1:45-5:30 p.m.

EasyFill (refills by phone) **408-945-5050**

Information **408-945-5011**

Physical Therapy *By referral only*

700 E. Calaveras Blvd.

Hours: M-F, 8 a.m.-5:30 p.m.

Appts./Info. **408-945-5020**

Psychiatry

611 S. Milpitas Blvd.

▪ Adult

Hours: M-F, 8:30 a.m.-5:30 p.m.

Emergencies **408-366-4400**

New appts./Info. **408-366-4400**

Prescription refills **408-945-5050**

Returning appts. **408-945-2915**

- **Child and adolescent**
Hours: M-F, 8:30 a.m.-5:30 p.m.
 Emergencies **408-366-4450**
 New appts./Info. **408-366-4450**
 Prescription refills **408-945-5050**
 Returning appts. **408-945-2915**
- **Santa Clara Chemical Dependency and Recovery Program (CDRP)**
 19000 E. Homestead Rd.
 Cupertino, CA 95014
 Appts./Info. **408-366-4200**

Radiology/Diagnostic Imaging

770 E. Calaveras Blvd.

- **Mammography**
*Walk-in mammograms available;
 no appointment needed*
Hours: M, Tu, Th, F, 7:30 a.m.-6 p.m.;
 W, 8:30 a.m.-6 p.m.
 Appts./Info. **408-945-2933**
- **Radiology**
Office hours: M-F, 8:30 a.m.-5:45 p.m.
Phone hours: M-F, 8:30 a.m.-5:30 p.m.
 Appts./Info. **408-945-2062**

Release of Medical Information (Medical Secretaries)

- **Adult**
 770 E. Calaveras Blvd.
Hours: M-F, 9 a.m.-5 p.m.
 Claims/Forms/
 Medical records **408-851-1750**
 Fax **1-877-516-4135**
 Email **milpitas-roi-dept@kp.org**
- **Pediatrics**
 589 Los Coches St.
Hours: M-F, 9 a.m.-noon and 1:30-5 p.m.
 Claims/Forms/
 Medical records **408-851-1750**

Security

Hours: M-F, 6 a.m.-10 p.m.;
 Sa, 7:15 a.m.-6 p.m.
 Info./Lost and Found **408-945-6905**

Travel Clinic

Advice (7 days, 24 hours)/
 Appts./Info. **408-945-2933**

TTY for the Hearing or Speech Impaired

Hours: M-F, 7:30 a.m.-12:30 p.m.
 and 1:30-4 p.m.
 Information **408-945-2623**

Urgent Care

See Minor Injury Center.

Vision Essentials by Kaiser Permanente

611 S. Milpitas Blvd.

- **Ophthalmology**
Hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1:30 p.m.-5 p.m.
 Appts. **408-851-4100**
 Cancel (24 hours) **408-851-4101**
 See also Diabetic Retinal Screening.
- **Optical Center**
 Eyeglasses, contact lenses
Hours: M-F, 8 a.m.-6 p.m.;
 Sa, 8 a.m.-noon
 Appts./Info. **408-945-2766**
 Contact lens refill **1-888-586-2020**
 Website **kp2020.org**
- **Optometry**
Hours: M-F, 8 a.m.-12:30 p.m.
 and 1:30-5 p.m.; Sa, 8 a.m.-noon
 Appts./Cancel **408-554-9830**

Volunteer Services

To become a volunteer **408-945-5800**

Women's Clinic (Ob-Gyn)

By appointment only
 611 S. Milpitas Blvd.
Hours: M-F, 8 a.m.-12:30 p.m.
 and 1:30-5 p.m.
Injection hours: M-F, 9 a.m.-noon
 and 1:30-5 p.m.;
 no appointment needed for injections
 Advice (24 hours)/Appts. **408-945-2933**

X-ray

See Radiology/Diagnostic Imaging.

8

Mountain View Medical Offices

555 and 565 Castro St.
Mountain View, CA 94041
kp.org/mountainview

Advice Nurse

Phone hours: 7 days, 24 hours

Advice **650-903-3020**

Chronic Conditions Case Management

Information **408-366-4172**

Dermatology *By referral only*

1st Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Advice/Appts./Urgent care/

Cancel (24 hours) **650-903-3022**

Gynecology

See Women's Clinic.

Health Education

1st Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information **650-903-2636**

HIV Testing

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Counseling/Info. **650-903-2709**

Information

Operator **650-903-3000**

Injection Clinics

▪ Adult

Medicine A, 3rd Floor

Hours: M-F, 8:45 a.m.-12:30 p.m.
and 1:30-4:45 p.m.

Information **650-903-2633**

TB skin tests not available Thursday.

▪ Child

Pediatrics, 2nd Floor

Hours: M-F, 9-11:30 a.m. and 2-4:30 p.m.

Appts./Info. **650-903-3020**

▪ Flu Vaccination Hotline

(Seasonal)

English **650-903-2799**

Spanish **650-903-2192**

▪ Women's Clinic

2nd Floor

Hours: M-F, 9-11:30 a.m. and 2-4:30 p.m.;
closed holidays

Advice/Appts. **650-903-3020**

Internal Medicine

3rd Floor

Hours: M-F, 8:45 a.m.-12:30 p.m.
and 1:30-5 p.m.

Advice (24 hours)/Appts. **650-903-3020**

Cancel (24 hours) **650-903-2661**

For members 18 and older.

Laboratory

1st Floor

Hours: M-F, 8:30 a.m.-5:45 p.m.

Information **650-903-2750**

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Member Outreach

Phone hours: M-F, 9 a.m.-5 p.m.

Information **1-888-466-1800**

Member Services Office

1st Floor

Office hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.; closed holidays

▪ Member Service Contact Center

Phone hours: 7 days, 24 hours
(closed holidays)

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects **1-800-757-7585**

TTY **711**

Minor Injury Center

No emergencies; by appointment only

1st Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Advice (24 hours)/Appts. **650-903-3020**

Cancel (24 hours)..... **650-903-2661**

For minor injuries and lacerations only. For illnesses, see Internal Medicine or Pediatrics.

Obstetrics-Gynecology

See Women's Clinic.

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics *By appointment only*

2nd Floor

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.; closed holidays

Injections hours: M-F, 9-11:30 a.m.
and 2-4:30 p.m.; closed holidays

Advice/Appts..... **650-903-3020**

For members 17 and younger.

Pharmacy

1st Floor

Hours: M-F, 8:30 a.m.-6:30 p.m.

Information **650-903-2150**

EasyFill (refills by phone)..... **650-903-2141**

Mail-order Pharmacy

(24 hours)..... **1-888-218-6245**

Online refills..... **kp.org/refill**

Psychiatry

565 Castro St.

Hours: M-F, 8:30 a.m.-5:30 p.m.

New appts. **408-366-4400**

Cancel **650-903-2850**

▪ Adult

Appts./Info. **650-903-2850**

▪ Child

Appts./Info. **408-366-4450**

▪ Chemical Dependency

Recovery Program (CDRP)

See Santa Clara Medical Center.

Radiology/Diagnostic Imaging

▪ Mammography

1st Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5:15 p.m.

Information..... **650-903-2115**

▪ Radiology *By referral only*

1st Floor

Hours: M-F, 8:30 a.m.-5:15 p.m.

Information..... **650-903-2115**

Release of Information

(Medical Secretaries)

2nd Floor

Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information **408-851-1750**

Security

Hours: M-F, 8 a.m.-8:30 p.m.

Info./Lost and Found **650-903-2614**

TTY for the Hearing or Speech Impaired

California Relay Service..... **711**

Vision Essentials by Kaiser Permanente

▪ Ophthalmology

Retinal Screening

2nd Floor

Hours: Tu, Th, 1:30-5 p.m.

Advice/Appts..... **650-903-3070**

Information..... **650-903-2807**

▪ Optical Center

Eyeglasses, contact lenses

1st Floor

Hours: M, Tu, Th, F, 8:15 a.m.-6:15 p.m.;
W, 8:15 a.m.-7:15 p.m.

Appts./Info. **650-903-3065**

Contact lens refill **1-888-586-2020**

Website..... **kp2020.org**

▪ Optometry

1st Floor

Hours: M-F, 8:15 a.m.-5 p.m.

Advice/Appts./Cancel..... **650-903-2710**

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Volunteer Services

Information 650-903-2636

Women’s Clinic

By appointment only

2nd Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.; closed holidays

Advice/ Appts. 650-903-3020

Cancel 650-903-2661

▲ 9

Pacific Plaza Medical Offices

2001 Junipero Serra Blvd.

6th Floor, Ste. 650

Daly City, CA 94014

kp.org/southsanfrancisco

Psychiatry/Mental Health

▪ Adult

Hours: M-F, 8:30 a.m.-5:30 p.m.

Information..... 650-991-6200

▪ Child and adolescent

See Psychiatry/Mental Health
at Bayhill Medical Offices.

▪ Chemical Dependency

See Psychiatry/Mental Health/
Chemical Dependency
at Sneath Lane Medical Offices.

■ 10 Redwood City Medical Center

Emergency

Hospital and Medical Offices

1100 Veterans Blvd.

Redwood City, CA 94063

kp.org/redwoodcity

See page 19 for facility map.

Emergency

Hospital, 1st Floor, located at the corner
of Veterans Blvd. and Walnut St.

Hours: 7 days, 24 hours

Information 650-299-2200

General Information

Operator 650-299-2000

TTY for the hearing/
speech impaired 650-299-2207

Poison Control 1-800-222-1222

After-Hours Clinic

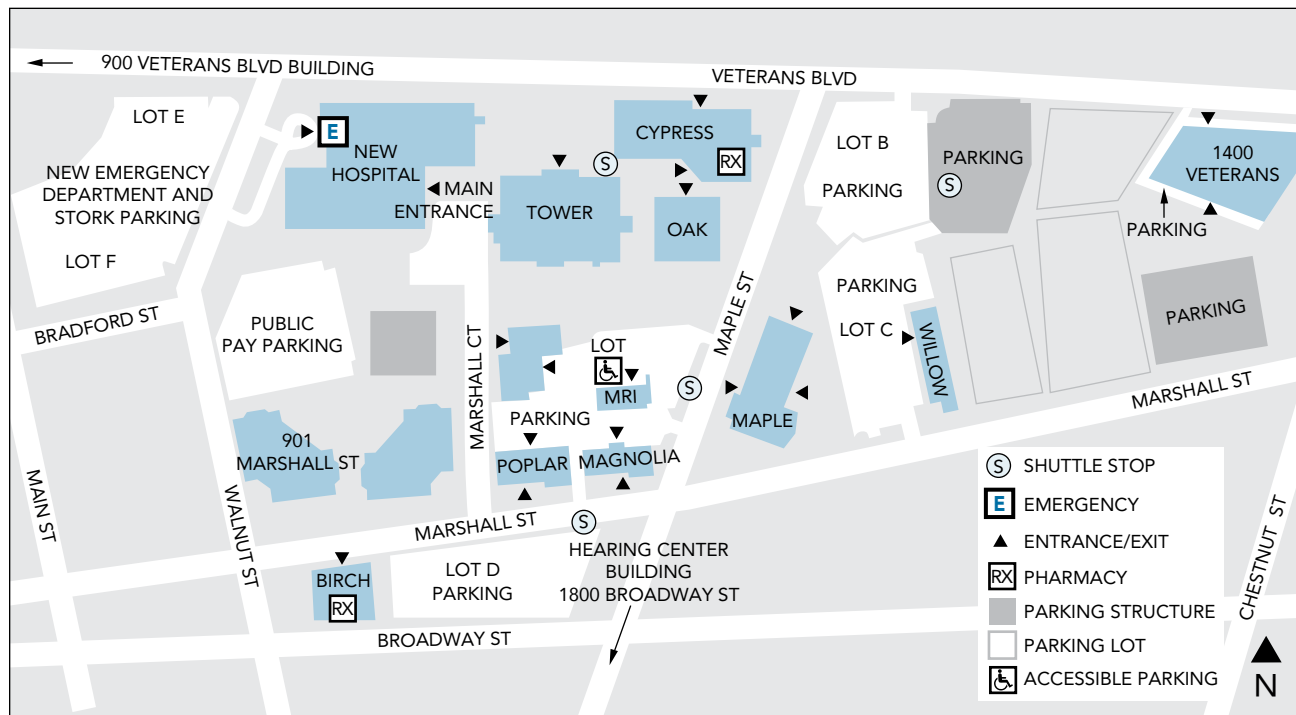
Internal Medicine..... 650-299-2015

Pediatrics..... 650-299-2015

Some services are available at
the following locations:

- **900 Veterans Blvd.**
- **1400 Veterans Blvd.**
- **Birch Building**
910 Marshall St.
- **Cypress Building**
1190 Veterans Blvd.
- **Hearing Center**
1800 Broadway St.
- **Home Health Care/Hospice**
900 Veterans Blvd.
- **Hospital**
1100 Veterans Blvd.
- **Magnolia Building**
1175 Marshall St.
- **Maple Building**
910 Maple St.

Redwood City Medical Center (hospital and medical offices)



Map not to scale

- **MRI Building**
925 Maple St.
- **Oak Building**
975 Maple St.
- **Tower Building**
1150 Veterans Blvd.
- **Willow Building**
1291 Marshall St.

Admitting

Hospital, 1st Floor

Hours: 7 days, 24 hours

Information **650-299-3170**

Advice Nurse

Phone hours: 7 days, 24 hours

Advice **650-299-2015**

Advice/ Appts. toll-free **1-866-454-8855**

Alcohol and Drug Treatment

1400 Veterans Blvd.

Hours: M-F, 9 a.m.-5 p.m.

Information **650-299-4778**

Cancel **650-299-4739**

Allergy/Immunology

Cypress Building

Hours: M, W-F, 9 a.m.-5 p.m.;

Tu, 12:15-7 p.m.

Appointments **650-299-2111**

Cancel (recorder) **650-299-2690**

- **Asthma hotline/advice**

For allergy patients only **650-299-2485**

Ambulance Billing

Information **1-800-464-4000**

Audiology

Hearing Center, 1800 Broadway St., Ste. 5

Hours: M-F, 7:30 a.m.-4:45 p.m.

Advice/ Appts./Cancel/Info. **650-299-2977**

Business Office

900 Veterans Blvd.

Hours: M-F, 8:30 a.m.-5 p.m.

Information **650-299-3262**

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Cardiac Catheterization Lab *By referral only*

Hospital, 2nd Floor

Hours: M-F, 7:30 a.m.-4 p.m.

Information **650-299-2195**

Cardiology *By referral only for first visit*

Cypress Building, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appointments..... **650-299-2045**

Case Management

Information **650-299-4455**

Chemotherapy/Infusion *By referral only*

Cypress Building, 2nd Floor

Hours: M-F, 9 a.m.-5 p.m.

Appointments..... **650-299-4840**

Chronic Conditions Management

Asthma **650-299-3727**

Chronic Pain **650-299-4396**

Congestive Heart Failure **650-299-3583**

Diabetes

English **650-299-2608**

Spanish..... **650-299-4812**

MultiFit

(Cardiac Rehabilitation)..... **650-299-2521**

PHASE (Prevent Heart Attacks

and Strokes Everyday) **650-299-2869**

Special Needs Program..... **650-299-3845**

Coordination of Benefits

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information **1-800-201-2123**

Customer Services

Cypress Building

Hours: M-F, 8 a.m.-5 p.m.

Billing inquiries..... **1-800-201-2123**

Health Plan premium

billing info. (24 hours) **1-800-464-4000**

Dermatology *By referral only*

Maple Building

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/ Appts./

Cancel (24 hours) **650-299-2111**

Prescription refills..... **650-299-2210**

Durable Medical Equipment
(Northern California)

Phone hours: M-F, 8:30 a.m.-5 p.m.

Information **1-877-317-6230**

EEG (Electroencephalography)

Appts./Cancel/Info. **650-299-2587**

Emergency

Hospital, 1st Floor

Located at the corner of Veterans Blvd.
and Walnut St.

Hours: 7 days, 24 hours

Information **650-299-2200**

TTY..... **650-299-2207**

Gastroenterology (GI) *By referral only*

Cypress Building, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appointments..... **650-299-2537**

Gift Shop

Tower Building, 1st Floor

Hours: M-F, 8:30 a.m.-6 p.m.;

Sa, 9 a.m.-4 p.m.

Information **650-299-2000**

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

Tower Building, 4th Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Advice/ Appts. **650-299-2570**

Cancel (24 hours)..... **650-299-2662**

Health Education

Cypress Building

Hours: M-F, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.;

F, 9:30 a.m.-12:30 p.m. and 1:30-5 p.m.

English..... **650-299-2433**

Spanish..... **650-299-2735**

Hearing Center

1800 Broadway St., Ste. 5

Hours: M-F, 7:30 a.m.-12:30 p.m.
and 1:15-5:15 p.m.

Advice/Appts./Cancel/Info. **650-299-2977**
TTY..... **650-299-2207**

Home Health Care

900 Veterans Blvd., Ste. 400

Hours: M-F, 8:30 a.m.-5 p.m.

Information **650-299-3940**

Hospice

900 Veterans Blvd., Ste. 400

Hours: M-F, 8:30 a.m.-5 p.m.

Information **650-299-3970**

Injection Clinics

▪ Adult

For members 18 and older
Birch Building

Hours: M-F, 9 a.m.-noon and 1:30-5 p.m.

Information..... **650-299-2333**

▪ Child and teens

For members 17 and younger
Birch Building

Hours: M-F, 9 a.m.-noon and 1:30-5 p.m.

Information..... **650-299-2015**

▪ Travel immunizations

Birch Building

Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.

Appointments **650-299-2015**

▪ Flu Vaccination Hotline

(Seasonal)

Information..... **650-299-3888**

Internal Medicine

Cypress Building, 1st and 2nd Floors

Office hours: M-F, 9 a.m.-5 p.m.

Phone hours: 7 days, 24 hours

Advice (24 hours)/

Appts./Cancel..... **650-299-2015**

Internal Medicine (Adult After-Hours Clinic)

Urgent care available

Cypress Building

Hours: M-F, 6-8 p.m.;

Sa, Su, holidays, 9 a.m.-4:30 p.m.

Advice (24 hours)/

Appts./Cancel..... **650-299-2015**

Interventional Services

▪ Interventional Neuroradiology

By referral only

Hospital, 2nd Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information..... **650-299-2290**

▪ Interventional Radiology

By referral only

Hospital, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information..... **650-299-2713**

Labor and Delivery

Hospital, 4th Floor

Hours: 7 days, 24 hours

Advice/Appts./Urgent Care **650-299-3200**

Laboratory

Tower Building

Hours: M-F, 7 a.m.-9:30 p.m.;

Sa, Su, 8:30 a.m.-5 p.m.

Information **650-299-2414**

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Member Outreach

New member orientation and
personal physician selection

Willow Building

Hours: M-F, 9 a.m.-5 p.m.

Information **650-299-4291**

Website **kp.org/mydoctor**

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Member Service Contact Center

Benefits/Health Plan coverage information

Phone hours: 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY..... **711**

MRI/Breast Biopsies *By referral only*

Magnetic resonance imaging (MRI),

Stereotactic breast biopsies, and

Ultrasound guidance breast biopsies

MRI Building

Appts./Info. **650-299-2458**

Breast biopsy appts. **650-299-2779**

MRI appts. **650-299-2225**

Neurology *By referral only*

Tower Building, 3rd Floor

Hours: M-F, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appts./Cancel..... **650-299-2580**

Neuroscience *By referral only*

▪ Intensive Care Unit/ICU *By referral only*

Hospital, 5th Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Advice/Appts./Cancel..... **650-299-2290**

▪ Interventional Neuroradiology

By referral only

Hospital, 2nd Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Advice/Appts./Cancel..... **650-299-2290**

Neurosurgery Clinic *By referral only*

Tower Building, 3rd Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Advice/Appts./Cancel..... **650-299-2290**

Nuclear Medicine *By referral only*

Hospital, 3rd Floor

Hours: M-F, 9 a.m.-5 p.m.

Appts./Cancel **650-299-2494**

Nutrition Services (Inpatient)

Hospital

Hours: M-F, 9 a.m.-5 p.m.

Appts./Cancel/Info. **650-299-7100**

Obstetrics-Gynecology

Tower Building, 4th Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Advice/Appts./Urgent care **650-299-2015**

Occupational Health Center (Kaiser On-the-Job®)

1400 Veterans Blvd., 1st Floor

Hours: M-Th, 8 a.m.-5 p.m.;

F, 8 a.m.-4:30 p.m.

Information **650-299-4785**

Medical treatment for work-related injuries
and illnesses, pre-employment screenings.

Oncology *By referral only*

Cypress Bldg., Station E

1190 Veterans Blvd.

Hours: M, W, F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appts./Cancel/Chemotherapy

infusion questions..... **650-299-2111**

After-hours..... **650-299-2015**

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedics/Podiatry *By referral only*

1400 Veterans Blvd.

Hours: M-F, 8 a.m.-5 p.m.

Advice/Appts. **650-299-2160**

Pediatrics

Birch Building

Hours: M-F, 9 a.m.-5 p.m.

(until 6:30 p.m. by appointment only)

Holiday hours: by appointment only

Advice (24 hours)/Appts./

Cancel/Teen advice **650-299-2015**

Pediatrics (After-Hours) *By appointment only*

Birch Building
Hours: M-F, 5:30-7 p.m.;
 Sa, Su, 9 a.m.-1 p.m.;
Holiday hours: please contact
 the call center
 Advice (24 hours)/Appts. **650-299-2015**

Pharmacies

Mail-order Pharmacy
 (24 hours)..... **1-888-218-6245**
 Online refills..... **kp.org/refill**

- **Birch Building Pharmacy**
Hours: M-F, 9 a.m.-6 p.m.
 EasyFill (refills by phone) **650-299-2210**
 Information..... **650-299-2234**
- **Inpatient Pharmacy**
 Hospital, 3rd Floor
Hours: 7 days, 24 hours
 Information..... **650-299-3567**
- **Main Pharmacy**
 Cypress Building, 1st Floor
Hours: M-F, 8:30 a.m.-9:30 p.m.;
 Sa, 9 a.m.-5:30 p.m.;
 Su, 9:30 a.m.-5:30 p.m.
 EasyFill (refills by phone) **650-299-2210**
 Information..... **650-299-2234**
- **Outpatient Anticoagulation**
Hours: M-F, 9 a.m.-12:30 p.m.
 and 1:30-4:30 p.m.
 Information..... **650-301-4688**

Physical Medicine and Rehabilitation

By referral only
 1400 Veterans Blvd., 3rd Floor
Hours: M-F, 9 a.m.-5 p.m.
 Information **650-299-4741**

**Physical Therapy/Occupational Therapy/
 Speech Therapy**

By referral only
 1400 Veterans Blvd., 2nd Floor
Hours: M-F, 7:30 a.m.-5 p.m.
 Appts./Cancel/Info. **650-299-4338**

Procedure Room *By referral only*

Oak Building
Hours: M-F, 8:30 a.m.-5 p.m.
 Appointments..... **650-299-3108**

Psychiatry

1400 Veterans Blvd.
Hours: M-F, 8:30 a.m.-5:30 p.m.
 Advice (24 hours)/Appts. **650-299-4777**
 Cancel (24 hours)..... **650-299-4739**

Radiology/Diagnostic Imaging

- **Mammography**
 Tower Building, basement
Hours: M-F, 8:30 a.m.-5 p.m.
 Appointments **650-299-2015**
 Information..... **650-299-2458**
- **X-ray** *By referral only*
 Tower Building, 1st Floor
Office hours: M-F, 7 a.m.-10:30 p.m.
Walk-in hours: M-F, 8 a.m.-5 p.m.
 Appts./Info. **650-299-2458**

**Release of Medical Information
 (Medical Secretaries)**

Disability and medical release forms
 Willow Building
Hours: M-F, 9 a.m.-5 p.m.
 Information **650-299-3228**

Respiratory Therapy (Outpatient)

By referral only
 Tower Building, 1st Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Appts./Cancel/Info. **650-299-2270**
 Pulmonary Function Lab, outpatient
 treatment, sleep apnea screening.

Security

Hospital, 1st Floor
 Main Parking Garage, 1st Floor
 Information (24 hours) **650-299-3139**
 Vehicle assistance (including jump starts and
 unlocks) and free shuttle service.

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Skilled Nursing Facility Billing

Information 1-800-337-0115
Fax 925-979-7677

Social Services *By appointment only*

Magnolia Building
Hours: 7 days, 8:30 a.m.-4:30 p.m.
Information 650-299-3207

Surgery *By referral only*

Hospital, 2nd Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice/Appts. 650-299-2150
Cancel 650-299-2354

TTY for the Hearing or Speech Impaired

Hours: 7 days, 24 hours
Advice/Appts./Info. 650-299-2207

Urology *By referral only*

Oak Building
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice/Appts. 650-299-2365

Vision Essentials by Kaiser Permanente

Maple Building

▪ Ophthalmology

Hours: M-F, 8 a.m.-12:30 p.m.
and 1:30-5:30 p.m.
Appointments 650-299-2111

▪ Optical Center

Eyeglasses, contact lenses
Hours: M, Tu, Th, F, 8 a.m.-5:45 p.m.;
W, 8 a.m.-8:15 p.m.;
Sa, 8:30 a.m.-4:45 p.m.
Appts./Info. 650-299-2454
Contact lens refill 1-888-586-2020
Website kp2020.org

▪ Optometry

Hours: M-F, 7:30 a.m.-12:30 p.m.
and 1:30-4:45 p.m.
Evening Clinic: Tu, W, 5-7 p.m.
Appointments 650-299-2040

Volunteer Services

Hospital, 1st Floor
To become a volunteer 650-299-3135

Workers' Compensation

See Occupational Health Center.

X-ray

See Radiology/Diagnostic Imaging.

● 11 | San Bruno Medical Offices

901 El Camino Real
San Bruno, CA 94066
kp.org/southsanfrancisco

Advice Nurse

Phone hours: 7 days, 24 hours
Advice 650-742-2100
Advice/Appts. toll-free 1-866-454-8855

Care Management

Cardiovascular, Diabetes,
PHASE (Prevent Heart Attacks
and Strokes Everyday) 650-742-1315

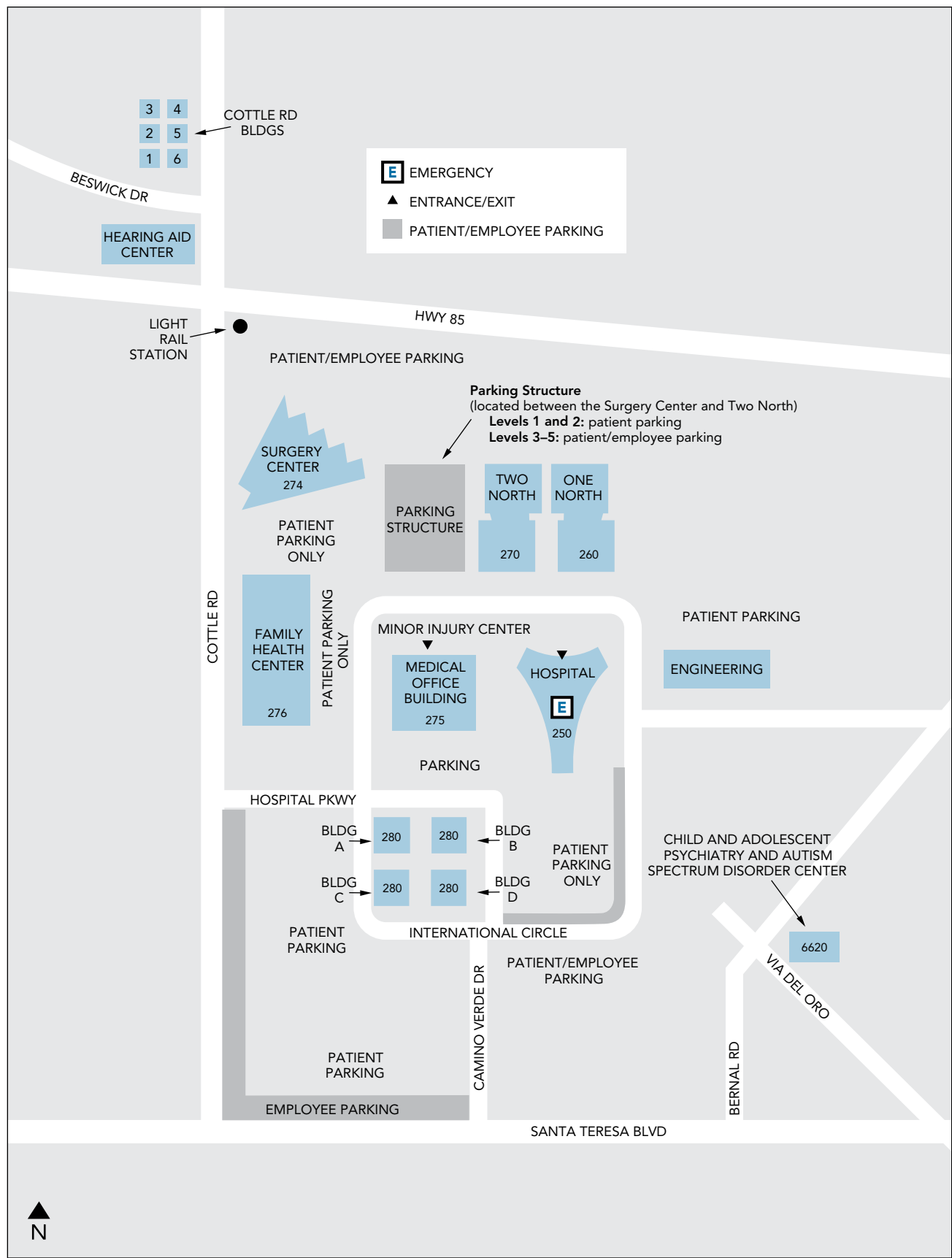
Internal Medicine

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Phone hours: 7 days, 24 hours
Advice (24 hours)/Appts. 650-742-2100
Cancel 650-742-2770

Pharmacy

1st Floor
Hours: M-F, 9 a.m.-12:45 p.m.
and 1:45-5:15 p.m.
EasyFill (refills by phone) 650-742-1399
Information 650-742-1388
Mail-order Pharmacy
(24 hours) 1-888-218-6245
Online refills kp.org/refill

San Jose Medical Center (hospital and medical offices)



Map not to scale

San Jose Medical Center

Emergency

Hospital and Medical Offices
250 Hospital Pkwy.
San Jose, CA 95119

kp.org/sanjose

See page 25 for facility map.

Emergency

Hours: 7 days, 24 hours

Hospital Building, 1st Floor

Information **408-972-7000**

Advice (24 hours)..... **408-362-4740**

General Information

Operator (24 hours)..... **408-972-3000**

Toll free from

 south counties **1-800-967-4677**

TTY appointments **408-972-3323**

Minor Injury Center

Medical Office Building, 1st Floor

Advice/Appts. **408-362-4740**

Poison Control..... **1-800-222-1222**

Some services are available at the following locations:

- **Ambulatory Surgery Center**
274 International Circle
- **Buildings 1-6**
5755 Cottle Rd.
- **Buildings A-D**
280 Hospital Pkwy.
- **Child and Adolescent Psychiatry and Autism Spectrum Disorders Center**
6620 Via Del Oro
- **Family Health Center**
276 International Circle
- **Hearing Aid Center**
5831 Cottle Rd.
- **Medical Office Building**
275 Hospital Pkwy.

- **One North**

260 International Circle

- **Two North**

270 International Circle

Acupuncture *By referral only*

See Complementary Alternative Medicine.

Admitting

Hospital Building, lobby

Hours: 7 days, 24 hours

Information **408-972-7200**

Adult and Family Medicine/ Young Adult Clinic

Medical 1 and 2, One North, 2nd Floor

Medical 3, Building C

Medical 4, Building D

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 6 a.m.-10:30 p.m.

Advice (24 hours)/

 Appts./Cancel..... **408-362-4791**

- **Cardiac Catheterization Lab**

By referral only

Hospital Building, 1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Information..... **408-972-7107**

- **Cardiology** *By referral only*

Two North, 2nd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 9 a.m.-5 p.m.

Information..... **408-972-6380**

Device Clinic information..... **408-972-6380**

- **Endocrinology** *By referral only*

Medical Office Building

6th Floor, Ste. 600

Hours: M-F, 8:30 a.m.-5 p.m.

Advice (24 hours)..... **408-362-4740**

Appts./Cancel **408-362-4393**

- **Gastroenterology (GI)** *By referral only*

Two North, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel **408-972-6530**

- **Infectious Disease** *By referral only*
Two North, 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel **408-972-6850**
- **Infusion Center** *By referral only*
Two North, 1st Floor
Hours: M-F, 8:30 a.m.-7 p.m.;
Sa, 8:30 a.m.-5 p.m.
Information..... **408-972-3537**
- **Nephrology** *By referral only*
Two North, 2nd Floor
Office hours: M-F, 8:30 a.m.-5:30 p.m.
Phone hours: 7 days, 9 a.m.-5 p.m.
Advice (24 hours)/
Appts./Cancel..... **408-972-6069**
- **Oncology** *By referral only*
Two North, 1st Floor
Clinic hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 9 a.m.-5 p.m.
Information..... **408-972-6560**
- **Outpatient Sleep Program** *By referral only*
Two North, 1st Floor
Clinic hours: M, F, 7:30 a.m.-5:30 p.m.;
Tu-Th, 7:30 a.m.-7:30 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
Information..... **408-363-4827**
- **Pharmacy Primary Care Clinic**
Hours: M-F, 7 a.m.-3:30 p.m.
Information..... **408-972-6012**
- **Pulmonology** *By referral only*
Two North
Clinic Hours: M-F, 8:30 a.m.-5:30 p.m.
Phone hours: M-F, 9 a.m.-5 p.m.
Information..... **408-972-6560**
- **Young Adult Clinic**
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 6 a.m.-10:30 p.m.
Advice (24 hours)/
Appts./Cancel..... **408-362-4791**
For members age 18-25 years.

Advice Nurse

Phone hours: 7 days, 24 hours
Family Medicine **408-362-4791**
Ob-Gyn, Pediatrics..... **408-362-4740**
Advice/Appts. toll-free **1-866-454-8855**

Allergy *By referral only*

Two North, 1st Floor
Office hours: M, W, Th, 8:30 a.m.-noon
and 1:30-6 p.m.; Tu, 9:30 a.m.-noon
and 1:30-7 p.m.; F, 8:30 a.m.-12:30 p.m.
Injection hours: M, Th, 8:30 a.m.-noon
and 1:30-5:30 p.m.; Tu, 9:30 a.m.-noon
and 1:30-6:30 p.m.; W, 1:30-5:30 p.m.
Information **408-972-3380**

Ambulance Billing

See Customer Services.

Anesthesia Consultation Clinic

See Perioperative Medicine.

Audiology

Building B
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice **408-972-6580**
Hearing test..... **408-972-3100**

Chemical Dependency

Medical Office Building, Ste. 370
Hours: M-F, 8:30 a.m.-noon and 1-5 p.m.
Appts./Info. **408-972-3366**

Chronic Conditions Management

Hours: M-F, 8:30 a.m.-5 p.m.
Asthma **408-972-6089**
Chronic Pain (Medical Office
Building, Ste. 470)..... **408-972-3364**
Congestive Heart Failure **408-972-6535**
Diabetes (Medical Office
Building, Ste. 600)..... **408-972-6879**
MultiFit (Two North,
Cardiology)..... **408-972-7000**
(ext. 5943)

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Complementary and Alternative Medicine (CAM) *By referral only*

6620 Via Del Oro

Office hours: M-F, 8:30 a.m.-12:15 p.m. and 1:15-5 p.m.

Phone hours: M-F, 9 a.m.-12:15 p.m. and 1:15-5 p.m.

Appts./Cancel/Info. **408-972-3033**

Complex Chronic Conditions/ Case Management

Information **408-972-3572**

Coordination of Benefits

Information **1-800-201-2123**

Customer Services

Ambulance billing **1-800-464-4000**

Disability claims **408-284-5200**

Member Outreach **408-972-7321**

1-877-327-3663

or kp.org/sanjose

Outside referrals **408-972-7184**

Skilled Nursing

Facility billing **1-800-337-0115**

Skilled Nursing Facility fax **925-979-7677**

▪ **Patient Financial Services**

Medical Office Building, lobby

Hours: M-F, 9 a.m.-noon and 1-5 p.m.

Information **408-361-2190**

Dermatology *By referral only*

▪ **General Dermatology**

Family Health Center, 3rd Floor, Unit K

Hours: M-F, 8:30 a.m.-5 p.m.

Advice **408-362-4791**

Appointments **408-972-3590**

▪ **Mohs Surgery** *By referral only*

Microscopic skin cancer surgery

Family Health Center, 3rd Floor, Mohs Unit

Hours: M-F, 8:30 a.m.-5 p.m.

Advice **408-362-4791**

Appointments **408-972-3275**

Diabetic Retinal Screening

5755 Cottle Rd., Building 2

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 9 a.m.-5 p.m.

Advice **408-972-6570**

Appointments **408-972-3100**

Durable Medical Equipment (Northern California)

Phone hours: M-F, 8:30 a.m.-5 p.m.

Information **1-877-317-6230**

EEG (Electroencephalography)

By referral only

Medical Office Building, Ste. 800

Hours: M-F, 8 a.m.-12:15 p.m.

and 1:15-4:30 p.m.

Appts./Info./Cancel **408-972-6700**

EKG (Electrocardiography) *By referral only*

Two North

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info. **408-972-7103**

▪ **ECHO/Treadmill** *By referral only*

Hours: M-F, 9 a.m.-5 p.m.

Information **408-972-7103**

EMG (Electromyography) *By referral only*

Medical Office Building, Ste. 800

Office hours: M-F, 8:30 a.m.-12:15 p.m.

and 1:15-5 p.m.

Phone hours: M-F, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appt./Cancel/Info. **408-972-3100**

Eye Care

See Vision Essentials by Kaiser Permanente.

Genetics

5755 Cottle Rd., Building 1

Hours: M-F, 8:30 a.m.-5 p.m.

Appointments **408-972-3300**

Gift Shop

Hospital Building
Hours: M-F, 9 a.m.-7 p.m.;
 Sa, 10 a.m.-3 p.m.; Su, noon-4 p.m.
 Phone **408-972-7233**

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

Building B
Office hours: M-F, 8:15 a.m.-12:30 p.m.
 and 1:15-5 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Advice **408-972-6580**
 Appts./Cancel **408-972-3100**

Health Education

- **Healthy Living Center**
 Class information and registration,
 assistance with KP's online tools
 One North
Hours: M-F, 9 a.m.-5 p.m.
 Information **408-972-3340**
- **Technology Learning Center**
Family Health Center
Hours: M-F, 10 a.m.-4 p.m.
 Information **408-972-3340**
- **Behavioral Health Education**
 5755 Cottle Rd., Building 3
 Information **408-972-3340**

Health Information Management

- 256 International Circle, 1st Floor
- **Inpatient Medical Records**
Hours: 7 days, 7 a.m.-3:30 p.m.
 Information **408-972-7226**
 - **Vital Statistics/Birth Certificates**
 Hospital Building, Labor and Delivery
 5th Floor
Hours: 7 days, 7 a.m.-3:30 p.m.
 Information **408-972-7720**

Health Sciences Library

Medical Office Building, Ste. 230
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **408-972-7243**

Hearing Aid Center

5831 Cottle Rd.
Office hours: M-F, 9 a.m.-12:30 p.m.
 and 1:30-5 p.m.
Phone hours: M-F, 9 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Appts./Cancel/Info. **408-363-4801**
 Hearing test appointments **408-972-3100**
 The center requires a current hearing test no
 more than six months prior to visit.

Heart Failure Transitional Care

50 Great Oaks Blvd.
Hours: M-F, 9 a.m.-5 p.m.
 Information **408-361-2165**

HIV Education/Information

Two North
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **408-972-6850**

Home Health Care

50 Great Oaks Blvd.
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **408-361-2100**

Hospice

50 Great Oaks Blvd.
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **408-361-2150**

Hospital Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
 Information **408-972-7412**

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Injections

- **Adult**
One North and Building C Injection Clinics
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 6 a.m.-10:30 p.m.
Advice (24 hours)/
Appts./Cancel.....**408-362-4791**
- **Child**
Family Health Center, 1st Floor
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information.....**408-362-4740**
- **Travel shots** *By appointment only*
Appointments**408-362-4791**

Internal Medicine

See Adult and Family Medicine/
Young Adult Clinic.

Interventional Services

- **Cardiac Catheterization Lab**
By referral only
Hospital Building, 1st Floor
Hours: M-F, 6:30 a.m.-5 p.m.
Information.....**408-972-7107**
- **Interventional Pain Procedures**
By referral only
Hospital Building, 1st Floor
Hours: M-F, 6:30 a.m.-5 p.m.
Information.....**408-972-6283**
- **Interventional Radiology** *By referral only*
Hospital Building, 1st Floor
Hours: M-F, 6:30 a.m.-5 p.m.
Information.....**408-972-7107**

Laboratory

- **Family Health Center**
2nd Floor
Hours: M-F, 7:30 a.m.-12:45 p.m.
and 1:45-5:30 p.m.; Sa, 7-11:30 a.m.
Information.....**408-972-6285**
- **One North**
Hours: M-F, 6:15 a.m.-7 p.m.;
Sa, Su, 6:15 a.m.-3 p.m.
Information.....**408-972-6285**
- **Building B**
Hours: M-F, 8 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information.....**408-972-6285**

Mammography

See Radiology/Diagnostic Imaging.

Member Outreach

Phone hours: M-F, 9 a.m.-5 p.m.
Information**408-972-7321**
or kp.org/sanjose
Toll free..... **1-877-327-3663**

Member Services Office

Medical Office Building, lobby
Office hours: M-F, 9 a.m.-5 p.m.

- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English..... **1-800-464-4000**
Spanish..... **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY**711**

Memory Clinic

By referral only

Medical Office Building
3rd Floor, Ste. 325
Hours: M-F, 8 a.m.-4:30 p.m.
Information**408-362-3691**

Minor Injury Center

No emergencies; by appointment only
Medical Office Building, 1st Floor
Hours: 7 days, 9 a.m.-9 p.m.
Advice**408-362-4740**

Neurology *By referral only*

Medical Office Building, Ste. 800

Office hours: M-F, 8:15 a.m.-12:30 p.m. and 1:15-5 p.m.

Phone hours: M-F, 9 a.m.-12:30 p.m. and 1:30-5 p.m.

Advice **408-972-6700**

Appts./Cancel **408-972-3033**

Nutrition Clinic

Two North, 2nd Floor

Hours: M-F, by appointment only

Appts./Cancel **408-972-6406**

Cholesterol and

diabetes classes **408-362-4740**

Nutrition advice (recording) **408-972-6548**

Obstetrics-Gynecology

Family Health Center, 2nd Floor

Hours: M-F, 8:30 a.m.-5:30 p.m.

Advice (24 hours)/

Appts./Cancel **408-362-4740**

Centering Pregnancy **408-972-6219**

Prenatal education classes **408-972-6715**

Occupational Health Center (Kaiser On-the-Job®)

Medical Office Building, 5th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info. **408-972-6800**

Medical treatment for work-related injuries and illnesses. Employment related services.

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedics/Sports Medicine

By referral only

One North

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel **408-972-3033**

Information **408-972-3030**

Outside Medical Services

50 Great Oaks Blvd.

Hours: M-F, 8 a.m.-6 p.m.

Information **408-361-2140**

Claims and referrals for Redwood City, San Jose, Santa Clara, and South San Francisco.

Palliative Care

275 Hospital Pkwy., Ste. 860

Hours: M-F, 8:30 a.m.-4:30 p.m.

Referrals **408-972-6888**

- **AICCP (Advanced Illness Coordinated Care Program)**

Care counseling for cancer patients

Two North, Oncology Department

Hours: M-F, 8:30 a.m.-5 p.m.

Information **408-362-4330**

- **Inpatient palliative care**

275 Hospital Pkwy., Ste. 860

Hours: M-F, 8:30 a.m.-5 p.m.

Information **408-972-6888**

- **Outpatient palliative care**

50 Great Oaks Blvd.

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information **408-361-2122**

Patient Financial Services

275 Hospital Pkwy., lobby

Hours: M-F, 9 a.m.-5 p.m.

Information **408-361-2190**

Pediatrics

Advice (24 hours)/

Appts./Cancel **408-362-4740**

- **Clinic**

Family Health Center, 1st Floor

Hours: M-F, 8:30 a.m.-5:30 p.m.

- **Pediatrics After-hours Clinic**

Family Health Center, 1st Floor, Unit B

Hours: M-F, 5:30-7 p.m.;

Sa, Su, holidays, 9 a.m.-4 p.m.

- **Teen Clinic**

Family Health Center, 1st Floor, Unit D

Hours: M-F, 3:30-5:30 p.m.

Perioperative Medicine *By referral only*

275 Hospital Pkwy., Suite 710

Hours: M-F, 8:30 a.m.-12:15 p.m.

and 1:15-4:30 p.m.

Information **408-972-6808**

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Pharmacies

Mail-order Pharmacy
(24 hours)..... 1-888-218-6245
Online refills..... kp.org/refill

▪ **Building D Pharmacy**
Hours: M-F, 9 a.m.-6 p.m.
EasyFill (refills by phone) 408-972-6055
Information..... 408-972-6050

▪ **Discharge Pharmacy**
250 Hospital Pkwy., 2nd Floor
Hours: 7 days, 24 hours
EasyFill (refills by phone) 408-972-6922
Information..... 408-972-6921

▪ **Family Health Center Pharmacy 1**
1st Floor
Hours: M-F, 8:45 a.m.-6 p.m.
EasyFill (refills by phone) 408-972-6912
Information..... 408-972-6911

▪ **One North Pharmacy**
Hours: M-F, 8:30 a.m.-7:30 p.m.;
Sa, Su, 9 a.m.-6 p.m.;
closed on Thanksgiving and Christmas day
EasyFill (refills by phone) 408-972-6336
Information..... 408-972-6335

▪ **Two North Pharmacy**
Hours: M-F, 9 a.m.-5:30 p.m.
EasyFill (refills by phone) 408-972-6886
Information..... 408-972-7753

Physical Medicine and Rehabilitation/Spine Clinic *By referral only*

Medical Office Building, Ste. 310
Office hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:15-5 p.m.
Phone hours: M-F, 9 a.m.-12:15 p.m.
and 1:15-5 p.m.
Appts./Cancel..... 408-972-3033
Information 408-972-7160

Plastic Surgery *By referral only*
280 Hospital Pkwy., Building A
Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.
Advice 408-972-6010
Appts./Cancel 408-972-3100

Podiatry *By referral only*

Two North, 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel 408-972-3033
Information 408-972-6590

Psychiatry

▪ **Adult**
5755 Cottle Rd., Buildings 3 and 4
Office hours: M-Th, 7:30 a.m.-7:30 p.m.;
F, 7:30 a.m.-5:30 p.m.
Phone hours: M-F, 8:30 a.m.-5:30 p.m.
Appts./Info. 408-972-3095

▪ **Autism/Spectrum Disorder Center**
By referral only
6620 Via Del Oro
Hours: M-F, 8 a.m.-4:30 p.m.
Information..... 408-360-2350

▪ **Child and adolescent**
6620 Via Del Oro
Office hours: M-Th, 8 a.m.-7 p.m.;
F, 8 a.m.-5:30 p.m.
Phone hours: M-F, 8:30 a.m.-5:30 p.m.
Appts./Info. 408-360-2300

Radiology/Diagnostic Imaging

▪ **CT scan**
Medical Office Building, Ste. 110
Hours: M-F, 7 a.m.-7:30 p.m.
Appts./Info. 408-972-7100

▪ **Interventional Services**
Hours: M-F, 6:30 a.m.-5 p.m.
Appts./Info. 408-972-7107

▪ **Mammography**
Family Health Center, 3rd Floor
Hours: M-F, 7:30 a.m.-7:30 p.m.
Same-day appointments..... 408-972-7100

- **MRI**
Medical Office Building, Ste. 110
Hours: M-F, 7 a.m.-7:30 p.m.
Appts./Info. **408-972-7100**
- **Radiology** *By referral only*
Hospital Building, 1st Floor
Hours: M-F, 7:30 a.m.-11 p.m.
Information..... **408-972-7100**
- **Radiology (Outpatient)**
One North
Hours: M-F, 8 a.m.-5 p.m.
- **Ultrasound**
Hospital, 1st Floor
Hours: M-F, 6:30 a.m.-10:30 p.m.
Appts./Info. **408-972-7100**

Rehabilitation Services *By referral only*
Physical, occupational, and hand therapy

- **Inpatient physical therapy**
Hours: 7 days, 8:30 a.m.-5 p.m.
Information..... **408-972-7235**
- **Outpatient physical therapy**
Two North
Hours: M-F, 8 a.m.-6:30 p.m.
Appts./Info. **408-972-6400**

Release of Medical Information
(Medical Secretaries)

Phone hours: M-F, 9 a.m.-5 p.m.
Information **408-284-5200**

- **Alpha Building C**
Office hours: M-F, 9:30 a.m.-4:30 p.m.;
closed holidays
- **Medical Office Building, lobby**
Office hours: M-F, 8 a.m.-5:30 p.m.;
closed holidays
- **Family Health Center**
Office hours: M-F, 9:30 a.m.-4:30 p.m.;
closed holidays
- **Two North: 2nd Floor, Cardiology**
Office hours: M-F, 9:30 a.m.-4:30 p.m.;
closed holidays
Our services provide copies of
Kaiser Permanente medical records
and processing forms for disability/
FMLA/school activities/DMV/jury duty.

Resource Management

Inpatient Utilization Management
and Discharge Planning
275 Hospital Pkwy., 7th Floor
Hours: 7 days, 8 a.m.-4:30 p.m.
Information **408-972-7208**
or **408-972-6148**

Rheumatology *By referral only*

Two North, 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **408-363-4537**

Security

Information (24 hours) **408-972-7105**
Vehicle assistance (including jump starts) and
lost and found services for members.

Skilled Nursing Facility

Hours: M-F, 8 a.m.-5 p.m.
Information **408-366-4322**

- **Continuing Care Advice program**
Hours: Sa, Su, holidays, after 5 p.m.
Information..... **1-877-263-5755**

Skilled Nursing Facility Billing

See Customer Services.

Social Services

Medical Office Building, Ste. 865
Hours: M-F, 8:30 a.m.-5 p.m.;
Sa, Su, 8:30 a.m.-5 p.m.
Information **408-972-6148**

Speech Therapy *By referral only*

280 Hospital Pkwy., Building B
Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
Advice **408-972-6580**
Appts./Cancel **408-972-3100**

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Spine Surgery (Regional) *By referral only*

Medical Office Building, Ste. 310

Office hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:15-5 p.m.

Phone hours: M-F, 9 a.m.-12:15 p.m.
and 1:30-5 p.m.

Appts./Info. **408-972-6100**

Spiritual Care

Medical Office Building, Ste. 865

Hours: M-F, 9 a.m.-5 p.m.

Information **408-362-3817**

Surgery *By referral only*

280 Hospital Pkwy., Building A

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Advice **408-972-6010**

Appts./Cancel **408-972-3100**

Travel Services *By appointment only*

Hours: M-F, 9 a.m.-4 p.m.

Information **408-362-4740**

TTY for the Hearing or Speech Impaired

Advice/Appts. **408-972-3323**

Urology *By referral only*

280 Hospital Pkwy., Building B

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Advice **408-972-6095**

Appts./Cancel **408-972-3100**

Vascular Surgery *By referral only*

280 Hospital Pkwy., Building A

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Advice **408-972-6010**

Appts./Cancel **408-972-3100**

Vision Essentials by Kaiser Permanente

▪ **Ophthalmology** *By referral only*

5755 Cottle Rd., Building 2

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 9 a.m.-5 p.m.

Information **408-972-6570**

▪ **Optical Center**

Eyeglasses, contact lenses

5755 Cottle Rd., Building 5

Hours: M, W, F, 8:15 a.m.-6 p.m.;

Tu, Th, 8:15 a.m.-7:15 p.m.;

Sa, 8:30 a.m.-4 p.m.

Appts./Info. **408-972-3370**

Contact lens refill **1-888-586-2020**

Website **kp2020.org**

▪ **Optometry**

5755 Cottle Rd., Building 5

Hours: M, W, F, 8 a.m.-5 p.m.;

Tu, Th, 8 a.m.-6:30 p.m.;

Sa, 8:30 a.m.-12:30 p.m.

Appts./Msgs. **408-972-3413**

Volunteer Services

Information desk,

hospital lobby **408-972-7231**

Volunteer office **408-972-7230**

To become a volunteer **408-972-6773**

X-ray

See Radiology/Diagnostic Imaging.

13 San Mateo Medical Offices

1000 Franklin Pkwy.
San Mateo, CA 94403
kp.org/sanmateo

Administration

1st Floor
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **650-358-7125**

Adult Medicine

2nd Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-6:30 p.m.
Appts./Info.
English **650-358-7015**
Chinese dialects **1-877-393-2332**

Advice Nurse

Hours: 7 days, 24 hours
Advice **650-358-7015**
Advice/Appts. toll-free **1-866-454-8855**

Appointment Call Center

Hours: 7 days, 24 hours
Appts./Cancel **650-358-7015**
Advice/Appts. toll-free **1-866-454-8855**

Chinese Interpreter Call Center

Hours: M-F, 7 a.m.-5 p.m.
Information **1-877-393-2332**

Family Medicine

3rd Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Advice (24 hours)/
Appts./Cancel **650-358-7015**

Gynecology

See Obstetrics-Gynecology.

Health Education

2nd Floor
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **650-358-7084**

Information

Operator **650-358-7000**

Injection Clinic

3rd Floor
Hours: M-F, 8:45 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **650-358-7015**

Laboratory

1st Floor
Hours: M-F, 7:30 a.m.-7 p.m.
Information **650-358-7105**
Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Member Outreach

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **650-358-2910**

Member Services Office

1st Floor
Office hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **650-299-2443**

Member Service Contact Center

Phone hours: 7 days, 24 hours
(closed holidays)
English **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY **711**

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Midwifery

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Obstetrics-Gynecology

3rd Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Appts./Info. **650-358-7015**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **650-358-7015**

Pharmacy

1st Floor
Hours: M-F, 9 a.m.-7 p.m.
Information **650-358-7110**
Mail-order Pharmacy
(24 hours)..... **1-888-218-6245**
Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

- **Mammography**
1st Floor
Hours: M-F, 8 a.m.-7 p.m.
Information..... **650-358-7015**
- **X-ray**
1st Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5:30 p.m.
Information..... **650-358-7180**

Release of Medical Information (Medical Secretaries)

Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **650-358-7140**

Vision Essentials by Kaiser Permanente

- **Optical Center**
Eyeglasses, contact lenses
1st Floor
Hours: M, 8 a.m.-6:45 p.m.;
Tu-F, 8 a.m.-6 p.m.
Information..... **650-358-7054**
- **Optometry**
1st Floor
Hours: M-F, 8:30 a.m.-5:45 p.m.
Contact lens refill **1-888-586-2020**
Information..... **650-358-7040**
Website **kp2020.org**

Volunteers

To become a volunteer **650-358-7012**

■ 14 Santa Clara Medical Center

Emergency

Hospital and Medical Offices
700 Lawrence Expwy.
Santa Clara, CA 95051
kp.org/santaclara

See page 37 for facility map.

Emergency

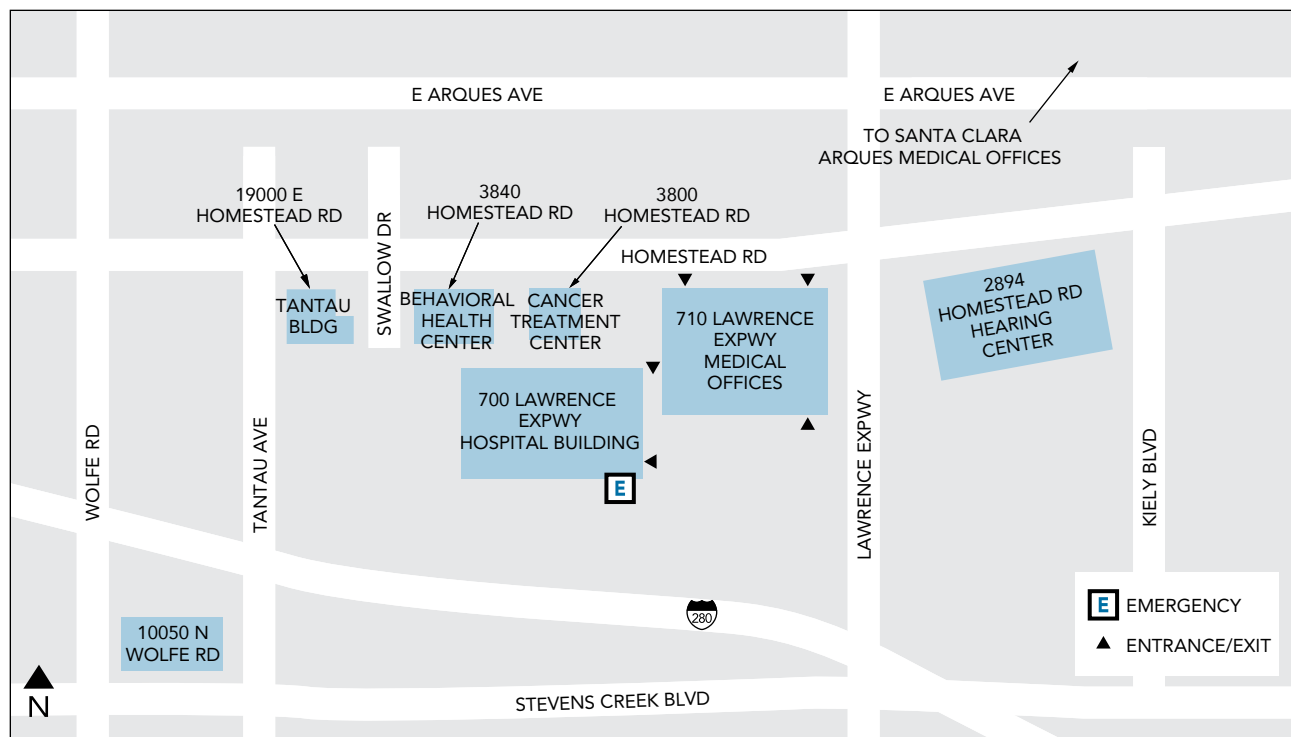
Hours: 7 days, 24 hours
Department 100
Information **408-851-5300**

General Information

Operator **408-851-1000**
TTY for the hearing/
speech impaired **408-972-3323**
Toll free from
Santa Cruz County **1-800-552-2882**

Poison Control **1-800-222-1222**

Santa Clara Medical Center



Map not to scale

Admitting

Hours: 7 days, 24 hours

Information **408-851-5350**

- **Pre-admissions**

Hours: M-F, 10:30 a.m.-7 p.m.

Information..... **408-851-9164**

Advice Nurse

Phone hours: 7 days, 24 hours

Internal Medicine **408-554-9800**

Pediatrics..... **408-554-9810**

Women’s Clinic (Ob-Gyn) **408-554-9820**

Advice/Appts. toll-free..... **1-866-454-8855**

Ambulance Billing

See Patient Financial Services.

Ambulatory Surgery

Department 114

Office hours: M-F, 7 a.m.-7 p.m.

Phone hours: M-F, 7 a.m.-2 p.m.

Information **408-851-5100**

Behavioral Health Center *By referral only*

3840 Homestead Rd.

Hours: 7 days, 24 hours

Information **408-851-4850**

Cancer Treatment Center *By referral only*

Radiation Oncology

3800 Homestead Rd.

Hours: M-F, 8 a.m.-5 p.m.

Information **408-851-8000**

Cardiac Procedures Unit *By referral only*

Department 212

- **Electrophysiology Lab**

Hours: M-F, 7 a.m.-6:30 p.m.

Information..... **408-851-6700**

- **Cardiac Catheterization Lab**

Hours: M-F, 7 a.m.-7 p.m.

Information..... **408-851-6700**

- **Post-procedure monitoring area**

Hours: M-F, 6 a.m.-7:30 p.m.

Information..... **408-851-6740**

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Chemical Dependency Recovery Program

See Psychiatry.

Complex Chronic Conditions

Case Management

19000 Homestead Rd., Building 1
Cupertino, CA 95014

Hours: M-F, 8:30 a.m.-5:30 p.m.

Information **408-366-4172**

Durable Medical Equipment

(Northern California)

Phone hours: M-F, 8:30 a.m.-5 p.m.

Information **1-877-317-6230**

Gift Gallery

Hospital Building, Department 106

Hours: M-F, 9 a.m.-7 p.m.

Information **408-851-5232**

Health Information Management (HIM)

Hospital Building, Room B06

Hours: M-F, 8 a.m.-4:30 p.m.

Information **408-851-0500**

Hearing Center

2894 Homestead Rd.

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information **408-553-6900**

TTY..... **408-261-3144**

Heart Failure Home Telemonitoring

Hospital Building, Room 2737

Hours: M-F, 9 a.m.-5 p.m.

Information **408-851-6574**

Home Health Care

2610 Augustine Dr.

Hours: 7 days, 8:30 a.m.-5 p.m.

Information **408-235-4000**

Hospice

2610 Augustine Dr.

Hours: 7 days, 8:30 a.m.-5 p.m.

Information **408-235-4100**

Hospital (Inpatient)

To reach a hospital patient **408-851-1000**

Labor and Delivery

Information **408-851-7300**

Advice Line **408-851-7315**

Advice line is for patients 20 weeks
and above.

Lost and Found (Security)

Department B02

Information (24 hours) **408-851-0202**

Medical Social Work

Department 312

Hours: M-F, 8 a.m.-4 p.m.

Information **408-851-7080**

Mind-Body Wellness Center

19000 E. Homestead Rd.

Hours: M-Th, 11 a.m.-1 p.m. and 2-6 p.m.

Information **408-366-4284**

Nuclear Medicine

Department 120

Hours: M-F, 8 a.m.-5 p.m.

Information **408-851-5600**

Nutrition (Inpatient)

Department B08

Hours: 7 days, 6 a.m.-7 p.m.

Information **408-851-0400**

Occupational Health Center

(Kaiser On-the-Job®)

10050 N. Wolfe Rd., Ste. SW1-190

Hours: M-F, 8:30 a.m.-5 p.m.

Information **408-236-6160**

Medical treatment for work-related injuries
and illnesses.

Palliative Care (Inpatient)

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information **408-851-7578**

Patient Care Coordinators

(Discharge Planning)

Hospital Building

Hours: 7 days, 8 a.m.-4:30 p.m.

Information **408-851-7050**

Patient Financial Services

Business representatives
and financial advisors
Department 112

Hours: M-F, 9 a.m.-noon
and 12:30 p.m.-5:30 p.m.

Information **408-851-5950**

- **Ambulance billing**

Information..... **1-800-464-4000**

Perinatal Service Center (Regional)

By referral only

19000 E. Homestead Rd.

Building 1, 2nd Floor

Hours: 7 days, 24 hours

Information **408-366-4100**

Pharmacy

Discharge Pharmacy
Hospital, Department 138

Hours: 7 days, 24 hours

EasyFill (refills by phone)..... **408-851-5522**

Information **408-851-5500**

Mail-order Pharmacy

(24 hours)..... **1-888-218-6245**

Online refills..... **kp.org/refill**

Psychiatry

19000 E. Homestead Rd.

- **Adult**

Tantau Building 2, 2nd Floor

Hours: M-F, 8:30 a.m.-5:30 p.m.

Information **408-366-4400**

- **Chemical Dependency**

Recovery Program (CDRP)

Tantau Building 1, 1st Floor

Hours: M-F, 8:30 a.m.-5:30 p.m.;

Sa, Su, 8:30 a.m.-12:30 p.m.

Information **408-366-4200**

- **Child and adolescent**

Tantau Building 2, 1st Floor

Hours: M-F, 8:30 a.m.-5:30 p.m.

Information **408-366-4450**

Radiation Oncology *By referral only*

See Cancer Treatment Center.

Radiology/Diagnostic Imaging/X-ray

By referral only

Information **408-851-5020**

- **CT scan**

Department 104

Hours: M-F, 7:30 a.m.-8:30 p.m.

- **General Imaging**

Department 104

Hours: M-F, 7:30 a.m.-9 p.m.

- **Interventional Radiology**

Department 104

Hours: M-F, 8 a.m.-5 p.m.

- **MRI**

Department 122

Hours: M-F, 6:45 a.m.-9:45 p.m.;

Sa, Su, 6:45 a.m.-4:15 p.m.

- **Ultrasound**

Department 104

Hours: M-F, 7:30 a.m.-8 p.m.

Security

Department B02

Information (24 hours) **408-851-0202**

Vehicle assistance.

Skilled Nursing Facility

19000 Homestead Rd., Building 1

Cupertino, CA 95014

Hours: M-F, 8 a.m.-5 p.m.

Information **408-366-4322**

- **Continuing Care Advice Program**

Hours: M-F, 5 p.m.-8 a.m.;

Sa, Su, holidays, 24 hours

Information..... **1-877-263-5755**

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Skilled Nursing Facility Billing

Billing 1-800-337-0115
Fax 925-979-7677

Special Needs Program

19000 Homestead Rd., Building 1
Cupertino, CA 95014
Hours: M-F, 8 a.m.-5 p.m.
Information 408-366-4387

TTY for the Hearing or Speech Impaired

Appts./Info. 408-972-3323

Volunteer Services

Department 164
To become a volunteer 408-851-1717

● 15 Santa Clara Medical Offices

710 Lawrence Expwy.
Santa Clara, CA 95051
kp.org/santaclara

See page 41 for facility map.

Advice Nurse

Phone hours: 7 days, 24 hours
Internal Medicine 408-554-9800
Pediatrics 408-554-9810
Women's Clinic (Ob-Gyn) 408-554-9820
Advice/Appts. toll-free 1-866-454-8855

Cardiac Electrophysiology *By referral only*

Department 342
Hours: M-F, 8:30 a.m.-5 p.m.
Information 408-851-3860

Cardiology *By referral only*

Department 348
Hours: M-F, 8:30 a.m.-5:30 p.m.
Information 408-851-3355

Cardiovascular Surgery *By referral only*

Department 342
Hours: M-F, 10 a.m.-5 p.m.
Information 408-851-3780

Customer Services

- **Member Outreach**
Department 160
Hours: M-F, 9 a.m.-5 p.m.
Information 1-888-466-1800
- **Member Services Office**
Department 162
Office hours: M-F, 9 a.m.-5 p.m.
- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English 1-800-464-4000
Spanish 1-800-788-0616
Chinese dialects 1-800-757-7585
TTY 711

Dermatology *By referral only*

Department 472
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 9 a.m.-5 p.m.
Information 408-851-4650

Endocrinology *By appointment only*

Department 248
Hours: M-F, 8:30 a.m.-5 p.m.
Information 408-851-4600

Eye Surgery Center

Department 494
Hours: M-F, 8:15 a.m.-3:45 p.m.
Information 408-851-4140

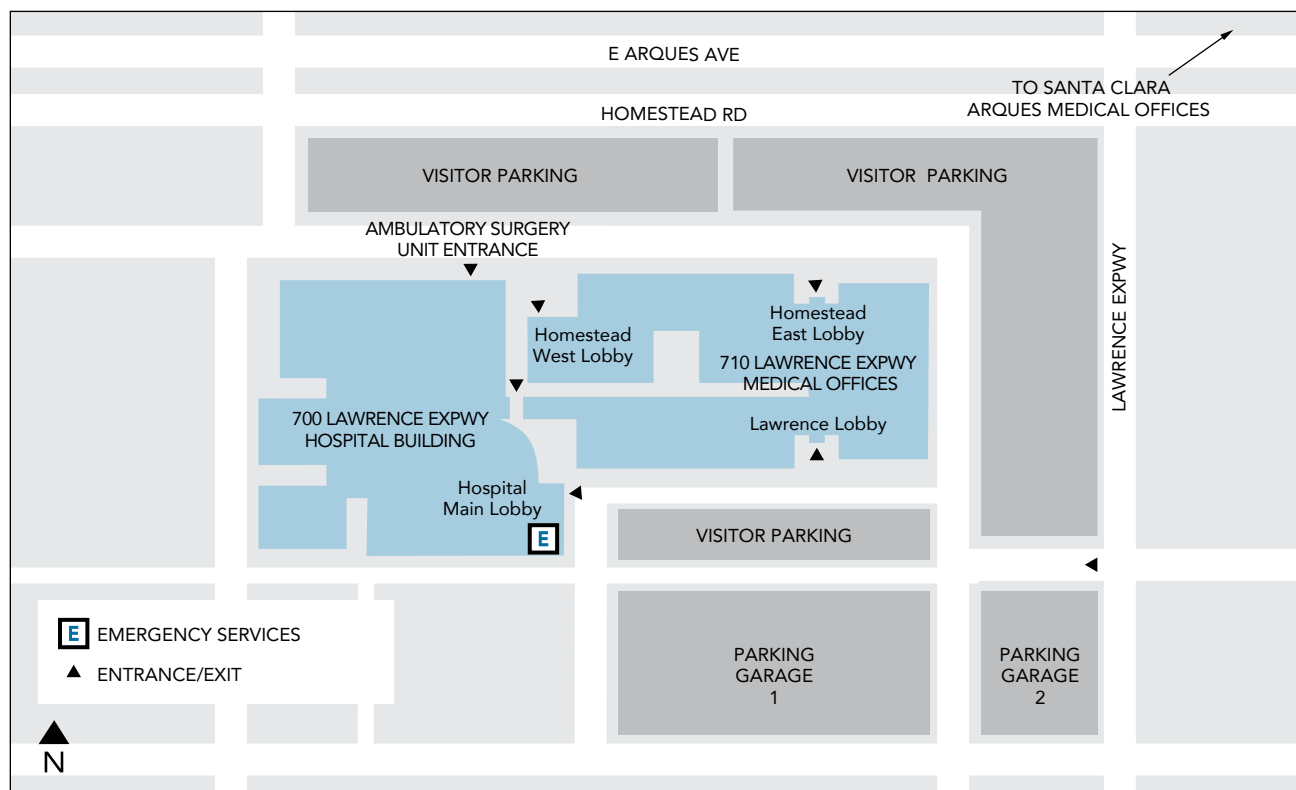
Family Medicine Clinic *By appointment only*

Department 460
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30 p.m.-5:30 p.m.
Information 408-554-9800

Family Travel Center *By appointment only*

Information (Adult) 408-851-9800
Information (Child) 408-554-9810
Please schedule travel shots 6 weeks
prior to traveling.

Santa Clara Medical Offices



Map not to scale

Gastroenterology (GI) *By referral only*

Department 248

Hours: M-F, 8:30 a.m.-5 p.m.

Information **408-851-2750**

Gift Gallery

Department 166

Hours: M-F, 9 a.m.-7 p.m.

Information **408-851-1755**

Gynecology

See Women's Clinic (Ob-Gyn).

Head and Neck Surgery *By referral only*

Department 296

Hours: M-F, 8:30 a.m.-5 p.m.

Information **408-851-2950**

Health Education

Department 182

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information **408-851-3800**

Heart Transplant *By referral only*

Department 342

Hours: M-F, 8:30 a.m.-5 p.m.

Information **408-851-3870**

HIV and AIDS Resource Counseling (HARC)

Department 464

Hours: M-F, 8:30 a.m.-5 p.m.

General information..... **408-851-4250**

Testing information..... **408-851-4253**

Information

Operator **408-851-1000**

Infusion Center *By referral only*

Department 440

Hours: M-F, 9 a.m.-8 p.m.;

Sa, Su, 9 a.m.-5 p.m.

Information **408-851-4325**

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Injection Clinic

- **Adult**
Department 368
Hours: M-F, 8:30 a.m.-5:30 p.m.
Information.....**408-851-3497**
- **Child**
Department 188
Hours: M-F, 9 a.m.-5:30 p.m.
Information.....**408-554-9810**

Internal Medicine

- **Departments 272, 360, and 372**
Office hours: M-F, 8 a.m.-5 p.m.
Advice (24 hours)/Appts.**408-554-9800**
- **Department 260**
Office hours: M-F, 8 a.m.-5:30 p.m.
After-hours: M-F, 6-8 p.m.;
Sa, Su, holidays, 9 a.m.-5 p.m.
Phone hours: 7 days, 6 a.m.-10 p.m.
Advice (24 hours)/Appts.**408-554-9800**

Laboratory/Blood-Draw

- **1st Floor**
Department 168
Hours: M-F, 6:30 a.m.-7:30 p.m.;
Sa, Su, 7 a.m.-4 p.m.
Information.....**408-851-1350**
Online lab results **kp.org**
- **2nd Floor**
Department 268
Hours: M-F, 8:30 a.m.-4:30 p.m.
Information.....**408-851-1350**
Online lab results **kp.org**

Lost and Found (Security)

Department B02
Information (24 hours)**408-851-0202**

Mammography

See Women's Imaging.

Maxillofacial Surgery *By referral only*

Department 290
Hours: M-F, 8:30 a.m.-5 p.m.
Information**408-851-2000**

Medical Records

See Release of Medical Information.

Member Outreach

See Customer Services.

Member Services

See Customer Services.

Nephrology *By referral only*

Department 460
Hours: M-F, 9 a.m.-5 p.m.
Information**408-851-4600**

Neurology *By referral only*

Department 460
Hours: M-F, 9 a.m.-5 p.m.
Information**408-851-4600**

Newborn Care Center *By appointment only*

Department 180
Hours: 7 days, 8 a.m.-5 p.m.
Information**408-851-3060**

Nutrition (Outpatient)

Department 182, 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information**408-851-3800**

Obstetrics-Gynecology

See Women's Clinic (Ob-Gyn).

Occupational Therapy

See Rehabilitation Services (Outpatient).

Oncology/Hematology *By referral only*

Department 440
Hours: M-F, 9 a.m.-5 p.m.
Information**408-851-4323**

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedics *By referral only*

Department 148
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 9 a.m.-5 p.m.
 Information **408-851-1850**

Palliative Care (Outpatient)

Hours: M-F, 9 a.m.-5 p.m.
 Information **408-851-0537**

Pediatric Neuroscience and Endocrinology

By referral only
 Department 470
Hours: M-F, 9 a.m.-5 p.m.
 Information **408-851-1240**

Pediatrics

- **Departments 186 and 282**
Office hours: M-F, 9 a.m.-5 p.m.
 Advice (24 hours)/Appts. **408-554-9810**
- **Department 260**
After-hours: M-F, 6-7 p.m.;
 Sa, Su, holidays, 9 a.m.-5 p.m.
Phone hours: 7 days, 6 a.m.-10 p.m.
 Advice (24 hours)/Appts. **408-554-9810**
- **Pediatric Sub-specialties** *By referral only*
 Departments 190 and 470
Office hours: M-F, 8:30 a.m.-5 p.m.
 Information..... **408-851-1240**
 For members 17 and younger.

Perinatology/OB Ultrasound/Genetics

By referral only
 Department 340
Hours: M-F, 8 a.m.-5:30 p.m.
 Information **408-851-3570**

Peritoneal Dialysis

Department 460
Hours: M-F, 8 a.m.-6 p.m.
 Information **408-851-4560**

Pharmacies

Mail-order Pharmacy
 (24 hours)..... **1-888-218-6245**
 Online refills **kp.org/refill**

- **1st Floor Pediatrics Pharmacy**
 Department 194
Hours: M-F, 9 a.m.-6 p.m.
 EasyFill (refills by phone) **408-851-1811**
 Information..... **408-851-1800**
- **Homestead Main Pharmacy**
 Department 170
Hours: M-F, 8:30 a.m.-8 p.m.;
 Sa, Su, holidays, 9 a.m.-6 p.m.
 EasyFill (refills by phone) **408-851-1811**
 Information..... **408-851-1300**

Pharmacies

Mail-order Pharmacy
 (24 hours)..... **1-888-218-6245**
 Online refills **kp.org/refill**

- **Homestead 2nd Floor Pharmacy**
 Department 270
Hours: M-F, 8:30 a.m.-6 p.m.
 EasyFill (refills by phone) **408-851-2811**
 Information..... **408-851-2815**
- **Homestead 3rd Floor Pharmacy**
 Department 370
Hours: M-F, 8:30 a.m.-6 p.m.
 EasyFill (refills by phone) **408-851-3511**
 Information..... **408-851-3515**

Physical Therapy

See Rehabilitation Services (Outpatient).

Plastic Surgery Clinic *By referral only*

Department 290
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **408-851-2000**

Podiatry *By referral only*

Department 140
Office hours: M-F, 8 a.m.-4:30 p.m.
Phone hours: M-F, 9 a.m.-5 p.m.
 Information **408-851-1950**

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Preoperative Clinic *By referral only*

Department 286
Hours: M-F, 9 a.m.-5 p.m.
Information **408-851-2399**

Procedure Center (Outpatient)

By referral only
Department 240
Hours: M-F, 8 a.m.-4:30 p.m.
Information **408-851-9730**

Pulmonary Function Testing (PFT)

By referral only
Department 282
Hours: M-W, 9 a.m.-5 p.m.;
Th, F, 9 a.m.-4 p.m.
Information **408-851-2550**

Pulmonology *By referral only*

Department 282
Hours: M-F, 8:30 a.m.-5 p.m.
Information **408-851-2570**

Rehabilitation Services (Outpatient)

By referral only
Physical, occupational, and speech therapy
Department 174
Hours: M-F, 8:30 a.m.-5 p.m.
Information **408-851-1400**

Release of Medical Information

Release of information, disability claims
Department 160
Hours: M-F, 9 a.m.-5 p.m.
Information **408-851-1750**

Sleep Apnea/CPAP *By referral only*

Department 282
Hours: M-F, 8 a.m.-4 p.m.
Information **408-851-2558**

Speech Therapy

See Rehabilitation Services (Outpatient).

Sports Medicine *By referral only*

Department 148
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 9 a.m.-5 p.m.
Information **408-851-1850**

Surgery Clinic (General Surgery)

By referral only
Department 286
Hours: M-F, 8:30 a.m.-5 p.m.
Information **408-851-2000**

TTY for the Hearing or Speech Impaired

Appts./Info. **408-972-3323**

Urology *By referral only*

Department 448
Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 9 a.m.-5 p.m.
Information **408-851-4515**

Vascular Surgery *By referral only*

Department 290
Hours: M-F, 8:30 a.m.-5 p.m.
Information **408-851-2000**

Vision Essentials by Kaiser Permanente

- **Ophthalmology**
Department 490
Hours: M-F, 9 a.m.-5 p.m.
Advice/Appts. **408-851-4100**
Cancel (24 hours) **408-851-4101**
- **Optical Center**
Eyeglasses, contact lenses
Department 474
Hours: M, Th, F, 8 a.m.-6 p.m.;
Tu, W, 8 a.m.-6:45 p.m.;
Sa, 8 a.m.-4:15 p.m.
Appts./Info. **408-851-4000**
Contact lens refill **1-888-586-2020**
Website **kp2020.org**
- **Optometry**
Department 486
Hours: M, Th, F, 8 a.m.-5 p.m.;
Tu, W, 8 a.m.-7 p.m.; Sa, 8 a.m.-4 p.m.
Advice/Appts./Cancel **408-554-9830**

Volunteer Services

Department 164
To become a volunteer **408-851-1717**

Women’s Clinic (Ob-Gyn)

Departments 386 and 390
Hours: M-F, 8 a.m.-5 p.m.
Advice (24 hours)/Appts./
Info./Cancel **408-554-9820**

Women’s Imaging

Mammography, bone density testing,
ultrasound, Department 396
Hours: M-F, 7:15 a.m.-8 p.m.;
Sa, 8 a.m.-3:30 p.m.
Information **408-851-5020**

Wound Care *By referral only*

Department 290
Hours: M-Sa, 8 a.m.-4 p.m.
Information (M-F) **408-851-2000**
Information (Sa) **408-851-2227**

▲ 16 Santa Clara Arques Medical Offices

1263 E. Arques Ave.
Sunnyvale, CA 94085
kp.org/santaclara

Allergy *By referral only*

Office hours: M, Tu, 9 a.m.-7 p.m.;
W-F, 8 a.m.-5:30 p.m.
Phone hours: M, Tu, 10:30 a.m.-6:30 p.m.;
W-F, 9 a.m.-5 p.m.
Injection hours: M, Tu, 10:15 a.m.-noon
and 1:30-6:15 p.m.; Th, F, 8:45 a.m.-noon
and 1:30-4:45 p.m.
Information **408-530-2700**

Chronic Conditions Management

Hours: M-F, 8:30 a.m.-5 p.m.
Information **408-851-4289**
Asthma/COPD, cardiac rehabilitation,
cholesterol, congestive heart failure,
diabetes, hypertension, and PHASE (Prevent
Heart Attacks and Strokes Everyday).

Chronic Pain Management

See Pain Management
Rehabilitation Program.

Pain Management Rehabilitation Program

By referral only
Hours: M-F, 9 a.m.-1 p.m.
Information **408-530-2950**

Physical Medicine and Rehabilitation

By referral only
Includes Spine Clinic
Hours: M-F, 8:30 a.m.-5 p.m.
Information **408-530-2900**

Reproductive Endocrinology and Infertility

By referral only
Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-5 p.m.
Phone hours: M-F, 8 a.m.-4:30 p.m.
Information **408-530-6800**

Senior Health and Memory Center

Hours: M-F, 8 a.m.-5 p.m.
Information **408-530-6950**

▲ 17 Sneath Lane Medical Offices

1001 Sneath Ln., Ste. 204
1011 Sneath Ln., 2nd Floor
San Bruno, CA 94066
kp.org/southsanfrancisco

Home Health Care

South San Francisco Medical Center
1011 Sneath Ln., 2nd Floor
San Bruno, CA 94066

Office hours:

M-F, 8:30 a.m.-5 p.m. **415-833-2770**
Home Health intake desk. **415-833-2735**
or **415-833-4465**

- **After-hours/Weekend support**
Contact advice **650-742-2100**

Hospice

San Francisco Medical Center
4131 Geary Blvd., 3rd Floor
San Francisco, CA 94118

Office hours: M-F, 8 a.m.-5 p.m.
Information **415-833-3656**

Hospice intake: M-F 8 a.m.-5 p.m.
Information **415-833-3655**

- **After-hours/Weekend support**
Information **1-877-829-8613**

Psychiatry/Mental Health

- **Chemical Dependency**
1001 Sneath Ln., Ste. 204
Hours: M-F, 8:30 a.m.-5:30 p.m.
General Info. **650-616-6200**
- **Adult Psychiatry**
See Psychiatry/Mental Health Services
at Pacific Plaza Medical Offices.

■ 18 South San Francisco Medical Center

Emergency

Hospital and Medical Offices
1200 El Camino Real
South San Francisco, CA 94080
kp.org/southsanfrancisco

See page 47 for facility maps.

Emergency

Hospital Tower, 1st Floor
Hours: 7 days, 24 hours
Information **650-742-2511**

General Information

Operator **650-742-2000**

Poison Control **1-800-222-1222**

Admitting

Hospital Tower, 1st Floor
Information **650-742-2318**

Advice Nurse

Phone hours: 7 days, 24 hours
Advice **650-742-2100**
Advice/Appts. toll-free **1-866-454-8855**

After-Hours Clinic

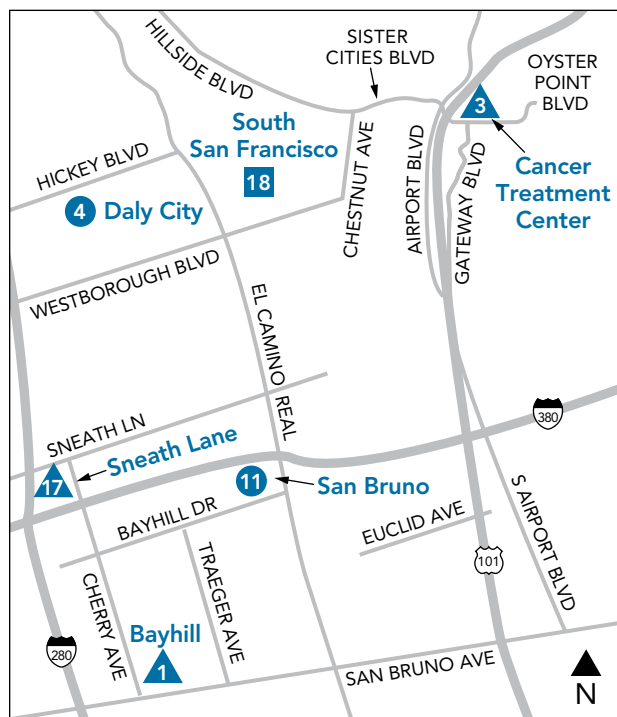
Advice (24 hours)/Appts. **650-742-2100**

- **Adult Medicine**
3rd Floor, Station 6
Office hours: M-F, 5:30-7 p.m.;
Sa, Su, holidays, 10 a.m.-7 p.m.
Phone hours: 7 days, 24 hours
- **Pediatrics**
See Daly City Medical Offices.

AIDS/HIV Testing

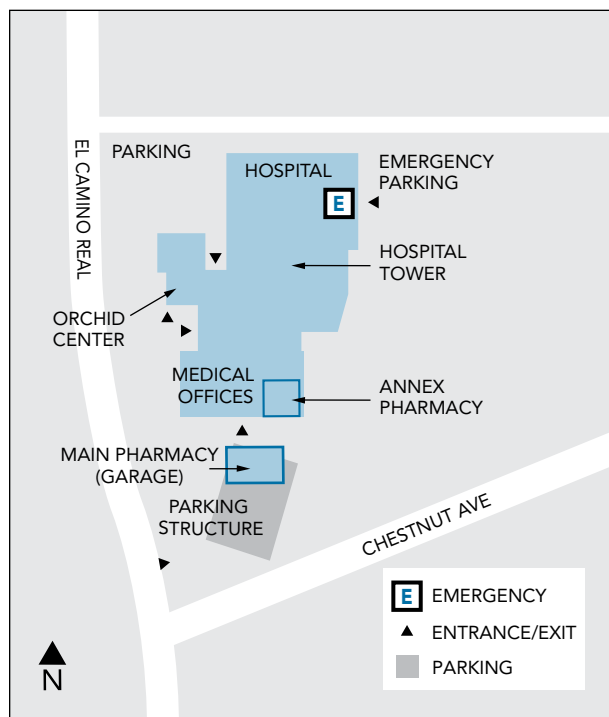
Counseling/
Program services **650-742-2230**

South San Francisco Area



Map not to scale

South San Francisco Medical Center



Map not to scale

Allergy *By referral only*

Medical Offices, 1st Floor

Office hours: M, 8:30 a.m.-12:25 p.m. and 2-5 p.m.;

Tu, 8 a.m.-12:25 p.m. and 2-6 p.m.;

W, 7:30 a.m.-12:30 p.m.;

Th (1st and 3rd Thursday), 8 a.m.-12:25 p.m. and 3-6 p.m.;

Th (2nd and 4th Thursday), 8 a.m.-12:25 p.m. and 2-6 p.m.;

F, 8 a.m.-12:25 p.m. and 2-4:30 p.m.

Injection hours: M, 9 a.m.-12:25 p.m. and 2-5 p.m.;

Tu, 10 a.m.-12:25 p.m. and 2-5 p.m.;

Th (1st and 3rd Thursday), 11 a.m.-12:25 p.m. and 3-6 p.m.; Th (2nd and 4th Thursday), 10 a.m.-12:25 p.m. and 2-6 p.m.

Advice/Appts. **650-742-2147**

Ambulance Billing

See Business Office.

Anesthesia

Hospital, 1st Floor

Hours: M-F, 6 a.m.-2:30 p.m.

Nonurgent voicemail..... **650-742-2395**

Audiology

See Head and Neck Surgery.

Bariatric Surgery *By referral only*

Medical Offices, 3rd Floor

Hours: M-F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.

Information **650-742-3079**

Business Office

Medical Offices, 1st Floor

Hours: M-F, 8:45 a.m.-4:45 p.m.

Ambulance billing **1-800-464-4000**

Information **650-742-2436**

Medical financial assistance

 general information..... **1-800-201-2123**

Patient financial advisor/medical

 financial assistance..... **650-742-2436**

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Cardiology *By referral only*

Medical Offices, 2nd Floor, Module 5

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information **650-742-2230**

Care Management

Asthma **650-742-2605**

Multifit

(Cardiac Rehabilitation)..... **650-742-2977**

Cardiovascular **650-742-2981**

Chronic Pain **650-742-7242**

Congestive Heart Failure **650-742-2531**

Diabetes..... **650-742-2981**

PHASE (Prevent Heart Attacks
and Strokes Everyday)..... **650-742-2981**

Case Management

Information **650-742-3268**

Chinese Interpreter Call Center

Hours: M-F, 7:30 a.m.-5 p.m.;

Sa, 8 a.m.-noon

Information **1-877-393-2332**

Internal Medicine, Ob-Gyn,

Pediatrics Advice/Appts. **415-833-2239**

Coordination of Benefits

Hours: M-F, 8 a.m.-4 p.m.

Patient Financial Services..... **1-800-201-2123**

Disability Claims/

Medical Correspondence Unit

See Release of Medical Information (ROMI).

Discharge Planning/Utilization Management

Hospital Tower, 5th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **650-742-2332**

Durable Medical Equipment (Northern California)

Phone hours: M-F, 8:30 a.m.-5 p.m.

Information **1-877-317-6230**

EKG (Electrocardiography)

ECHO/Holter/Treadmill

Medical Offices, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **650-742-2542**

Endocrinology *By referral only*

Medical Offices, 2nd Floor, Module 6

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information **650-742-2230**

Gastroenterology (GI) *By referral only*

Orchid Center

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information **650-742-2851**

Gynecology

See Obstetrics-Gynecology

at Daly City Medical Offices.

Head and Neck Surgery *By referral only*

Medical Offices, 1st Floor

Office hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Phone hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-4:45 p.m.

Appts./Msgs. **650-742-2075**

Audiology..... **650-742-2075**

Speech Therapy..... **650-742-2075**

Health Education

Medical Offices, 1st Floor

Hours: M-F, 9 a.m.-4:30 p.m.

Information **650-742-2439**

Health Sciences Library

Hospital, 2nd Floor

Hours: Vary, please call before visiting

Information **650-742-2540**

Home Health Care

See Sneath Lane Medical Offices.

Hospice

See Sneath Lane Medical offices.

Infectious Diseases *By referral only*

Medical Offices, 2nd and 4th Floors

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information **650-742-2230**

Injections

Medical Offices, 4th Floor

Hours: M-F, 9 a.m.-12:45 p.m.
and 1:45-5 p.m.

Information **650-742-2380**

Internal Medicine

Medical Offices, 2nd and 4th Floors

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: 7 days, 24 hours

Advice (24 hours)/Appts. **650-742-2100**

Cancel **650-742-2770**

Interventional Pain Management

By referral only

Orchid Center

Hours: M-F, 8 a.m.-12:30 p.m.
and 1:30-5:30 p.m.

Information **650-742-2447**

Interventional Radiology *By referral only*

Hospital, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **650-742-2284**

Laboratory

Medical Offices, 1st Floor

Hours: M-F, 7 a.m.-6:30 p.m.;
Sa, Su, holidays, 7 a.m.-5:30 p.m.

Information **650-742-2544**

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Lost and Found

Information **650-742-3360**

**Medical Correspondence Unit/
Medical Secretaries**

See Release of Medical Information.

Member Outreach

See Member Outreach at Daly City
Medical Offices.

Member Services Office

Medical Offices, 1st Floor

Office hours: M-F, 9 a.m.-5 p.m.

▪ **Member Service Contact Center**

Phone hours: 7 days, 24 hours
(closed holidays)

English..... **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY **711**

Minor Injury Center

No emergencies

Medical Offices, 3rd Floor

Office hours: M-F, 8:30 a.m.-4:45 p.m.;
Sa, Su, 10 a.m.-5:30 p.m.

Phone hours: M-F, 8:30 a.m.-4:45 p.m.

Advice/Appts. **650-742-2188**

Nephrology *By referral only*

Medical Offices, 2nd Floor, Module 4

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information **650-742-2230**

Neurology *By referral only*

Medical Offices, 4th Floor

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:45 p.m.

Advice/Appts. **650-742-2179**

Nuclear Medicine *By referral only*

Hospital, 1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Advice/Appts. **650-742-2543**

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Nutrition Clinic

See Daly City Medical Offices.

Obstetrics-Gynecology

See Daly City Medical Offices.

Oncology *By referral only*

Orchid Center

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information **650-742-2908**

Ophthalmology

See Vision Essentials by Kaiser Permanente
at Daly City Medical Offices.

Orthopedics *By referral only*

Medical Offices, 3rd Floor

Office and phone hours:

M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Cast room hours: M-F, 8 a.m.-5 p.m.

Appts./Msgs. **650-742-2191**

Pain Management

See Interventional Pain Management.

Palliative Care

1200 El Camino Real

Hours: M-F, 8:30 a.m.-5 p.m.

Inpatient..... **650-742-3760**

Outpatient..... **650-827-6385**

Pediatrics

See Daly City Medical Offices.

Pediatrics After-Hours Clinic

See Daly City Medical Offices.

Perioperative Medicine Clinic (POM)

By appointment only

Medical Offices, 4th Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Appointments..... **650-742-2823**

Pharmacies

Mail-order Pharmacy

(24 hours)..... **1-888-218-6245**

Online refills..... **kp.org/refill**

▪ **Annex Pharmacy**

Medical Offices, 1st Floor

Hours: M-F, 9 a.m.-12:45 p.m.
and 1:45-5:15 p.m.

EasyFill (refills by phone)/

Info. **650-742-2800**

▪ **Main Pharmacy**

Parking garage

Hours: M-F, 8:30 a.m.-8 p.m.;
Sa, Su, holidays, 9 a.m.-8 p.m.

EasyFill (refills by phone)/

Info. **650-742-2888**

Physical Therapy *By referral only*

See Rehabilitation Services
at Bayhill Medical Offices.

Psychiatry/Mental Health

▪ **Adult**

See Psychiatry/Mental Health
at Pacific Plaza Medical Offices.

▪ **Child and adolescent**

See Psychiatry/Mental Health
at Bayhill Medical Offices.

▪ **Chemical Dependency**

See Psychiatry/Mental Health/
Chemical Dependency
at Sneath Lane Medical Offices.

Pulmonology *By referral only*

Medical Offices, 2nd Floor, Module 6

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information **650-742-2230**

Radiation Oncology

See Cancer Treatment Center.

Radiology/Diagnostic Imaging

Hospital, 1st Floor

CT hours: M-F, 8:30 a.m.-5 p.m.;

Sa, Su, 9 a.m.-noon

General X-ray hours: M-F, 9 a.m.-5 p.m.

MRI hours: M-Th, 7:30 a.m.-9 p.m.;

F-Su, 8 a.m.-10 p.m.

Ultrasound hours: M-F, 8 a.m.-6:30 p.m.;

Sa, Su, 8:30 a.m.-5 p.m.

Appointments.....**650-742-2101**

Release of Medical Information (Medical Secretaries)

1st Floor, across from Radiology Department

Office hours: M-F, 8:45 a.m.-4:45 p.m.

Phone hours: M-F, 8:45 a.m.-4:30 p.m.

Information**650-827-6409**

Fax **1-866-494-4046**

Email.....**ssf.roi.dept@kp.org**

For more information and to download authorization form, visit **kp.org/ssf/romi**.

Rheumatology *By referral only*

Medical Offices, 2nd Floor, Module 6

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information**650-742-2230**

Security

Hours: 7 days, 24 hours

Vehicle assistance**650-742-2000**

Skilled Nursing Facility Billing

Billing..... **1-800-337-0115**

Fax**925-979-7677**

Information**650-827-6405**

After-hours info. (Continuing

Care Advice Program) **1-877-263-5756**

Sleep Lab *By referral only*

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5:30 p.m.

Information**650-742-3182**

Social Services

Hospital, 5th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Info./Referral.....**650-742-2332**

Speech Therapy

See Head and Neck Surgery.

Surgery *By referral only*

Medical Offices, 3rd Floor

Office hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Phone hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appointments.....**650-742-2188**

TTY for the Hearing or Speech Impaired

Emergency.....**650-742-2515**

Ultrasound

See Radiology/Diagnostic Imaging.

Urology *By referral only*

Medical Offices, 4th Floor

Office hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Phone hours: M-F, 8:30 a.m.-4:45 p.m.

Appointments.....**650-742-3004**

Message Center**650-742-2140**

Volunteer Services

Hours: M-F, 9 a.m.-5 p.m.

Information**650-742-2321**

To become a volunteer**650-742-2678**



Your Care

Choose or change your doctor

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Even if you don't need to see your doctor right away, having a doctor you connect with is an important part of taking care of your health.

Your choice of top doctors

Make the decision that's right for you. Browse our online doctor profiles to see your options. You'll find information on a wide range of doctors, including their education, credentials, and specialties.

Personalized care

Your doctors, nurses, and specialists are connected to your electronic health record, so they can work together to give you the right care for your needs.

You can choose your personal physician from one of our primary care departments. Look for the department that best meets your needs.

- **Family Medicine**
Family practitioners care for people of all ages, and often for members of the same family. They may also provide general gynecologic care for women.
- **Adult Medicine or Internal Medicine**
These departments include general practitioners and internists who may focus on specific areas.
- **Pediatrics**
Pediatricians care for infants, children, adolescents, and teens.
- **Obstetrics-Gynecology (Ob-Gyn)**
This department provides comprehensive gynecologic and obstetric care. Women 18 to 64 should choose an ob-gyn as well as a personal physician. We encourage sexually active teenage girls to choose an ob-gyn too.

Nurse Practitioners

At some facilities, you also have the option of choosing a nurse practitioner. Nurse practitioners are registered nurses who've completed advanced education and training. They can diagnose and treat a wide variety of conditions, write prescriptions, order lab and medical imaging tests, and more. They practice with doctor supervision and support, following standard guidelines.

How to choose or change your doctor

Online

Go to kp.org/mydoctor/connect.

Find information on our available physicians and choose the one who's right for you.

Phone

Call the Member Outreach or physician selection service number at the facility where you plan to get most of your care. See the facility directory beginning on page 1.

Keep in mind: Your family is free to choose different doctors at different locations.

Need health advice?

If you have an illness or injury and you're not sure what kind of care you need, our advice nurses can help. They can view your electronic health record to assess your situation and help determine what type of care is most appropriate. In some cases, they can even help you handle the problem at home until your next appointment.

Don't call our advice nurse if you think you're having an emergency. If you aren't sure whether your condition is an emergency medical condition, they can help you decide whether you need emergency services or urgent care, and tell you how and where you can get that care.

Call our appointment and advice line

To get advice or schedule an appointment, call **1-866-454-8855**. Our registered nurses can help you 24 hours a day, 7 days a week. They can:

- Answer questions about a health concern and instruct you on self-care at home, if appropriate
- Advise you about whether you need medical care, and how and where to get it
- Tell you what to do if you need care after hours when our offices are closed or you're out of your service area

Care away from home

If you're traveling outside your Kaiser Permanente area, be ready in case you need care. Take a Travel Kit with you. It explains how to get care and what to do if you get care at a non-Kaiser Permanente facility. It includes the *Getting Care Away from Home* brochure, the *Emergency and Urgent Care Away from Home* brochure, and an emergency claims form. To order your Travel Kit, please contact our Member Service Contact Center at least 2 weeks before your trip.

Visit kp.org/travel to find helpful resources like downloadable travel brochures and claim forms in case you need to file a claim for reimbursement after your trip.

When you're visiting another Kaiser Permanente region, you may be covered as a visiting member. For more about visiting member coverage, visit kp.org. Always carry your Kaiser Permanente ID card with you when you travel.

Types of care

Here are some common examples of the types of care available. They don't include all possible symptoms and conditions, but they give a helpful overview. If you're not sure what kind of care you need, call our advice nurses at **1-866-454-8855**.

Routine care	Urgent care	Emergency care
<p>An expected care need, like a scheduled visit to your doctor or a recommended preventive screening</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Scheduled visits • Follow-up visits • Routine checkups • Physical exams • Preventive screenings • Well-child checkups <p>What to do: Make an appointment on kp.org/myhealthmanager or call 1-866-454-8855. Many of our locations often have same-day appointments available as well.</p>	<p>An illness or injury that requires prompt medical attention but is not an emergency medical condition</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Minor injuries, including sprains and falls • Minor wounds and cuts needing stitches • Mild to moderate backaches • Migraines or other headaches that keep coming back • Mild breathing issues • Minor stomach pain • Minor broken bones (fingers, toes) <p>What to do: Call 1-866-454-8855 for advice or to request a same-day or next-day appointment.</p>	<p>A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health*</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Chest pain or pressure that may move out to other parts of the body • Sudden, severe stomach pain • Severe shortness of breath • Severe bleeding that can't be stopped • Major injuries like gunshot or stab wounds • Being in labor when there isn't time to get to a plan hospital <p>What to do: Call 911 or go to the nearest hospital.</p>

*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part. A mental health condition is an emergency medical condition when it meets the requirements of the last sentence or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: (1) The person is an immediate danger to himself or herself or to others, or (2) the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

Timely access to scheduled appointments

Your health is our top priority. And we're committed to offering you a timely appointment when you need care.

The following standards for appointment availability were developed by the California Department of Managed Health Care (DMHC). This information can help you know what to expect when you request an appointment.

Type of appointment	Appointment offered
Urgent care (defined on page 54)	Within 48 hours
Nonurgent primary care (including adult/internal medicine, pediatrics, and family medicine)	Within 10 business days
Nonurgent mental health care with a practitioner other than a physician	Within 10 business days
Nonurgent specialty care with a physician	Within 15 business days

If you prefer to wait for a later appointment that will better fit your schedule or to see the practitioner of your choice, we'll respect your preference. In some cases, your wait may be longer than the time listed if a licensed health care professional decides that a later appointment won't have a negative effect on your health.

The standards for appointment availability don't apply to preventive care services. Your practitioner may recommend a specific schedule for these types of services, depending on your needs. Preventive care services may include physical exams, vision

and hearing tests, immunizations, health education, and prenatal care. The standards also do not apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

Timely access to telephone assistance

In addition, the following standards for answering telephone inquiries were developed by the DMHC. These standards require health plans to answer the following telephone inquiries within specified time frames.

- For telephone advice about whether you need to get care and where to get care, plans must answer within 30 minutes, 24 hours a day, 7 days a week.
- For customer service inquiries, plans must answer within 10 minutes during normal business hours.

Get ready for your visit

Get the most out of your appointments. Know what to expect and be ready. These guidelines can help you get started.

Before your visit

- Make a list of your medications**
Make a list of everything you take, including vitamins and herbal supplements. Have your list with you during your visit, or bring your original medication bottles.
- Know your test results**
Ask your doctor how and when to get your test results, and what the test results mean. You can also view recent test results at kp.org/myhealthmanager.

☑ **Write down your concerns**

Talk to your doctor about any cultural, religious, or personal beliefs that could affect your care now or in the future.

During your visit

☑ **Speak up if you have questions or concerns**

It's a good idea to ask questions before a medical test, when you're prescribed medication, and before you get any treatment.

☑ **Make sure you understand**

Before you leave, make sure you know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your care team if you're not sure about anything. You can also bring a friend or family member with you to help ask questions, remember answers, and speak for you if needed. If you don't get a printout of instructions for your care plan, ask for one.

What to ask:*

1. What is my main problem?
2. What do I need to do about it?
3. Why is it important for me to do this?

*Adapted from the National Patient Safety Foundation "Ask Me 3" Campaign.

When you check in

There are 2 ways to check in for appointments.

1. At the reception desk

Have your Kaiser Permanente ID card ready. We'll also ask you for a photo ID, like your driver's license. This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 71.)

2. At a self-service kiosk

Insert your Kaiser Permanente ID card or enter your name.

You can pay for your visit with a debit or credit card, update certain personal information, and get directions to your appointment (available in several languages). Kiosks may not be available at all locations.

If your plan includes a copay, coinsurance, or deductible, you'll make a payment when you check in. You can pay by credit card or debit card at the reception desk or at the kiosk. Later, you'll get a statement that shows what services you got, how much you paid, and whether you still owe anything. Ask the receptionist for details or refer to your *Evidence of Coverage* or *Certificate of Insurance*.

Getting your prescriptions

Your doctor may write a prescription for you during your appointment. In most cases, it will be sent to our pharmacy electronically, and you can usually pick it up after your appointment. You can also refill your prescriptions at any of our pharmacies. Find a pharmacy near you in the directory starting on page 1.

Refill prescriptions from home

You can also have most prescription drugs mailed right to your home at no extra cost. Just use our convenient mail-order service. We'll mail most prescription drugs within 10 days at no extra cost for standard U.S. postage.†

†Please see your *Evidence of Coverage* or *Certificate of Insurance* for information about your drug coverage, or check with your local Kaiser Permanente pharmacy if you have a question about mailing.

To pay, you can use a credit card (American Express, MasterCard, or Visa) or a Visa or MasterCard debit card.

👉 Online

Visit kp.org/refill to see how easy it is to order refills and check the status of your orders. If it's your first online order, you'll need to register on our website.

📞 Phone

Call the pharmacy refill phone number on your prescription label. Have your medical record number, prescription number, home phone number, and credit or debit card information ready when you call.

RETHINK REFILLS.

When you get care at our facilities, you can have most prescription refills mailed to you at no extra charge. To order online, visit kp.org/refill or use the Kaiser Permanente app on your mobile device. To order by phone, call the number on your prescription label.

Have questions?

Call the pharmacy number printed at the top of your prescription label or find a local pharmacy in the directory beginning on page 1. For information about your benefits, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays):

1-800-464-4000 English

1-800-788-0616 Spanish

1-800-757-7585 Chinese dialects

711 TTY for the hearing/speech impaired

Need to transfer prescriptions?

- **From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy**
Please complete our online form at kp.org, or call the Kaiser Permanente pharmacy you want to go to and give the pharmacist the prescription number and the phone number of the non-Kaiser Permanente pharmacy. Your Kaiser Permanente pharmacist will handle the rest. Please allow 2 or more working days for us to complete the transfer.
- **From one Kaiser Permanente pharmacy to another Kaiser Permanente pharmacy**
Visit kp.org/refill and select your medication from our online list or call the Kaiser Permanente pharmacy where you'd like to pick up your prescription. Enter your current prescription number when prompted. Then we'll transfer your prescription to the new Kaiser Permanente pharmacy you requested. If you don't have any refills left, it may take 2 working days to complete your order.

Prescription drug benefits

Most of our plans only cover prescriptions from:

- Kaiser Permanente or affiliated practitioners
- Practitioners we've referred you to
- Dentists

You'll generally pay full price for all other prescription drugs. If your coverage doesn't include a prescription drug benefit, you can still use a Kaiser Permanente pharmacy, but you'll need to pay the full price.

For new members, Kaiser Permanente will generally cover a temporary supply of non-formulary medication until you can transfer your care to a Kaiser Permanente or affiliated practitioner within the first 90 days of your membership.

Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information about your drug benefits.

Prescription drug formulary

Our prescription drug formulary is a list of preferred drugs that have been carefully selected and approved by the Kaiser Permanente Pharmacy and Therapeutics Committee. For more information, see page 77.

Over-the-counter offerings

Kaiser Permanente pharmacies also carry a variety of popular over-the-counter nonprescription medications and supplements, including vitamins, antacids, and cough and cold medicines. Prescriptions aren't required for any of these items.

OUT OF REFILLS?

If you don't have any prescription refills left when you order, we can request extra refills from your doctor. Please allow 2 or more working days for us to process your order.

Managing chronic conditions

Disease management programs

Our disease management programs help to ensure that our members get all the care they need to manage their chronic conditions and get the most out of life. Services include:

- Specialized care
- Medication monitoring
- Education to help prevent complications

We offer disease management programs for a variety of chronic conditions:

- Asthma
- Hepatitis C
- Hypertension
- Coronary artery disease
- Cardiac rehabilitation
- Diabetes
- Congestive heart failure
- Fracture prevention
- Chronic pain

Cardiac rehabilitation offers support and care management after a heart attack or other cardiovascular event. Our PHASE (Prevent Heart Attacks and Strokes Everyday) program is for members who are at increased risk for heart attack or stroke.

If you're ready to make lifestyle changes or want to be considered for a program, talk to your practitioner or call the number for Health Education at your local facility.

Take control of your health

One of the keys to managing ongoing conditions is taking the right medications and using them only as prescribed. These tips can help.

Coronary artery disease and heart failure:

A heart healthy lifestyle includes regular physical activity, stress management, and careful control of blood pressure and cholesterol. Your care team will help you determine if certain medications can make you and your heart feel better.

Asthma help:

Prevent asthma flare-ups by taking your controller medications daily as prescribed. Manage asthma symptoms with quick-relief medication (like albuterol). If you're using quick-relief or rescue medication more than twice a week (except before exercising), talk with your asthma care provider about adjusting the type or amount of medication. With asthma under control, you'll breathe more easily, have more energy, and get more out of life.

Diabetes ABCs:

- "A" is for A1c or average blood sugar. An A1c test gives a 3-month average of your blood sugar levels.
- "B" is for blood pressure. The goal is at least 139/89 or lower. Check with your practitioner for the goal that's right for you.
- "C" is for cholesterol. For most people with diabetes, using a statin medication at the right dose, along with healthy lifestyle changes, protects the heart and cardiovascular system.

Keep your ABCs under control and prevent heart attacks, strokes, and kidney disease.

i DID YOU KNOW?

At **kp.org**, you have powerful resources at your fingertips:

- Browse wellness guides and drug and health encyclopedias.
- Get facility locations and information.
- Use our health calculators.
- View health plan information.
- Have our *Partners in Health* e-newsletter sent right to your inbox each month, and get wellness tips, health news, recipes, and more.

Complex Chronic Conditions (CCC) Case Management Program

The Complex Chronic Conditions (CCC) Case Management Program helps members who have trouble managing more than one chronic condition. Nurses and social workers work with you and your doctor to address your needs. You'll learn self-care skills to properly manage your chronic conditions. The CCC Program is complimentary for Kaiser Permanente members. If you or your caregiver thinks you qualify for the program, call the Case Management number at your local facility. See the directory beginning on page 1.



Health Resources

Register on kp.org

Start using our secure website to manage your health on your time.

Online access anytime, anywhere

As a Kaiser Permanente member, **kp.org** is your online gateway to great health. When you register on **kp.org**, you can securely access time-saving tools and resources to help you manage your care at our facilities. Visit **kp.org** anytime from anywhere. Go to **kp.org/myhealthmanager** to:

- View most lab results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Manage a family member's health.*

And your **kp.org** membership gives you access to many healthy living tools and tips as well as recipes and articles on a wide range of health topics. Even if you don't need care right away, we encourage you to register today and explore our tools so you can use them when you need them.

Registering on **kp.org** is very easy. You will

need to have your medical/health record number, which you can find on your member ID card. Go to **kp.org/registernow** from a computer (not a mobile device) and follow the sign-on instructions.

Once you've registered, you can download the Kaiser Permanente app to your smartphone. Then use your **kp.org** user ID and password to activate the app and start using the secure features anytime, anywhere.

*Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.

Your electronic health record

We store your health information electronically. When you need care, your care team connects to your electronic health record through our secure computer network. Every Kaiser Permanente facility in Northern California is linked to your health record – so you always get personalized care to meet your needs.

How to connect to your health from home

When you register at **kp.org**, you can use My Health Manager to connect to your health information and use convenient online tools to stay on top of your care. You can even bookmark **kp.org** on your smartphone or mobile device for on-the-go access. If you haven't registered yet, visit **kp.org/registernow** from your home computer to get started.

Healthy living resources

Choose from a wide variety of healthy living resources, including classes and online programs to help you manage and improve your health. You'll find inspiration and tools to help you feel your best.

Wellness Coaching by Phone

Kaiser Permanente wellness coaches can help you make lasting changes in your life. Whether you want to get active, eat better, manage your weight, stop smoking, or handle stress, your personal coach can help you reach your goals.

Personalized sessions are complimentary for Kaiser Permanente members and available weekdays from 7 a.m. to 7 p.m. and Saturdays from 8:30 a.m. to 5 p.m. To schedule an appointment, call **1-866-251-4514**. To learn more about wellness coaching, go to kp.org/mydoctor/wellnesscoaching.



**REGISTER AT KP.ORG.
IT'S AS EASY AS 1-2-3.**

1. Have your medical record number handy.
2. From your computer, go to kp.org/registernow.
3. Enter some basic information and answer security questions. In 5 minutes you'll be able to access all the great things My Health Manager on kp.org has to offer.

Health on the go

For appointment reminders and preventive care alerts for you and your family, get the Northern California KP Preventive Care app today at kp.org/mydoctor/mobile. The app allows you to email your doctor, refill prescriptions, participate in video visits, and more. Managing your medications just got easier with the My KP Meds Mobile App. Get the app at kp.org/mydoctor/mykpmeds. You can also download our general Kaiser Permanente app at your preferred app store.

Connect with your doctor

With My Doctor Online, it's easy to keep in touch with your doctor between visits. Visit kp.org/mydoctor and enter his or her information to get to your doctor's home page. From there, you can:

- Get to know your personal physician and specialists – read about their backgrounds, education, awards, and more.
- Email your doctor with nonurgent questions, view most lab results, schedule a routine appointment, refill most prescriptions, or get directions.[†]
- Check which immunizations and preventive screenings you or your family may need.
- Learn about things like diabetes, Parkinson's disease, or seasonal allergies with articles recommended by your doctor.
- Find classes on many topics at our medical centers, from managing an ongoing condition to cooking.[‡]
- Use interactive tools to help you manage headaches, cold and flu, and more.

Visit kp.org/mydoctor/connect to learn how to sign up for online services, transfer prescriptions, and schedule appointments as a new or existing member of Kaiser Permanente.

[†]Some features require registration on kp.org. If you're not registered, click on the feature to get started or visit your local health education department at a facility near you.

[‡]Classes may vary by location and some may have a fee.

Your immunization information

Your immunization information is shared with the California Immunization Registry (CAIR), as well as the Regional Immunization Data Exchange (RIDE) in Stanislaus and San Joaquin counties and the San Diego Regional Immunization Registry in San Diego County. These secure databases are managed by state and county government agencies. Any California health care provider can see most immunizations received at any participating provider. Go to cairweb.org/forms for more information.

Here are some benefits of sharing your information:

- You have a backup in case you lose your or your child's yellow immunization card.
- Participating schools can easily view your child's required immunizations.
- You'll keep a consistent immunization record if you ever need to change health plans.

If you don't want Kaiser Permanente to share your or your child's immunization information with other California health care providers or participating schools through these registries, you can opt out at any time. Visit cairweb.org/forms and click "CAIR Patient Forms" for information about opting out.

Preventive care guidelines

Kaiser Permanente helps you to stay healthy by focusing on prevention. Use our preventive care guidelines to learn about what you can do to be healthier and when to get immunizations and routine screening tests.

These guidelines are for people who are generally healthy. If you have ongoing health problems, special health needs or risks, or if certain conditions run in your family, your preventive care plan may be different. Talk with your personal physician or practitioner about a set of guidelines that fits your needs. To learn about which preventive care services are covered under your health plan, consult your *Evidence of Coverage, Certificate of Insurance*, or call our Member Service Contact Center.

Preventive care guidelines for adults

TOPIC	ADULT
Recommended Lifestyle Practices	
Alcohol and drugs	Don't drive after drinking or using drugs. If drinking or using drugs is causing problems for you or someone you know, we can help.
Diet and nutrition	Enjoy a variety of healthy foods daily. Choose vegetables, fruit, and whole grains. Eat foods with healthy fats, like those from fish, lean meat or poultry, nuts or seeds, beans or peas, soy products, or olive oil. Avoid unhealthy fats like butter, fried foods, or high-fat meats. Limit foods high in salt and sugar. Women of childbearing age should take a daily multivitamin with 0.4 mg of folic acid. Get 1,000 mg of calcium a day. Most adults 50 or older need 1,200 mg of calcium a day and 1,000 to 2,000 IU of vitamin D a day from food and vitamin supplements.
Emotional health	Talk to your personal physician or health care professional to get help if you're depressed, anxious, or thinking of suicide, or if you're being threatened, abused, or hurt by anyone.
Exercise	Be physically active for a minimum of 150 minutes a week, or at least 30 minutes a day on most days of the week. Walk the dog, dance, take the stairs – it all counts!
Injury prevention	Always wear your seat belt every time you drive, and buckle in children. Don't text and drive. Wear a helmet when you're on a bike, motorcycle, skateboard, or skates.
Life care planning	We encourage all adults to select a health care agent, someone to speak for them if they are unable to have a conversation about future health care wishes, and to complete a written advance health care directive. For help, go to kp.org/lifecareplan or call or visit your local Health Education Department.
Midlife choices (for women)	Starting at age 45 , talk to your personal physician about options for managing menopausal symptoms and preventing serious medical conditions later in life.
Sexual practices	Practice safer sex and use condoms to avoid STDs. Some medications and chemicals in the home or in the workplace can be harmful to a pregnancy. Plan all pregnancies to reduce risk, and talk to your physician or health care professional about effective birth control (including emergency contraception) if you don't want to become pregnant.
Skin protection	Always protect your skin from the sun when you're outdoors. Wear a hat and sunscreen to reduce your risk of skin cancer.
Smoking	Don't smoke or use tobacco. If you do, we can help you quit. Don't allow anyone to smoke around you or your child.
TOPIC	ADULT
Recommended Screening Tests	
Abdominal aortic aneurysm (for men)	If you've ever smoked, have an abdominal ultrasound once between ages 65 and 75 .
Breast cancer (for women)	Get a mammogram every 1 to 2 years between ages 50 and 74 . If you have risk factors for breast cancer, talk to your doctor about starting mammograms earlier than 50. Women ages 40 to 49 and 75 and older , in collaboration with their doctor, should make a personal decision about getting a mammogram. Contact your doctor immediately if you find a lump in your breast.
Cervical cancer (for women)	Get a Pap test every 3 years beginning at age 21 . Get a Pap and HPV test every 3 years between ages 25 and 65 .
Cholesterol	Get your cholesterol levels checked every 5 years, beginning at age 35 for men and 45 for women , and more often if your cholesterol level is above normal or you have other risk factors for heart disease.
Colorectal cancer	Between age 50 and 75 , do a fecal immunochemical test (FIT) once a year, or get a flexible sigmoidoscopy every 5 years, or a colonoscopy every 10 years. If you have close relatives who were diagnosed with colorectal cancer, talk to your doctor about whether to begin testing earlier than age 50. After age 75 , discuss with your doctor.

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Diabetes	After age 45 , or between ages 18 and 44 if you have a body mass index (BMI) over 25, get tested every 5 years. Get tested more often if you have certain risk factors, such as prediabetes, high cholesterol, high blood pressure, or had diabetes during pregnancy.
Hepatitis B and C	Get screened for Hepatitis B if you or your parents were born in a country with a high rate of Hepatitis B, or you have other risk factors for it. Get screened once for Hepatitis C if you were born between 1945 and 1965, or more often if you have other risk factors for Hepatitis C.
HIV and other STDs	Get tested for HIV at least once, even if you think you're not at risk. Get tested for HIV and other STDs if you've had unprotected sex, are pregnant, or have any reason to think you may be at risk. Have a yearly chlamydia test if you're a sexually active woman age 24 or younger , or if you're older than 25 and at risk for STDs.
Hypertension	Have your blood pressure checked every 2 years, or annually if you have prehypertension or other risk factors for heart disease. A normal blood pressure is less than 120/80.
Osteoporosis	Talk to your physician about having a bone mineral density test at age 65 for women and age 70 for men , or before these ages if you have risk factors for early bone fractures.
Overweight and obesity	Have your body mass index (BMI) calculated every 1 to 2 years.
Prostate cancer (for men)	Beginning at age 50 , discuss the prostate-specific antigen test and rectal exam with your physician.
Tuberculosis (TB)	Talk to your doctor about getting a TB test if you've been in close contact with someone who has infectious TB, are a recent immigrant from a country with a high rate of TB, or work in a hospital or nursing home.
Immunizations	
	Get your immunizations in a timely manner (see the chart on the next page).
Influenza (flu shot)	All adults age 18 and older should get an annual flu vaccination. This is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, or kidney or heart disease; and anyone age 65 or older .
Pneumococcal	All adults age 65 years or older should get this vaccine, which protects against ear infections, pneumonia, and meningitis. If you're younger than 65 and smoke or have a chronic condition, discuss with your doctor if you should receive it.
Tdap (tetanus, diphtheria, and pertussis)	You should get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once between age 18 and 64 . After 65 , get a Tdap if you're in close contact with an infant. If you're pregnant , you should get a Tdap vaccination during each pregnancy, preferably between 27 and 36 weeks.
Zoster (shingles)	You should get this vaccine if you are age 60 or older and not at increased risk for infections, and even if you've had shingles in the past.

Recommended immunizations for adults

As recommended by the Centers for Disease Control and Prevention

Recommended for You: This vaccine is recommended for you unless your health care professional tells you that you cannot safely receive it or that you don't need it. **May Be Recommended for You:** This vaccine is recommended for you if you have certain risk factors due to your health, job, or lifestyle that aren't listed here. Talk to your health care professional to see if you need this vaccine.

Age	Flu Influenza	Td/Tdap Tetanus, diphtheria, and pertussis	Shingles Zoster	Pneumococcal (PCV13)	Meningococcal (PPSV23)	MMR Measles, mumps, rubella	HPV Human papillomavirus	Chickenpox Varicella	Hepatitis A	Hepatitis B	Hib <i>Haemophilus influenzae</i> type b
19-21 years							Women 3 doses				
22-26 years						1 or 2 doses	3 doses				
27-49 years	Flu vaccine every year	1 dose of Td/Tdap*		1 dose	1 or 2 doses		3 doses				
50-59 years		Td booster every 10 years						2 doses	2 doses	3 doses	1 or 3 doses
60-64 years											
65+ years			1 dose	1 dose	1 dose						

Recommended for you if you did not get it when you were a child.

More information

Flu: There are several flu vaccines available. Talk to your health care professional about which flu vaccine is right for you.

Td/Tdap: *If you're pregnant, you should get a Tdap vaccine during the third trimester of every pregnancy to help protect your babies from pertussis (whooping cough).

Shingles: You should get a zoster vaccine even if you've had shingles before.

Pneumococcal: There are 2 different types of pneumococcal vaccine: PCV13 (conjugate) and PPSV23 (polysaccharide). Talk with your health care professional to find out if 1 or both pneumococcal vaccines are recommended for you.

Meningococcal: Your health care professional will let you know how many doses you need.

MMR: If you were born in 1957 or later, and don't have a record of being vaccinated or having had measles, mumps, and rubella, talk to your health care professional about how many doses you may need.

HPV: There are 2 HPV vaccines, but only 1 HPV vaccine (Gardasil®) should be given to men. If you're a male who is 22 through 26 years old and has sex with men, you should complete the HPV vaccine series if you haven't already done so.

Hib: Your health care professional will let you know how many doses you need.

If you're traveling outside the United States, you may need additional vaccines. Ask your health care professional about which vaccines you may need at least 6-8 weeks prior to your travel.

Visit kp.org/mydoctor/travel to learn how to prepare for your trip.

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit www.cdc.gov/vaccines.



Preventive care guidelines for children and teens

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
Recommended Lifestyle Practices		
Activity	Provide opportunities for at least 60 minutes of active play every day. Set limits on screen time (TV, video games, mobile devices, and computers). Limit your child to 1-2 hours a day. Children younger than 2 shouldn't watch any TV or videos. Keep TVs out of children's bedrooms.	Teens: Aim for 60 minutes of physical activity every day. Try different activities to find one that you enjoy. Limit screen time (TV, video games, mobile devices, and computers) to no more than 1-2 hours a day. Avoid temptation by keeping your electronic devices out of your bedroom.
Alcohol and drugs	Talk with older children about the dangers of alcohol and drugs. Set a good example.	Parents: Talk with older children about the dangers of alcohol and drugs, including prescription drugs, and set clear expectations. Your teen's provider will talk about drugs and alcohol at well-teen visits. Keep all medications out of reach – and out of easily accessible places like the medicine cabinet. Teens: Don't drink alcohol or use drugs, including any medicine that's been prescribed for someone else. Don't drink and drive and don't accept rides from anyone who has been drinking or is high.
Dental care	Prevent baby bottle tooth decay – don't leave a bottle with your baby at nap time or nighttime. Never prop up your baby's bottle. Beginning at 6 months , use a soft toothbrush to brush teeth with a tiny smear of toothpaste. During regular well-child visits, your child's pediatrician will check his or her teeth and gums to make sure they're healthy. Fluoride varnish may also be offered. Plan to schedule a first dental visit by your child's first birthday. Starting at age 2 , use a pea-sized amount of toothpaste and help your child brush and floss their teeth daily.	Parents: Encourage good dental hygiene (regular brushing and flossing) at home and take your teen to the dentist for regular checkups (usually every 6 months).
Diet and nutrition	Offer 3 nutritious meals and 2 healthy snacks every day. Serve 5-9 servings of fruits and vegetables every day. Serve calcium-rich, iron-rich, and low-fat foods, and let your child decide how much to eat. Serve water and low-fat or nonfat milk. Limit sodas, sports drinks, juice, and other sweet drinks. Make sure your child eats a healthy breakfast every day. Eat together as a family as often as possible. Let your child help you shop and cook – limit fast food, sweets, and salty snacks.	
Emotional health	Spend relaxed time with your children regularly and talk to them about school, friends, and any difficulties they may be having. Let them know you're there to help. Make sure your child is getting enough sleep and isn't over-scheduled with activities.	Teens: Try to get at least 8 hours of sleep a night. Eating a healthy diet, getting regular physical activity, and getting enough sleep will help you manage stress. If you feel sad, stressed out, or hopeless, talk to your doctor or a trusted adult for help.
Environmental safety	Children are more vulnerable than adults to harmful substances in the environment. Learn how to reduce your child's exposure to known toxins such as lead, tobacco smoke, and contaminated fish. Choose cleaning products and plastics with fewer harmful substances. Buy organic fruits and vegetables when possible. If your house was built before 1978, inspect it for possible lead toxicity.	
Medical care	Bring your child to all well-child visits. Protect your child from serious diseases by keeping up with all immunizations. Sign up for kp.org and add your child to your family list. Download our Preventive Care app to receive reminders when it's time for well-child visits and immunizations. Sign up for our online newsletters for parents.	Parents: Schedule well-teen visits every 1 to 2 years. Make sure your teen is current with regularly scheduled immunizations, as well as with well-care visits. Teens: You can see a doctor or practitioner without your parents' permission for confidential concerns like pregnancy, birth control, sexually transmitted diseases (STDs), and drug and alcohol issues.

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
Safety	Keep children younger than 12 out of the front seat of the car and always use age-appropriate safety seats and seat belts. Put medicines out of reach, install fences and self-latching gates around pools, and use guards on windows and stairs. Install smoke detectors and carbon monoxide detectors and change the batteries regularly. Never leave your child alone at home or in a car. Teach children never to go with strangers. Monitor your child's computer and mobile device use to limit inappropriate contact.	
Sexuality	Talk with older children about what changes to expect during puberty, including physical development and emotional changes. Answer your children's questions about sex in an honest, straightforward way.	Teens: Not having sex is the only certain way to protect against pregnancy and sexually transmitted diseases (STDs). Get information from a trusted adult about sexual decision-making, birth control, emergency contraception, and STD protection before starting to have sex. Information and services are available confidentially from your doctor.
Skin safety	Protect your child's skin from the sun. Children and teens should wear hats and long-sleeved shirts and should use sunscreen to reduce their risk of skin cancer. Choose a "broad-spectrum" sunscreen that has an SPF of at least 15. Provide sunglasses with at least 99 percent UV protection. Tanning is not safe.	
Smoking	Don't smoke or allow anyone else to smoke around your child. If you smoke, one of the most important things you can do for your own health and the health of your children is to quit. Kaiser Permanente has resources to help you quit smoking.	Parents: Encourage teens not to smoke or use chewing tobacco. Teens: Smoking is expensive, smelly, and hurts your health. Vaping is not a safe alternative. If you use tobacco, talk with your doctor or nurse practitioner about resources to help you quit. You can also call the California Smokers' Helpline at 1-800-662-8887 .
Recommended Screening Tests		
Autism	Your child's doctor will screen your toddler for signs of autism spectrum disorder. Talk with your child's doctor if you have any concerns about your child's development.	
Blood pressure	Get tested at every well-child visit starting at age 3 .	
Chlamydia	Teens: If you're sexually active, get tested for chlamydia every year.	
Hearing	Tested once on all newborns, then periodically as needed.	
Height, weight, and BMI	Starting at age 2 , body mass index (BMI) is calculated to help determine if your child is at a healthy weight. We'll also ask regularly about eating and physical activity habits.	
Vision	Your child's doctor will examine your child's eyes at all well-child visits and screen for eyesight problems at age 3 ; periodically as needed between ages 4 and 17 .	
Immunizations		
	Make sure your child gets his or her immunizations in a timely manner (see chart on pages 68-69).	
Measles	Measles outbreaks are a reminder that this serious, preventable disease is still circulating in our communities. If your child has not had 2 doses of MMR vaccine, he or she is at risk of getting measles, if exposed. The first dose of the MMR vaccine (measles, mumps, rubella) is recommended when a child is 12 months or older . The second shot is usually given before starting kindergarten, between ages 4 and 6 .	
Pertussis (whooping cough)	A state law requires all students entering seventh grade to show proof of Tdap (tetanus, diphtheria, and pertussis), a booster shot that protects against pertussis, or whooping cough.	
Recommended Well-Child Visits		
Visit schedule	Babies and Toddlers: Schedule visits at 2 days, 2 weeks, 2 months, 4 months, 6 months, 12 months, 18 months, and 21-24 months. Children: Schedule visits at 3 years, 4-5 years, 5-6 years, 6-8 years, 8-10 years, and 10-12 years. Teens: Schedule visits every 1-2 years, based on your doctor's or nurse practitioner's advice. Your child's doctor may recommend a slightly different schedule.	

Recommended immunizations for children from birth through 6 years old

As recommended by the Centers for Disease Control and Prevention

Shaded boxes indicate the vaccine can be given during the shown age range.

BIRTH	1 MO	2 MOS	4 MOS	6 MOS	9 MOS	12 MOS	15 MOS	18 MOS	19-23 MOS	2-3 YRS	4-6 YRS
HepB	HepB					HepB					
	RV	RV	RV	RV							
		DTaP	DTaP	DTaP				DTaP			DTaP
		Hib	Hib	Hib				Hib			
		PCV	PCV	PCV	PCV			PCV			
		IPV	IPV	IPV				IPV			IPV
						Influenza (Yearly)*					
								MMR			MMR
								Varicella			Varicella
								HepA†			

Note: If your child misses a shot, you don't need to start over; just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

*Two doses given at least 4 weeks apart are recommended for children 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.

†Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who didn't receive the HepA vaccine and are at high risk should be vaccinated against HepA.

If your child has any medical conditions that put him or her at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he or she may need.

Recommended immunizations for children from 7 through 18 years old

As recommended by the Centers for Disease Control and Prevention

These boxes indicate when the vaccine is recommended for all children, unless your doctor tells you that your child cannot safely receive the vaccine.

These boxes indicate the vaccine should be given if a child is catching up on missed vaccines.

These boxes indicate the vaccine is recommended for children with certain health conditions that put them at high risk for serious diseases. Note that healthy children can get the HepA series. See vaccine-specific recommendations at www.cdc.gov/vaccines/pubs/ACIP-list.htm

7-10 YEARS	11-12 YEARS	13-18 YEARS
Tdap	Tetanus, Diphtheria, Pertussis (Tdap) Vaccine	Tdap
	Human Papillomavirus (HPV) Vaccine (3 doses)	HPV
MCV4	Meningococcal Conjugate (MCV4) Vaccine Dose 1	(MCV4) Dose 1 Booster at 16 years
	Influenza (Yearly)	
	Pneumococcal Vaccine	
	Hepatitis A (HepA) Vaccine Series	
	Hepatitis B (HepB) Vaccine Series	
	Inactivated Polio Vaccine (IPV) Series	
	Measles, Mumps, Rubella (MMR) Vaccine Series	
	Varicella Vaccine Series	

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit www.cdc.gov/vaccines



THE FINE PRINT



HEALTH RESOURCES



YOUR CARE



FACILITY DIRECTORY



The Fine Print

Emergency services and coverage

Emergency services

If you have an emergency medical condition, call **911** (where available) or go to the nearest hospital emergency department. An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of medical attention would result in any of the following:

- Placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true:

- The person is an immediate danger to himself or herself or to others.
- The person is immediately unable to provide for, or use, food, shelter, or clothing, due to the mental disorder.

Emergency care coverage

When you have an emergency medical condition, we cover emergency services you receive from Plan providers or non-Plan providers anywhere in the world. You do not need prior authorization for emergency services.

Emergency services include all of the following with respect to an emergency medical condition:

- A medical screening exam that is within the capability of the emergency department of a hospital, including ancillary services (such as imaging and laboratory services) routinely available to the emergency department to evaluate the emergency medical condition
- Within the capabilities of the staff and facilities available at the hospital, medically necessary examination and treatment required to stabilize you (once your condition is stabilized, services you receive are post-stabilization care and not emergency services)

"Stabilize" means to provide medical treatment for your emergency medical condition that is necessary to assure, within reasonable medical probability, that no material deterioration of your condition is likely to result from or occur during your transfer from the facility. With respect to a pregnant woman who is having contractions, when there is inadequate time to safely transfer her to another hospital before delivery (or the transfer may pose a threat to the health or safety of the woman or

her unborn child), “stabilize” means to deliver (including the placenta). For more information on emergency care coverage, see your *Evidence of Coverage* or *Certificate of Insurance*.

Post-stabilization care

Post-stabilization care is medically necessary care related to your emergency medical condition that you receive in a hospital (including the Emergency Department) after your treating physician determines that this condition is stabilized. Kaiser Permanente covers post-stabilization care from a non-Plan provider, only if we provide prior authorization for the care or if otherwise required by applicable law (“prior authorization” means that we must approve the service in advance). To request authorization for post-stabilization care from a non-Plan provider, the provider must call us at **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card before you receive the care.

We will discuss your condition with the non-Plan provider. If we determine that you require post-stabilization care, and the care would be covered if you received it from a Plan provider, we will authorize your care from that provider or arrange to have a Plan provider or other designated provider administer care. Be sure to ask the non-Plan provider to tell you what care (including any transportation) we have authorized because we will not cover unauthorized post-stabilization care or related transportation provided by non-Plan providers, except as otherwise described in the *Evidence of Coverage* or *Certificate of Insurance*. If you receive care from a non-Plan provider that we have not authorized, you may have to pay the full cost of that care.

NOTE: If you are a Senior Advantage (HMO) or Medicare Cost member, you will only be held financially liable if you are notified by the non-Plan provider or us about your potential liability.

Notify us that you have been admitted to a non-Plan hospital. If you are admitted to a non-Plan hospital or get emergency care, please notify us as soon as possible by calling **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card.

Protecting your privacy and security

We take protecting you, your medical information, and resources for your care very seriously. One way we protect your privacy is by checking your Kaiser Permanente ID card and asking to see a photo ID when you come in for care.

If you notice potential signs of misconduct, such as someone using another’s ID card or information improperly, a statement listing charges for care you didn’t receive, or your prescription medications have changed unexpectedly, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired). For more information about how we are working to protect you, visit kp.org/protectingyou.

We are committed to ethical conduct, integrity in our work, and compliance with all regulatory requirements. We train our employees and physicians to help protect your privacy and prevent fraud and identity theft. We monitor our systems and operations for indications of misconduct and take corrective action when needed.

Your rights and responsibilities

Kaiser Permanente is your partner

in total health care. Active communication between you and your physician as well as others on your health care team helps us to provide you with the most appropriate and effective care. We want to make sure you receive the information you need about your Health Plan, the people who provide your care, and the services available, including important preventive care guidelines. Having this information contributes to your being an active participant in your own medical care. We also honor your right to privacy and believe in your right to considerate and respectful care. This section details your rights and responsibilities as a Kaiser Permanente member and gives you information about member services, specialty referrals, privacy and confidentiality, and the dispute-resolution process.

As an adult member, you exercise these rights yourself. If you are a minor or are unable to make decisions about your medical care, these rights will be exercised by the person with the legal responsibility to participate in making these decisions for you.

You have the right to:

Receive information about Kaiser Permanente, our services, our practitioners and providers, and your rights and responsibilities.

We want you to participate in decisions about your medical care. You have the right, and should expect to receive as much information as you need to help you make these decisions. This includes information about:

- Kaiser Permanente
- The services we provide, including behavioral health services

- The names and professional status of the individuals who provide you with service or treatment
- The diagnosis of a medical condition, its recommended treatment, and alternative treatments
- The risks and benefits of recommended treatments
- Preventive care guidelines
- Ethical issues
- Complaint and grievance procedures

We will make this information as clear and understandable as possible. When needed, we will provide interpreter services.

Participate in a candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.

You have the right to a candid discussion with your Plan physician about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage. Ask questions, even if you think they're not important. You should be satisfied with the answers to your questions and concerns before consenting to any treatment. You may refuse any recommended treatment if you don't agree with it or if it conflicts with your beliefs.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, language, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, or genetic information.

Medical emergencies or other circumstances may limit your participation in a treatment decision. However, in general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.



Participate with practitioners and providers in making decisions about your health care.

You have the right to choose an adult representative, known as your agent, to make medical decisions for you if you are unable to do so, and to express your wishes about your future care. Instructions may be expressed in advance directive documents such as an advance health care directive. See page 84 for more information about advance directives.

For more information about these services and resources, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Have ethical issues considered. You have the right to have ethical issues that may arise in connection with your health care considered by your health care team. Kaiser Permanente has a Bioethics/Ethics Committee at each of our medical centers to assist you in making important medical or ethical decisions.

Receive personal medical records. You have the right to review and receive copies of your medical records, subject to legal restrictions and any appropriate copying or retrieval charge(s). You can also designate someone to obtain your records on your behalf. Kaiser Permanente will not release your medical information without your written consent, except as required or permitted by law.

To review, receive, or release copies of your medical records, you'll need to complete and submit an appropriate written authorization or inspection request to our Medical Secretaries Department at the facility where you get your care. They can provide you with these forms and tell you how to request your records. Check your medical facility in this *Guidebook* or visit **kp.org** to find addresses and phone numbers for these departments. If you need help getting copies of your medical records, call our Member Service

Contact Center at **1-800-464-4000** or **711** (TTY).

Receive care with respect and recognition of your dignity. We respect your cultural, psychosocial, spiritual, and personal values; your beliefs; and your personal preferences. Kaiser Permanente is committed to providing high-quality care for you and to building healthy, thriving communities. To help us get to know you and provide culturally competent care, we collect race, ethnicity, language preferences (spoken and written), and religion data. This information can help us develop ways to improve care for our members and communities. This information is kept private and confidential and is not used in underwriting, rate setting, or benefit determination. Check your visit summary to make sure your information is correct. If you see an error, please tell us. We believe that providing quality health care includes a full and open discussion regarding all aspects of medical care and want you to be satisfied with the health care you receive from Kaiser Permanente.

Use interpreter services. When you call or come in for an appointment or call for advice, we will make every effort to communicate with you in the language you are most comfortable using. For more about our interpreter services, see page 86, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Be assured of privacy and confidentiality. All Kaiser Permanente employees and physicians, as well as practitioners and providers with whom Kaiser Permanente contracts, are required to keep your protected health information (PHI) confidential. PHI is information that includes your name, Social Security number, or other information that reveals who you are, such as race, ethnicity, and language data. For example, your medical record is PHI because it includes your name and other identifiers.

Kaiser Permanente has strict policies and procedures regarding the collection, use, and disclosure of member PHI that includes the following:

- Kaiser Permanente’s routine uses and disclosures of PHI
- Use of authorizations
- Access to PHI
- Internal protection of oral, written, and electronic PHI across the organization
- Protection of information disclosed to Plan sponsors or employers

Please review the section titled “Privacy practices” on page 79.

For more information about your rights regarding PHI as well as our privacy practices, please refer to our Notice of Privacy Practices on our website, kp.org, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Participate in physician selection without interference. You have the right to select and change your personal physician within the Kaiser Permanente Medical Care Program without interference, subject to physician availability. To learn more about nurse practitioners, physician assistants, and selecting a primary care practitioner, see page 52 in this *Guidebook*.

Receive a second opinion from an appropriately qualified medical practitioner. If you want a second opinion, you can either ask your Plan physician to help you arrange for one, or you can make an appointment with another Plan physician. Kaiser Foundation Health Plan, Inc., will cover a second opinion consultation from a non-Permanente Medical Group physician only if the care has been preauthorized by a Permanente Medical Group. While it is your right to consult with a physician outside the Kaiser Permanente Medical Care Program, without prior authorization you will be responsible for any costs you incur.

Receive and use member satisfaction resources, including the right to voice complaints or make appeals about Kaiser Permanente or the care we provide.

You have the right to resources such as patient assistance and member services, and the dispute-resolution process. These services are provided to help answer your questions and resolve problems.

A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Member Services Department to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy.

When necessary, we will provide you with interpreter services, including Sign language, at no cost to you. For more information about our services and resources, please contact our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Make recommendations regarding Kaiser Permanente’s member rights and responsibilities policies. If you have any comments about these policies, please contact our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

You are responsible for the following:

Knowing the extent and limitations of your health care benefits. A detailed explanation of your benefits is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Member Services office to request another copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy of your *Evidence of Coverage* booklet or *Certificate of Insurance*.



Notifying us if you are hospitalized in a non-Kaiser Permanente hospital. If you are hospitalized in any hospital that is not a Plan hospital, you are responsible for notifying us as soon as reasonably possible so we can monitor your care.

You can contact us by calling the number on your Kaiser Permanente ID card.

Identifying yourself. You are responsible for carrying your Kaiser Permanente identification (ID) card and photo identification with you at all times to use when appropriate, and for ensuring that no one else uses your ID card. If you let someone else use your card, we may keep your card and terminate your membership.

Your Kaiser Permanente ID card is for identification only and does not give you rights to services or other benefits unless you are an eligible member of our Health Plan. Anyone who is not a member will be billed for any services we provide.

Keeping appointments. You are responsible for promptly canceling any appointment that you no longer need or are unable to keep.

Supplying information (to the extent possible) that Kaiser Permanente and our practitioners and providers need in order to provide you with care. You are responsible for providing the most accurate information about your medical condition and history, as you understand it. Report any unexpected changes in your health to your physician or medical practitioner.

Understanding your health problems and participating in developing mutually agreed-upon treatment goals, to the highest degree possible. You are responsible for telling your physician or medical practitioner if you don't clearly understand your treatment plan or what is expected of you. You are also responsible for telling your physician or medical practitioner if you believe you cannot follow through with your treatment plan.

Following the plans and instructions for care you have agreed on with your practitioners. You are responsible for following the plans and instructions that you have agreed to with your physician or medical practitioner.

Recognizing the effect of your lifestyle on your health. Your health depends not only on care provided by Kaiser Permanente but also on the decisions you make in your daily life – poor choices, such as smoking or choosing to ignore medical advice, or positive choices, such as exercising and eating healthy foods.

Being considerate of others. You are responsible for treating physicians, health care professionals, and your fellow Kaiser Permanente members with courtesy and consideration. You are also responsible for showing respect for the property of others and of Kaiser Permanente.

Fulfilling financial obligations. You are responsible for paying on time any money owed to Kaiser Permanente.

Knowing about and using the member satisfaction resources available, including the dispute-resolution process. For more about the dispute-resolution process, see page 80 of this *Guidebook*. A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials.

If you need a replacement, contact our Member Service Contact Center to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy. Our Member Service Contact Center can also give you information about the various resources available to you and about Kaiser Permanente's policies and procedures. If you have any recommendations or comments about these policies, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at

1-800-464-4000 (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Policies and procedures

This section discusses the prescription drug formulary and policies on specialty referrals, new technology, confidentiality, and privacy practices. It also describes the dispute-resolution process and the procedures for decisions about coverage and medical treatment. Some common questions about treatment decisions and advance directives are answered beginning on page 83.

To speak with a representative about our policies and procedures, including benefits and coverage, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired). Senior Advantage and Medicare members can contact our Member Service Contact Center at **1-800-443-0815** (English), 7 days a week, 8 a.m. to 8 p.m.

Disability access

It's our policy to make our facilities and services accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides (1) access to service-animal users except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-related disabilities, including qualified Sign language interpreter services and informational materials in alternative formats (examples include large print, audio tape/CDs, electronic

texts/disks/CD-ROMs, and Braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

About your Kaiser Permanente identification (ID) card

Each member is assigned a unique medical record number, which we use to locate membership and medical information. Every member receives an ID card that shows his or her unique number.

If you are not sure when your coverage starts, call your employer's benefits office; individual plan members may call our Member Service Contact Center. If you were a member and have re-enrolled in our Health Plan, you will receive a new ID card that shows your original medical record number.

Whenever you receive a new ID card, destroy all old cards and begin using the new card. If you lose your ID card, or if we inadvertently issue you more than 1 medical record number, please call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Referrals for specialty care

Your primary care physician will refer you to a Plan specialist when he or she believes that you require specialty care. Some specialty departments such as Obstetrics-Gynecology, Psychiatry, and Chemical Dependency or Addiction Medicine don't require a referral. There may be instances when you require the services of a non-Plan physician. These services are covered only when authorized in writing by the Medical Group. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information.

Notice of availability of Contracted Practitioners and Providers List

Kaiser Permanente is required by California law to provide members and prospective members, upon request, a list of medical practitioners and providers contracted to provide health care services to our members



in a general geographic area. The list includes certain information about these contracted health care practitioners and providers, including which primary care practitioners may be accepting new patients. The Contracted Practitioners and Providers List is not intended to replace other Kaiser Permanente physician directories, provider lists, or Guidebooks. To receive a copy of this list, call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY) and ask for the Contracted Practitioners and Providers List. Or request the Contracted Practitioners and Providers List by writing to:

Kaiser Foundation Health Plan, Inc.
Publications Distribution
393 E. Walnut St.
Pasadena, CA 91188

Prescription drug formulary

Our formulary is a list of covered drugs that have been carefully evaluated and approved by our Pharmacy and Therapeutics (P&T) Committee, primarily composed of Kaiser Permanente (Plan) physicians and pharmacists. The committee thoroughly reviews the medical literature and determines which drugs to include on the formulary based on a number of factors, including safety and effectiveness. The P&T Committee reviews and updates the formulary on a quarterly basis to ensure that it continues to include drugs that are safe and effective.

Plan physicians may prescribe generic or brand-name drugs that are on our formulary, or, in rare cases, drugs that are not on our formulary (non-formulary drugs), based on what is medically necessary for your condition.

A generic drug is a chemical copy of a brand-name drug and is equivalent to the brand-name drug in action, quality, and safety, but usually costs less. Generic drugs contain the same active ingredients in the same dosage as their brand-name counterparts and are approved by the

U.S. Food and Drug Administration. They become available only after the patent on a brand-name drug expires, at which point other companies are allowed to make the drug at cost savings ranging from 30 to 80 percent.

Generally, when a new generic drug becomes available, it is added to the formulary and the brand-name equivalent is removed. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generic drugs for the formulary.

If you have a prescription drug benefit and are prescribed a formulary drug, that drug will be covered under the terms of your benefits. Non-formulary brand medications are not covered unless your doctor determines that one is medically necessary and provides it through an exception process – for example, in the highly unusual situation that you do not tolerate or respond well to a generic drug. If your plan doesn't have a prescription drug benefit, you will be charged full price for both formulary and non-formulary drugs.

For more information on our prescription drug formulary, visit kp.org/formulary. Or call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

New technology

Kaiser Permanente has an ongoing process for monitoring and evaluating the scientific evidence for new medical technologies, including medical procedures, pharmaceuticals, and medical devices. For new technologies that have been evaluated in scientific studies and shown to be effective and safe, Kaiser Permanente's physicians determine whether the procedures, drugs, or devices are medically appropriate for their patients.

Coordination of Benefits (COB)

You and your family may be able to save on medical expenses if you are covered by more than 1 medical plan through an employer group (including Medicare Part A and/or B coverage held individually or assigned into a Medicare Advantage plan). Through our COB program, you may qualify for reimbursement of your cost share and out-of-pocket expenses. Through COB, your health care organizations and insurance companies work together to pay for your medical care. If you have coverage in addition to Kaiser Permanente through an employer group or Medicare and would like to find out if you qualify for COB, call one of our representatives. They are available Monday through Friday, 8 a.m. to 4 p.m., at **1-800-201-2123**. For more information about COB, please see your *Evidence of Coverage*.

Claims status information

You have the right to track the status of a claim in the claims process and obtain the following information in 1 telephone contact with a representative from Member Services – the stage of the process, the amount approved, amount paid, member cost, and date paid (if applicable). To inquire about the status of a claim, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Coverage or service decisions

Managing how health care services and related resources are used is an important part of how Kaiser Permanente physicians and staff work together to help control costs and improve health care services for you.

Managing our resources effectively includes making decisions that help ensure that you receive the right care at the right time in the right care setting. Communicating openly with the members of your health care team is an important way to help ensure that you get the care you need.

Many agencies, accrediting bodies, and employers require managed care organizations and hospitals to detect and correct potential underuse and overuse of services. Among them are the National Committee for Quality Assurance, the Centers for Medicare & Medicaid Services (Medicare and Medi-Cal), and The Joint Commission. This monitoring of services is called “utilization management” (UM).

At Kaiser Permanente, we make UM decisions based only on appropriateness of care and service and the existence of coverage. Our physicians and other practitioners may use criteria or guidelines (information, tools, and other decision-making aids) to assist in service determinations. In the event of service-denial determinations in which criteria may have been used to assist in the determination, these criteria will be disclosed and provided to you. Also, we do not specifically reward practitioners or individuals conducting a utilization review for issuing denials of coverage or service. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. The type of coverage you have determines your benefits. Your Kaiser Permanente physician does not make decisions on your health care because of receiving a financial reward, or because they would be hired, fired, or promoted. Your Kaiser Permanente physician does not receive any financial reward if he or she does not provide the services you need. Kaiser Permanente makes sure that your physician provides the care you need at the right time and the right place.

For more information about policies regarding financial incentives and how we control utilization of services and expenditures, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Assistance with utilization management (UM) issues and processes

For calls regarding UM issues, questions, or processes, please call the Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Member Services representatives and UM staff at each medical center are available during normal business hours to address your questions or concerns related to UM issues. Please call your local medical center number and request the Member Services or Utilization Management Department. Business hours are Monday through Friday (excluding holidays), 9 a.m. to 5 p.m. You can also inquire about UM processes or specific UM issues by leaving a voice mail after hours. Please leave your name, medical record number and/or birth date, telephone number where you can be reached, and your specific question. Messages will be responded to no later than the next business day.

Quality

At Kaiser Permanente, we are proud of our delivery of high-quality health care and services to our members. Our commitment to quality is demonstrated through the recognition we've received from independent organizations for our internal improvement program and for our use of advanced technologies in providing medical care. You can request a complimentary copy of Quality Program at Kaiser Permanente, a document that explains our quality programs, by calling our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

You can also read this document online at **kp.org**. Scroll down to "Helpful links" at the bottom of the page and click "Quality and

safety at KP;" then "Measuring quality" from the left side of the page. Scroll down to the middle of the page and click "Quality Program at KP."

We participate in various activities that demonstrate the quality of care and service we provide. Information to better understand the quality of care we deliver at Kaiser Permanente in Northern California, as well as a way to compare our performance to other California health plans, is available. This clinical and patient experience information is reported through the public Office of the Patient Advocate and is available to view and print.

For clinical and patient-experience measures for all Kaiser Permanente locations and explanations of the scoring and rating methodologies used to demonstrate performance for clinical care and patient experience, visit opa.ca.gov/report_card.

Privacy practices

Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers to protect your PHI. Your PHI is individually identifiable information (oral, written, or electronic) about your health, health care services you receive, or payment for your health care. You may generally see and receive copies of your PHI, correct or update your PHI, and ask us for an accounting of certain disclosures of your PHI. You can ask for confidential communications to be delivered to a location other than your usual address. You can also request a different delivery method than the method normally used.

We may use or disclose your PHI for treatment, payment, health research, and health care operations purposes, such as measuring the quality of services. We are sometimes required by law to give PHI to others, such as government agencies or in judicial actions. In addition, if you have coverage through an employer group, PHI is shared with your group only with your

authorization or as otherwise permitted by law. We will not use or disclose your PHI for any other purpose without your (or your representative's) written authorization, except as described in our Notice of Privacy Practices. Giving us authorization is at your discretion.

This is only a brief summary of some of our key privacy practices. Our Notice of Privacy Practices, which provides additional information about our privacy practices and your rights regarding your PHI, is available and will be furnished to you upon request. To request a copy, please call our Member Service Contact Center at 1-800-464-4000 or 711 (TTY). You can also find the notice at your local Plan facility or on our website at kp.org.

Dispute resolution

We are committed to promptly resolving your concerns. The following sections describe some dispute-resolution options that may be available to you. Please refer to your *Evidence of Coverage* or *Certificate of Insurance*, or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, AIM, Federal Employee Health Benefits Program (FEHBP), or CalPERS member because you have different dispute-resolution options available. The information below is subject to change when your *Evidence of Coverage* or *Certificate of Insurance* is revised and the revised *Evidence of Coverage* or *Certificate of Insurance* replaces the information in this *Guidebook*.

We will confirm receipt of your complaint, grievance, or appeal within 5 days. We will send you our decision within 30 days from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. In the case of an expedited review, we will respond in less than 30 days, as described in this section.

Complaints about quality of care or service, or access to facilities or services

If you have a complaint about your quality of care or service, or access to facilities or services, you may file a complaint online or you may contact a patient assistance coordinator or a Member Services representative at your local Plan facility, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY) to discuss your issue. To file a complaint online, go to kp.org and click the "Locate our services" tab, then click "Member Services." On the left side of the screen, click "Submit a complaint." Our representatives will advise you about our resolution process and ensure that the appropriate parties review your complaint.

The Joint Commission contact information

The Joint Commission is responsible for accreditation of health care organizations – for example, Kaiser Foundation Hospitals and Home Care and Hospice programs. Kaiser Permanente encourages the public to report any patient safety or quality-of-care concerns to hospital management. If the concerns cannot be resolved through the hospital, we encourage you to contact The Joint Commission's Office of Quality Monitoring at **630-792-5800**. The Joint Commission complaint email address is **complaint@jointcommission.org**. For more information about The Joint Commission, go to The Joint Commission website, jointcommission.org. You can send mail to:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Who may file

The following people may file a grievance:

- You may file for yourself.
- You can ask a friend, relative, attorney, or any other person to file a grievance for you by appointing him or her in writing as your authorized representative.



- A parent may file for his or her child under age 18, except that the child must appoint the parent as authorized representative if the child has the legal right to control release of information that is relevant to the grievance.
- A court-appointed guardian may file for his or her ward, except that the ward must appoint the court-appointed guardian as authorized representative if the ward has the legal right to control release of information that is relevant to the grievance.
- A court-appointed conservator may file for his or her conservatee.
- An agent under a currently effective health care proxy, to the extent provided under state law, may file for his or her principal.
- Your physician may act as your authorized representative with your verbal consent to request an urgent grievance as described in the *Evidence of Coverage or Certificate of Insurance*.

Expedited Review

If you want us to consider your grievance on an urgent basis, please tell us that when you file your grievance.

You must file your urgent grievance in 1 of the following ways:

- By calling our Expedited Review Unit toll free at **1-888-987-7247** (TTY users call **711**)
- By mailing a written request to:
Kaiser Foundation Health Plan, Inc.
Expedited Review Unit
P.O. Box 23170
Oakland, CA 94623-0170
- By faxing a written request to our Expedited Review Unit toll free at **1-888-987-2252**
- By visiting a Member Services office at a Plan facility (please see the facility directory beginning on page 1 for addresses)
- By going to **kp.org** – you can file a complaint or grievance, including a request for an expedited review, on our website.

We will decide whether your grievance is urgent or nonurgent unless your attending health care provider tells us your grievance is urgent. If we determine that your grievance is not urgent, we will use the procedure described under “Standard procedure” in the “Grievances” section of your *Evidence of Coverage or Certificate of Insurance*. Generally, a grievance is urgent only if 1 of the following is true:

- Using the standard procedure could seriously jeopardize your life, health, or ability to regain maximum function.
- Using the standard procedure would, in the opinion of a physician with knowledge of your medical condition, subject you to severe pain that cannot be adequately managed without extending your course of covered treatment.
- A physician with knowledge of your medical condition determines that your grievance is urgent.

If we respond to your grievance on an urgent basis, we will give you oral notice of our decision, as soon as your clinical condition requires, but not later than 72 hours after we received your grievance. We will send you a written confirmation of our decision within 3 days after we received your grievance.

If we do not decide in your favor, our letter will explain why and describe your further appeal rights.

NOTE: If you have an issue that involves an imminent and serious threat to your health (such as severe pain or potential loss of life, limb, or major bodily function), you can contact the California Department of Managed Health Care at any time at **1-888-HMO-2219 (1-888-466-2219)** or **1-877-688-9891** (TDD) without first filing a grievance with us.

Binding arbitration

You have the right to voice complaints about Kaiser Permanente and the care we provide. Most member concerns are resolved through

our complaint and grievance process. However, if an issue is not resolved to your satisfaction through that process, you can ask for binding arbitration by a neutral third party.

We require that members use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. It's a legal proceeding that provides members with a fair, cost-effective, and confidential means of resolving disputes. The Office of the Independent Administrator is the neutral entity that administers Health Plan arbitrations. Typically, an arbitrator decides disputes within 18 to 24 months, and often in less than 1 year. The arbitrator's decision is binding for both members and the Health Plan. For more information about binding arbitration, please refer to your *Evidence of Coverage* or *Certificate of Insurance*.

If you need a current copy, call our Member Service Contact Center at **1-800-464-4000**.

Independent Medical Review (IMR)

If you qualify, you or your authorized representative may have your issue reviewed through the Independent Medical Review (IMR) process managed by the California Department of Managed Health Care. The Department of Managed Health Care determines which cases qualify for IMR. This review is at no cost to you. If you decide not to request an IMR, you may give up the right to pursue some legal actions against us.

You may qualify for IMR if all of the following are true:

- One of these situations applies to you:
 - You have a recommendation from a provider requesting Medically Necessary Services
 - You have received Emergency Services, emergency ambulance Services, or Urgent Care from a provider who determined the Services to be Medically Necessary
 - You have been seen by a Plan Provider for the diagnosis or treatment of your medical condition

- Your request for payment or Services has been denied, modified, or delayed based in whole or in part on a decision that the Services are not Medically Necessary.
- You have filed a grievance and we have denied it or we haven't made a decision about your grievance within 30 days (or 3 days for urgent grievances). The Department of Managed Health Care may waive the requirement that you first file a grievance with us in extraordinary and compelling cases, such as severe pain or potential loss of life, limb, or major bodily function. If we have denied your grievance, you must submit your request for an IMR within 6 months of the date of our written denial. However, the Department of Managed Health Care may accept your request after 6 months if they determine that circumstances prevented timely submission.

You may also qualify for IMR if the Service you requested has been denied on the basis that it is experimental or investigational as described under "Experimental or investigational denials" in your *Evidence of Coverage* or *Certificate of Insurance*.

If the Department of Managed Health Care determines that your case is eligible for IMR, it will ask us to send your case to the Department of Managed Health Care's Independent Medical Review organization. The Department of Managed Health Care will promptly notify you of its decision after it receives the Independent Medical Review organization's determination. If the decision is in your favor, we will contact you to arrange for the Service or payment.

California Department of Managed Health Care

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-464-4000** or **711** (TTY) and use your health plan's grievance process before contacting the department.



Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR).

If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **1-888-HMO-2219 (1-888-466-2219)** and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet website **hmohelp.ca.gov** has complaint forms, IMR application forms, and instructions online.

Your medical treatment

We want you to know about your rights and your health care decisions. It is important for you to think about the types of treatments you may or may not choose if there comes a time when you cannot speak for yourself. These decisions are highly personal and are based on your values, beliefs, and what is important to you. We base this information on text from the California Consortium on Patient Self-Determination and adopted by the California Department of Health Care Services to implement Public Law 101-508.

The California Health Care Decision Law helps you control the kind of health care you receive if you lose the ability to speak for yourself.

Under the federal Patient Self-Determination Act, Kaiser Permanente must offer you written information about your right to make decisions regarding your medical care. We also want to make clear that you are not obligated to complete an advance directive. You will receive no change in other medical care whether or not you complete an advance directive stating your preferences or complete a Physician Orders for Life-Sustaining Treatment (POLST).

We hope this information will help you to receive the kind of medical treatment that is right for you.

Treatment decisions

Your physician may offer you treatment for a medical condition. You can say "yes" to the treatment. Or you can say "no" to the treatment – even if the treatment might keep you alive longer. To help you know what you want, your physician will tell you about your medical condition and what different treatments (and their side effects) can do. Your physician must tell you about any serious problems that a particular medical treatment is likely to cause, and what your life might be like with and without the treatment. Your beliefs and values may guide you to decide whether to accept a treatment choice.

Documenting your health care treatment preferences

In California, 2 complementary documents help to make your preferences clear: an advance directive and a Physician Orders for Life-Sustaining Treatment (POLST). Anyone 18 or older and of sound mind can complete them; legal help is not required. A POLST form is designed for people with serious illness, thus, should not be completed unless you are seriously ill. Your physician can help you decide if a POLST is right for you. With the POLST, your physician decides which treatment orders will benefit you and completes the POLST form with help from you or the person you choose to make health care decisions for you.

An advance directive, sometimes called an advance health care directive, documents your current preferences about your future medical care. These preferences guide your medical care if you lose the ability to make decisions for yourself. You can name someone as your decision-maker (surrogate decision-maker) to make health care decisions for you if you're too sick to make your own decisions. We recommend that you choose an adult relative or friend you trust, knows you, cares about you, and can support your treatment choices. Or you can fill out the form without naming a surrogate decision-maker. Your health care instructions help you express your wishes about receiving life support and other types of treatment. We will follow your wishes as stated in your advance directive in accordance with the law and in keeping with good medical practice. If your physician is unable to follow your stated wishes, we will attempt to transfer you to another physician who can comply with your instructions. We recommend you use an advance health care directive form, available from the Member Services, Patient Assistance, and Health Education Departments at your local Kaiser Permanente medical center or medical offices. You can also download a form at kp.org, under "Forms & publications."

After you complete the directive:

- Give a copy of the original to your authorized surrogate decision-maker.
- Ask your physician to attach your advance directive to your permanent medical record.
- Keep a copy of your advance directive in a safe place where it can be easily found if needed.
- Keep a card in your wallet or purse stating that you have an advance directive.

You can also register your advance directive with the California State Department of Justice Office of the Attorney General. For information, you can call **916-322-3360** or visit their website at sos.ca.gov/ahcdr.

A POLST or Physician Orders for Life-Sustaining Treatment form is a document that your physician completes with input from you or your surrogate decision-maker. The POLST contains physician orders about CPR, medical interventions, use of antibiotics, and use of artificially administered fluids and nutrition. A POLST orders treatment that reflects your wishes concerning end-of-life care. The POLST is voluntary and is intended only for people who are seriously ill. At any time, you or your surrogate decision-maker can discuss with a physician a change in those orders. This form assists physicians, nurses, health care facilities, and emergency personnel in honoring your wishes about life-sustaining treatment. A POLST complements your advance directive and is not intended to replace it. Once it's completed, it becomes a part of your medical record. It can be changed at any time by you or your surrogate decision-maker if your condition changes. For more information, visit coalitionccc.org.

Do I have to fill out an advance directive or POLST?

No. You can just talk with your physicians and ask them to write down what you've said in your medical record. And you can talk with your family. But people will be clearer about your treatment wishes – and your wishes are more likely to be followed – if you write them down.

You can also tell your provider what you prefer and have it documented in your medical record, or you can put it in writing, sign it, and have that document made a part of your medical record. Your physicians and family can use what you've written to decide on your treatment. A physician must follow your wishes when you say "no" to a treatment. The law provides legal protection for physicians who follow your wishes. If there is uncertainty, physicians can ask for guidance from the hospital's Ethics Consultation Service.

**What if I'm too sick to decide?**

If you can't make treatment decisions, your physician may ask your family and significant others to help decide what is best for you. While this approach can be helpful, there are times when not everyone agrees on what you would want. That's why it's helpful to choose someone to make decisions for you in case you are sick, discuss with that someone the goals of your medical treatment, and fill out an advance directive or POLST in a way that reflects those goals. Some treatment decisions are hard to make, and knowing what you want helps your family and your physicians. The advance health care directive also gives them legal protection when they follow your wishes.

What if I change my mind?

You can change or revoke an advance directive or POLST, as long as you can communicate your wishes.

Will I still be treated if I don't fill out an advance directive or POLST?

The best medical care is care that you would want. While you will be treated regardless of whether you fill out an advance directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:

- An advance directive lets you name someone to make treatment decisions for you. That person can make most medical decisions – not just those about life-sustaining treatment – when you can't speak for yourself. Besides naming a surrogate decision-maker, you can also use the form to say when you would and would not want particular kinds of treatment.
- A POLST is a group of orders signed by a physician based on physician judgment in light of your individual health care preferences. The POLST is intended for persons who are seriously ill. This document contains orders about life-sustaining treatment.

- You can express your wishes to your provider and have them documented in your medical record, or you can put them in writing and have that made a part of your medical record.

Where can I find more information about an advance directive and POLST?

Ask your physician, nurse, or social worker for more information. Or visit your local facility's Member Services Department. Some medical centers offer member classes about advance directives. You can contact your local Member Health Education Department.

What if I want to be an organ donor?

A question on the advance health care directive form asks whether you want to be an organ donor. In addition, you can get a sticker for your driver's license that conveys your wishes or you can carry an organ donor card. For information about organ donation, visit donatelifecalifornia.org or call **1-866-797-2366**.

Help in your language

We want to speak to you in the language that you're most comfortable with when you call us or come in for service. Interpreter services, including Sign language, are available at no cost, 24 hours a day, 7 days a week during all hours of operation.

Qualified interpreter services are available even when you're accompanied by a family member or friend who could interpret for you. We discourage using minors as interpreters.

Our call centers have interpreters who speak Spanish, Cantonese, and Mandarin, as well as other Chinese dialects. Most of our facilities have staff who speak more than one language and are specially trained to interpret and explain medical terms and procedures. Many of our practitioners also speak more than one language.

If you visit one of our facilities and no one speaks your language, we have interpreters for more than 140 languages available by phone. If you need a Sign language interpreter, we can preschedule the interpreter service for your appointment.

If you need health plan materials in your language, you can ask for translations. You can also get them in large text or other formats based on your vision or hearing needs. When needed, we can also give referrals to appropriate community-based resources, based on your language, culture, and any special needs. Just let us know how we can help.

To learn more about these services, call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

If you're Deaf, hard of hearing, or speech impaired, we have telephone-based services you can use to make appointments or get advice. When you call one of our TTY phone numbers, our staff will respond using a TTY telephone. The TTY telephone and the California Relay Service allow TTY and non-TTY users to communicate with each other.

Specially trained operators relay telephone conversations back and forth between a hearing party, who uses a standard voice telephone, and a person who is Deaf, hard of hearing, or speech impaired. If you're a TTY user and you need to reach a Kaiser Permanente facility that doesn't have a direct TTY phone number, dial **711** and have the operator relay the conversation.

Ayuda en su idioma

Queremos hablarle en el idioma que le resulte más cómodo cuando nos llame o venga para recibir servicios. Se ofrecen servicios de intérprete, incluida la lengua de señas (sign language), sin costo alguno para usted, las 24 horas del día, los 7 días de la semana, durante todo el horario de atención.

Los servicios de un intérprete calificado están disponibles aunque usted esté acompañado por un familiar o amigo que le podría servir de intérprete. No recomendamos que use a menores de edad como intérpretes.

Nuestras centrales de llamadas cuentan con intérpretes que hablan español, cantonés y mandarín, así como otros dialectos chinos. La mayoría de nuestros centros cuentan con personal que habla más de un idioma y que está capacitado especialmente para interpretar y explicar los términos y procedimientos médicos. Muchos de nuestros profesionales médicos también hablan más de un idioma.

Si visita uno de nuestros centros y no hay nadie que hable su idioma, contamos con intérpretes de más de 140 idiomas que están a su alcance por teléfono. Si necesita un intérprete de lengua de señas podemos programar de antemano el servicio de intérprete para su cita.

Si lo necesita, puede pedir traducciones de los materiales del plan de salud en su idioma. También puede solicitarlos en letra grande u otros formatos, de acuerdo a sus necesidades de la vista o audición. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y cualquier necesidad especial que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios, llame a nuestra Central de Llamadas de Servicio a los Miembros las 24 horas del día, los 7 días de la semana (cerrada los días festivos), llamando al **1-800-788-0616**, o al **711** (TTY para personas con problemas auditivos o del habla).

Si es sordo o tiene problemas auditivos o del habla, contamos con servicios telefónicos que puede usar para programar citas u obtener consejo. Cuando llame a uno de nuestros números de teléfono TTY, nuestro personal le contestará a través de un teléfono TTY. El teléfono TTY y el Servicio de Retransmisión de California facilitan la comunicación entre usuarios de TTY y aquellos que no usan TTY.

Los operadores con capacitación especial transmiten conversaciones telefónicas entre una persona con nivel de audición normal que usa un teléfono de voz estándar y una persona sorda o con problemas auditivos o del habla. Si usted es usuario de TTY y necesita comunicarse con un centro de Kaiser Permanente que no tiene un número de teléfono TTY directo, llame al **711** y pida que el operador transmita la conversación.

以您的語言提供協助

當您來電或前來接受服務時，我們希望用您最感到自在的語言與您溝通。我們每週7天，每天24小時在所有辦公時間內免費為您提供口譯服務，包括手語在內。

即使您有可以替您口譯的家人或朋友陪同，您也能獲得合格的口譯服務。我們不鼓勵未成年人充當口譯員。

我們的電話中心有說西班牙語、粵語、國話及其他華語方言的口譯員。大多數的醫療設施都有工作人員能說一種以上語言，而且受過專門訓練能為您口譯及解釋醫學名詞及醫療程序。我們許多執業人員也能說一種以上的語言。

如果您前往我們某一家醫療設施而那裡沒有人能說您的語言，我們可以透過電話提供超過140種語言的口譯服務。如果您需要手語傳譯員，我們可以事先為您的約診安排手語傳譯服務。

如果您需要以您的語言閱讀保健計劃資料，您可以要求翻譯版本。您也可以根據您的視力或聽力需求獲得這些資料的大字版或其他格式。如果有需要，我們也可以根據您的語言、文化以及任何其他特殊需求而將您轉介給適當的社區資源。總之，無論您需要何種協助，請儘管告訴我們。

如需有關這些服務的更多資訊，請致電會員服務電話中心**1-800-757-7585**或**711** (TTY聽力與語言障礙者電傳專線)，每週7天，每天24小時為您服務。

如您失聰，重聽或有語言障礙，我們有電傳服務可為您約診或提供醫療建議。當您使用我們的TTY電傳專線服務時，我們的接線員亦會用TTY給您回話。TTY電話及加州中繼服務 (California Relay Service) 讓聽障/語障者及非聽障/語障者能互相溝通。

受過專門訓練的接線員，在聽力正常、使用普通語音電話者與失聰、聽障或語障者之間來回傳遞電話訊息。如您是TTY使用者，需要致電沒有直接TTY號碼的Kaiser Permanente醫療設施，請撥**711**，讓接線員為您傳遞訊息。

Guide for members with disabilities

Access to facilities and services

Kaiser Permanente is dedicated to providing accessible services for all members and visitors. The information presented here will guide you through available resources to help you plan your visit or hospital stay at any of our statewide facilities.

Alternative formats

Print documents are available in alternative formats

Large print, braille, audio (tape or CD), and electronic files (accessible PDF or Microsoft Word document) are available at no charge to members with disabilities. The amount of time required for production of written materials in alternative formats may vary depending upon the complexity, type, and length of the document requested, as well as whether the materials are prepared in-house or by third-party vendors. Generally, written materials in alternative formats can be produced within 2 weeks or less. Some documents, such as online PDFs that don't contain patient-specific information, are available for immediate viewing or downloading.

Accessible PDFs online (without patient-specific information)

Non-patient-specific documents (for example, written materials that don't refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient) are available for immediate viewing or downloading in an accessible PDF online at kp.org. These documents can also be produced in alternative formats upon request: Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**. You can also contact us online at kp.org. Click the "Locate our services" tab. Then click "Member Services" and "Contact Member Services."

Documents with patient-specific information

Written materials that refer or pertain to clinical visits by, or treatment of, a Kaiser member or patient can be produced in alternative formats upon request through your care provider or our Member Service Contact Center at the number in the previous paragraph.

Auxiliary aids and services

Communication aids

A variety of aids and services are available to help patients and visitors needing assistance in communicating. For individuals who are Deaf or hard of hearing, we offer Sign language interpreting services at no cost. Our interpreters are specialists in communicating health-related information. In addition to in-person, Sign language interpretation services, the following auxiliary aids and services are available:

- Type-to-text displays in real time – for example, Ubi Duo
- Assistive listening devices (ALDs) – for example, Pocket Talker (a hand-held amplifier to aid conversation for the hard of hearing)
- TDDs (telecommunication devices for the Deaf)
- VRI (video remote interpretation services)*
- CART (Communication Access Realtime Translation)
- Tactile interpreting for members who are Deaf and blind

*Note: Please check with provider or Member Services, as availability may vary by service area.

Health Education – computer access software and services

Kaiser Permanente's Health Education Departments offer a number of options for members with limitations in hearing, vision, or mobility, including ZoomText screen magnifying software, WYNN Wizard scanning, text-to-audio software (for converting accessible documents into an audio CD), large print keyboards, and ergonomic trackballs.

To get the location of your local Health Education Department, you have 2 options:

- Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**.
- Visit **kp.org** and click the “Locate our services” tab. Then click “Find a facility” and enter your search criteria. Select the location you want. Then click “Services and amenities” and “Health Education.”

Our website and mobile apps

Kaiser Permanente strives to provide accessible and usable digital resources to all members, including people with disabilities. We continually review and modify our sites and applications to improve their accessibility for people who use assistive technologies.

Kaiser Permanente complies with version 2 of the Web Content Accessibility Guidelines (WCAG 2.0) Conformance Level AA Success Criteria, and thus Section 508 of the Rehabilitation Act.

Our website, **kp.org**

Accessibility is a big part of our Web development cycle. Development teams design sites to be accessible and usable, and our Digital Accessibility Team assesses all Web pages for accessibility using JAWS and NVDA screen-reading software.

The Kaiser Permanente mobile app

Accessibility is also a major part of our mobile application development cycle. Development teams design apps to be accessible and usable, and our Digital Accessibility Team and product quality testers assess all iOS app screens with VoiceOver. We also design all native apps (iPhone) to have appropriate contrast and text size for members with low vision.

Need help?

If you’re having accessibility problems with our **kp.org** website or mobile applications, you can receive help by calling our Website

Support helpline at **1-800-556-7677**, Monday through Friday from 6 a.m. to 7 p.m., and Saturday and Sunday from 7 a.m. to 3 p.m. (closed holidays). This helpline offers real-time, one-on-one assistance and troubleshooting.

Accessible wayfinding to Kaiser Permanente facilities

In keeping with our commitment to provide accessible services and programs, we offer 2 kinds of accessible wayfinding to Kaiser Permanente facilities.

- On **kp.org**, you’ll find accessible directions. Click the “Locate our services” tab, then click the “Locate a facility” link. Enter your search criteria and click “Map and directions” for the location you want to visit.
- For iPhone users, our iPhone 3.1 mobile app has a fully accessible “Directions to Here” feature. Select the facility you want, and click the “Directions to Here” and “Start” buttons. It will then talk to you and guide you turn-by-turn (by car, bus, or foot) until you get to your desired location.

Pharmacy services

Kaiser Permanente pharmacies provide a number of communication formats and assistive devices for members who are blind, have low vision, or may have difficulties with remembering, understanding, and/or hearing, including:

- Alternative formats (braille, large print, audio, CD/tape, accessible PDF documents).
- Large print prescription labels and Talking Rx, an audible prescription information device, available through medical center and online pharmacies (visually impaired members only).
- Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier.
- Language interpreters for American Sign Language (ASL), CART, and others.
- Additional staff assistance is available.

For additional information or assistance, you can contact a Kaiser Permanente pharmacy by:

- **Calling your local pharmacy.** You can get local pharmacy numbers by calling our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**. Or visit **kp.org** and click the "Locate our services" tab. Click the "Locate a facility" link and enter your search criteria. Select the facility you want, and then click "Departments and specialties" and "Pharmacy."
- **Accessing our online pharmacy center.** At **kp.org**, click the "Pharmacy center" option under "My health manager." Then choose from:
 - Pharmacy help
 - Contact a pharmacist
 - Drug encyclopedia
 - Drug formulary
 - Refill reminders
 - Refill by Rx number

Programs and classes

Online programs, special rates, and classes are offered at our medical centers.* To check your options, sign on to **kp.org** and select "Programs & classes" under the "Health & wellness" tab.

You can choose from:

- Classes
- Therapy and support groups
- Individual counseling
- Wellness products

Classes include, but are not limited to:

- Allergies and asthma
- Diabetes
- Fitness and exercise
- Pain management
- Parenting
- Quitting smoking

*Check your local Health Education Department for class and schedule availability.

Upon request with reasonable prior notice, you or a companion can access communication accommodations, including, but not limited to documents in alternative formats (braille, large print, audio and accessible electronic documents), hearing amplification devices, Sign language interpreting services, captioned and/or audio-described videos; please contact your local Health Education Department.

You can also choose from several online healthy lifestyle programs, which can help you improve your health and well-being. For example, the Total Health Assessment gives you an overview of your current health, along with an action plan for making improvements.

Other programs can help you:

- Eat healthy
- Lose weight
- Quit smoking
- Reduce stress
- Sleep better
- Manage back pain
- Deal with ongoing conditions
- Manage chronic pain
- Manage depression
- Keep diabetes under control

Member Service Contact Center

Member Services staff are available on-site at all primary medical center facilities for in-person assistance for all disability-related needs including alternative formats, wayfinding, facility and medical equipment access, interpreters, assistance devices and services, and grievances.

The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

California

1-800-464-4000 (English)

1-800-788-0616 (Spanish)

1-800-757-7585 (Chinese dialects)

711 (TTY for the hearing/speech impaired)

Hours: 7 days a week, 24 hours a day (closed holidays)

Medicare members

1-800-443-0815

711 (TTY for the hearing/speech impaired)

Hours: 7 days a week from 8 a.m. to 8 p.m.

Online resources and documents

Forms and publications

Plan services and information

Visit **kp.org** to view or download accessible plan services and information documents including:

- Coverage information
- Directories and *Guidebooks*
- Additional services like vision care, preventive services, and cosmetic services

Once you've signed on to our website, select "Forms & publications" under the "Locate our services" tab. Then click "Plan services and information."

Newsletters and articles

You can view accessible material about healthy living. This includes:

- *Partners in Health*
- Preventive care
- *Healthy Beginnings* (prenatal newsletter series)
- *Healthy Kids, Healthy Futures*
- *HIV Health Matters*
- Health logs and trackers

From the **kp.org** home page, select "Forms and publications" under the "Locate our services" tab. Then click "Newsletters and articles."

Forms

You can view accessible forms for you or a loved one. These include:

- Advance directives
- Claim forms
- Disclosure authorization
- Health Information Exchange
- Pharmacy authorizations

- Statement of Authorized Representative
- Student certification forms

From the **kp.org** home page, select "Forms & publications" under the "Locate our services" tab.

Health and wellness

Live healthy

To view or download accessible documents, or to get an online audio explanation of our collection of practical tools, tips, and information, sign on to **kp.org**. Under the "Health & wellness" tab, select "Live healthy." You'll find accessible health guides on many topics, including:

- Child and teen health
- Complementary and alternative care
- Emotional wellness
- Fitness
- Men's health
- Nutrition and recipes
- Pregnancy and new baby
- Preventive care
- Quit smoking
- Senior health
- Weight management
- Women's health

We also offer a number of videos and podcasts with downloadable transcripts.

Topics include:

- Advance care planning
- Asthma
- Diabetes
- Exercise

Kaiser Permanente health tools

Get a picture of your health risks, and get help to make decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to **kp.org** and select "Live healthy" under the "Health & wellness" tab.

Conditions and diseases

Get physician-approved articles on the common cold, rare conditions, and the many health concerns in between. Or connect with online communities and support groups and search our health encyclopedia. For a complete listing and to view this material, sign on to **kp.org** and select “Conditions & diseases” under the “Health & wellness” tab.

Drugs and natural medicines

View material about prescriptions, over-the-counter drugs, and supplements like herbs and vitamins. You can learn how they work, possible side effects, and more. To view this material or use these tools, sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab.

Formulary (covered drugs)

California Marketplace formulary

Learn more about what drugs are covered at what level for plans offered by Kaiser Permanente through Covered California, the state’s Health Insurance Marketplace. Accessible PDFs are available in English, Spanish, and Chinese. Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs.”

Medicare Part D formulary

Learn more about what drugs are covered at what levels for Senior Advantage (HMO) and Senior Advantage Medicare Medi-Cal (HMO SNP). Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs” and “Medicare Part D formulary.”

Accessible PDF documents include information on:

- 2015 Kaiser Permanente Medicare Part D formulary
- 2015 *Evidence of Coverage*
- Coverage determinations
- Extra help for Medicare Part D drugs
- Grievances and appeals

- Kaiser Permanente and affiliated pharmacies
- Medicare medication therapy management
- Pharmacy refills and mail-order services
- Quality assurance and drug utilization management
- Your options upon disenrollment
- Contact information

You can get braille, large print, or audio versions by contacting Member Services.

My Health Manager

To locate online services related to medical records, messages from health care personnel, coverage, costs, appointments, or pharmacy services, sign on to **kp.org** and select “My health manager.”

My medical record

My medical record allows you to view test results, vaccination history, health reminders, and more. You can download accessible PDFs related to your care for allergies, eyewear prescriptions, health care reminders, health summary, hospital stays and follow-up care, immunizations, ongoing health conditions, past visit information, personal action plans, questionnaires, and test results.

My message center

Email your doctor’s office with routine questions, securely and conveniently. You can also contact Member Services and our Web manager.

My coverage and costs

Get the facts about your plan and benefits, download forms, pay medical bills, and more with “My coverage and costs.”

Appointment center

Make appointments online, quickly and easily. You can also view or cancel upcoming appointments, or view past visits in our Appointment center.

Pharmacy center

You can manage your prescriptions here, or learn about specific drugs, vitamins, or herbs in our drug database.

Glossary

Behavioral health care services: An umbrella term for the departments of Addiction Medicine and Psychiatry, which offer a wide range of services, from inpatient, outpatient, and day treatment programs to individual counseling, family counseling, and group therapy. No referral is needed.

Certificate of Insurance: A written explanation of an individual's coverage rights and benefits that are determined by the policy. It contains an explanation of benefits and limitations, definitions of important terms, and conditions of coverage, including information about deductibles and out-of-pocket expenses.

Contracted provider: Providers we contract with to provide services to members. They include contracted hospitals, contracted primary care providers, contracted physicians, contracted medical groups, contracted Plan medical offices, and contracted pharmacies.

Evidence of Coverage: Our booklet explaining benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

Family medicine: Provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

Health Plan: An abbreviated form of Kaiser Foundation Health Plan, Inc., the unit that operates the health plan portion of Kaiser Permanente.

Internal medicine: Provides diagnosis and medical treatments for adults. Also listed as Adult Medicine and Medicine in this *Guidebook*.

Kaiser On-the-Job®: Occupational Health Centers provide medical treatment and a broad range of occupational health services for work-related injuries and illnesses. Kaiser On-the-Job is a registered service mark of Kaiser Foundation Health Plan, Inc.

Kaiser Permanente: The Kaiser Permanente Medical Care Program. Kaiser Permanente in Northern California is three separate entities: Kaiser Foundation Health Plan, Inc. (Health Plan), Kaiser Foundation Hospitals (KFH), and The Permanente Medical Group, Inc. (TPMG). Health Plan and Kaiser Foundation Hospitals are nonprofit benefit corporations. The Permanente Medical Group, Inc., is a for-profit professional corporation.

Kaiser Permanente medical centers: Kaiser Permanente-owned or leased facilities that include a hospital with inpatient services, an emergency department, medical offices, outpatient primary care services, and other support services, such as pharmacy and laboratory. Medical centers offer the widest range of health care services and are staffed by our Medical Group.

Kaiser Permanente medical offices: Medical offices usually offer primary care, outpatient treatment, psychiatric services, and support services such as pharmacy and laboratory.

Non-Plan provider: Any licensed health care provider, including hospitals, not listed in this *Guidebook*. Coverage for emergency services received by a Health Plan member from an out-of-Plan (non-Plan) provider is subject to the out-of-Plan emergency services provisions as defined in your *Evidence of Coverage* booklet or *Certificate of Insurance*.

Glossary

Obstetrics-Gynecology (Ob-Gyn): Provides women's health, family planning, pregnancy, and medical and surgical reproductive health services. Also listed as Women's Health in this *Guidebook*.

Pediatrics: Provides children's health care, usually from birth through age 18.

Permanente Medical Group: Also abbreviated as Medical Group, the Permanente Medical Group is the physician group that staffs our medical facilities and works exclusively for Kaiser Permanente. The group names vary by region: in Northern California, it's The Permanente Medical Group, Inc. (TPMG).

Plan: Kaiser Permanente.

Plan facility: A facility owned, leased, or contracted by Kaiser Permanente to provide medical services to our members.

Plan physician: A licensed physician who is either an employee of The Permanente Medical Group, Inc. (TPMG), or a licensed physician who contracts with TPMG to provide services and supplies to Health Plan members.

Primary care: Basic or general health care services provided by family medicine, internal medicine, and pediatrics physicians and other health care practitioners.

Referral only: A referral from a primary care physician is needed to make an appointment in certain "by referral only" specialty departments.

Service area: That geographical area defined by ZIP codes within specified counties. Refer to your *Evidence of Coverage* or *Certificate of Insurance* for a list of ZIP codes.

TTY: Also known as TDD. Indicates a telephone number for a relay communications device used by the hearing or speech impaired to communicate directly with others.



DHCS Physical Accessibility Survey

We make our facilities and services accessible to individuals with disabilities, in compliance with the federal and state laws that prohibit discrimination based on disability. In addition, we conduct physical accessibility surveys at certain facilities as required by the California Department of Health Care Services (DHCS). These surveys evaluate six areas of access: parking, building exterior, building interior, restrooms, exam rooms, and exam table/scale.

You can see the DHCS survey status in the list of facilities beginning on page 1. If the facility has been surveyed, you can see what level of accessibility is available. You can also see if the survey results are still pending, or if the survey is not required.

These are the levels of accessibility, as defined by the DHCS survey:

- **Basic access** – The facility demonstrates that it has met the standards for all six areas of physical accessibility surveyed (parking, outside building, inside building, restrooms, exam rooms, and exam table/scale).
- **Limited access** – The facility demonstrates that it has met the standards for some, but not all, of the six areas of physical accessibility surveyed.
- **Medical equipment access** – The facility demonstrates that patients with disabilities have access to height-adjustable exam tables and weight scales accessible to patients with wheelchairs and scooters.

These are the standards for accessibility for the six areas:

P = Parking

Parking spaces, including spaces designated for vans, are accessible. Pathways have curb ramps between the parking lots, offices, and at drop-off locations.

E = Exam Room

The entrance to the exam room is accessible with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.

EB = Exterior (outside) Building

Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter. Handrails are provided on both sides of the ramp. There is an accessible entrance to the building. Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use.

IB = Interior (inside) Building

Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if available, have handrails. If there is an elevator, it is available for public use at all times when the building is open. The elevator has enough room for a wheelchair or scooter to turn around. If there is a platform lift, it can be used without help.

R = Restroom

The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars that allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.

T = Exam Table/Scale

The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.

Medical Centers in Northern California

CENTRAL CALIFORNIA

Fresno Medical Center
Information..... 559-448-4500

Manteca Medical Center
Information..... 209-825-3700

Modesto Medical Center
Information..... 209-735-5000

DIABLO AND NAPA/SOLANO

Antioch Medical Center
Information..... 925-813-6500

Vacaville Medical Center
Information..... 707-624-4000

Vallejo Medical Center
Information..... 707-651-1000

Walnut Creek Medical Center
Information..... 925-295-4000

EAST BAY

Fremont Medical Center
Information..... 510-248-3000

Oakland Medical Center
Information..... 510-752-1000

Richmond Medical Center
Information..... 510-307-1500

San Leandro Medical Center
Information..... 510-454-1000

SACRAMENTO

Roseville Medical Center
Information..... 916-784-4000

Sacramento Medical Center
Information..... 916-973-5000

South Sacramento Medical Center
Information..... 916-688-2000

SAN FRANCISCO, MARIN, AND SONOMA

San Francisco Medical Center
Information..... 415-833-2000
TTY 415-833-8129

San Rafael Medical Center
Information..... 415-444-2000

Santa Rosa Medical Center
Information..... 707-393-4000
TTY 707-544-2149

SOUTH BAY AND PENINSULA

Redwood City Medical Center
Information..... 650-299-2000
TTY 650-299-2207

San Jose Medical Center
Information..... 408-972-3000
TTY 408-972-3323

Santa Clara Medical Center
Information..... 408-851-1000
TTY 408-972-3323

South San Francisco Medical Center
Information..... 650-742-2000
TTY 650-871-8533

TTY phone numbers

Unless otherwise noted, most facilities use **711** for the Deaf, hard of hearing, or speech impaired.

Member Services in the United States

CALIFORNIA

Hours: 7 days a week, 24 hours a day; closed holidays; closed at 10 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve

Information

English..... 1-800-464-4000
Spanish..... 1-800-788-0616
Chinese dialects 1-800-757-7585

TTY for the hearing/
speech impaired711

COLORADO

Denver/Boulder area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information

from Denver metro area.....303-338-3800
from other areas 1-800-632-9700

TTY.....303-338-3820

Northern Colorado area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... 1-800-632-9700

TTY..... 1-800-521-4874

Southern Colorado area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... 1-888-681-7878

TTY..... 1-800-521-4874

DISTRICT OF COLUMBIA

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902

from D.C.....301-468-6000

TTY.....301-879-6380

GEORGIA

Atlanta metro area

Hours: Mon-Fri, 7 a.m.-7 p.m.

Information

from Atlanta metro area.....404-261-2590
from other areas 1-888-865-5813

TTY..... 1-800-255-0056

HAWAII

Islands of Oahu, Maui, Hawaii, Kauai, Lanai, and Molokai

Hours: Mon-Fri, 8 a.m.-5 p.m.;

Sat, 8 a.m.-noon

Information

from Oahu.....808-432-5955
from outside Oahu..... 1-800-966-5955

TTY..... 1-877-447-5990

IDAHO

Group Health

(northern area only)

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... 1-888-901-4636

TTY..... 1-800-377-3529

MARYLAND

Baltimore and suburban D.C. area

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902

from suburban D.C. area301-468-6000

TTY.....301-879-6380

OREGON/SOUTHWEST WASHINGTON

Hours: Mon-Fri, 8 a.m.-6 p.m.

Information

from Portland.....503-813-2000

from other areas 1-800-813-2000

Medicare/Senior Advantage

Hours: 7 days a week, 8 a.m.-8 p.m.

from all areas..... 1-877-221-8221

TTY..... 1-800-735-2900

Language interpreter services

from all areas..... 1-800-324-8010

Group Health

(Washington, western/central/eastern areas)

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... 1-888-901-4636

TTY..... 1-800-833-6388

VIRGINIA

Northern area

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902

TTY.....301-879-6380

Note: TTY numbers require special telephone equipment and are only for people who have difficulties hearing or speaking.



At a glance

Use this table to keep track of your and your family's health care information in 1 convenient place.

Name	Medical record number	Physician	Phone number

MEMBER SERVICE CONTACT CENTER

Questions or concerns? We're open 24 hours a day, 7 days a week (closed holidays).

English..... **1-800-464-4000**

Chinese dialects **1-800-757-7585**

Spanish..... **1-800-788-0616**

TTY..... **711**