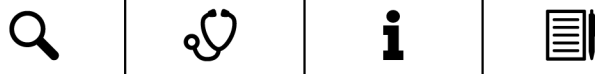


Your Guidebook





to Kaiser Permanente Services



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.

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The information in *Your Guidebook to Kaiser Permanente Services* is updated from time to time and is current as of December 2018. 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 and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY), 24 hours a day, 7 days a week (closed holidays). Or visit **kp.org/facilities** for the latest updated information.



Facility Directory

Area Locations

Campbell Medical Offices.....3

200, 220, and 250 E. Hacienda Ave.
Campbell, CA 95008

DHCS survey results:
200 and 220 E. Hacienda Ave.,
Basic and medical equipment access
(P, E, EB, IB, R, T)

Gilroy Medical Offices.....5

7520 Arroyo Circle
Gilroy, CA 95020

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

Milpitas Medical Offices.....7

Building 1 – 770 E. Calaveras Blvd.
Building 2 – 700 E. Calaveras Blvd.
Building 3 – 589 Los Coches St.
Building 4 – 611 S. Milpitas Blvd.
Milpitas, CA 95035

DHCS survey results:
770 E. Calaveras Blvd.,
589 Los Coches St., and 611 S. Milpitas Blvd.
Basic and medical equipment access
(P, E, EB, IB, R, T)

Mountain View Medical Offices.....10

555 and 565 Castro St.
Mountain View, CA 94041

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

Redwood City Medical Center.....12

Emergency
1100 Veterans Blvd.
Redwood City, CA 94063

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

San Jose Medical Center.....19

Emergency
250 Hospital Pkwy.
San Jose, CA 95119

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

San Mateo Medical Offices.....28

1000 Franklin Pkwy.
San Mateo, CA 94403

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

San Mateo Mental Health and Wellness..30

177 Bovet Rd., Ste. 300
San Mateo, CA

Santa Clara Arques Medical Offices.....30

1263 E. Arques Ave.
Sunnyvale, CA 94085

Santa Clara Medical Center.....31

Emergency
700 Lawrence Expwy.
Santa Clara, CA 95051

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

Santa Clara Medical Offices.....35


710 Lawrence Expwy.
Santa Clara, CA 95051

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

Santa Cruz Medical Offices.....40
 115 Locust Street
 Santa Cruz, CA 95060

Scotts Valley Medical Offices.....40
Urgent Care
 5615 Scotts Valley Dr.
 Scotts Valley, CA 95066

Skyport Medical Offices.....42
 1721 Technology Dr.
 San Jose, CA 95110

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

Watsonville Community Hospital.....44
Emergency
 75 Nielsen St.
 Watsonville, CA 95076

Watsonville Medical Offices.....45
 1931 Main St.
 Watsonville, CA 95076

DHCS survey results legend:
P = Parking **E** = Exam Room
EB = Exterior (outside) Building **R** = Restroom
IB = Interior (inside) Building **T** = Exam Table/Scale
 See page 90 for further explanation of abbreviations.

Location Details

Campbell Medical Offices

200, 220, and 250 E. Hacienda Ave.
 Campbell, CA 95008

kp.org/santaclara

- Adult Medicine
 220 E. Hacienda Ave., 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** or **1-866-454-8855**
- General Information
408-871-6500
- Gynecology
 See Obstetrics-Gynecology.
- Healthy Living Center
 220 E. Hacienda Ave.
 1st Floor, Main Entrance
 Hours: M–F, 9 a.m.–5 p.m.
 Information **408-871-6463**
 Health information handouts, advance
 healthcare directive forms, classes and
 resources, kp.org and KP app
 assistance, and member photos.
- HIV/STD Testing
By appointment only
 Hours: M–F, 8:30 a.m.–noon
 and 1:30–4:30 p.m.
 Appts./Info. **408-871-6328**
 Members only, lab fees may apply.

- Injections
 - Adult
 - 220 E. Hacienda Ave.
 - Adult Medicine, 2nd Floor
 - Hours: M–F, 8:30 a.m.–noon
and 1:30–4:30 p.m.
 - Advice/Appts. **408-871-9440**
 - TB skin tests not available Thursday.
 - Child
 - 250 E. Hacienda Ave.
 - Pediatrics, 1st Floor
 - Hours: M–F, 9:15–11:45 a.m.
and 1:45–4:15 p.m.
 - Advice/Appts. **408-871-9440**
 - TB skin tests placed on Thursday must
be read at Santa Clara Medical Offices,
Department 186.
- Laboratory
 - 220 E. Hacienda Ave., 1st Floor
 - Hours: M–F, 8 a.m.–5:30 p.m.
 - Information **408-871-6425**
 - Call requesting practitioner for test
results or check most lab results online
at **kp.org**.
- Mammography
 - See Radiology/Diagnostic Imaging.
- Member Outreach
(Personal Physician Selection)
 - Phone hours: M–F, 9 a.m.–5 p.m.
 - Information **1-888-466-1800**
- Member Services
 - 220 E. Hacienda Ave., 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*
 - 220 E. Hacienda Ave., 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
 - 250 E. Hacienda Ave., 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
- Pediatrics
 - 250 E. Hacienda Ave., 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, see Release of
Medical Information.
- Pharmacy
 - 250 E. Hacienda Ave., 1st Floor
 - Hours: M–F, 8:30 a.m.–6:30 p.m.
 - Info./Refills by phone **408-871-6337**
 - Mail-order Pharmacy
(24 hours) **1-888-218-6245**
 - Online refills **kp.org/refill**
- Physical Therapy
 - See Santa Clara Medical Offices.

- Psychiatry
 - Adult
 - 200 E. Hacienda Ave.
 - 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**
 - Child
 - 250 E. Hacienda Ave.
 - Emergencies **408-366-4450**
 - New appts./Info. **408-366-4450**
 - Returning appts. **408-871-5800**
 - Addiction Medicine Recovery Services (AMRS) appts./Info. **408-366-4200**
- Radiology/Diagnostic Imaging
 - Mammography
 - 220 E. Hacienda Ave., 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**
 - X-ray
 - By referral only*
 - 1st Floor
 - Hours: M–F, 8:30 a.m.–5 p.m.
 - Information **408-871-6272**
- Release of Medical Information (Medical Secretaries)
 - 250 E. Hacienda Ave., 1st Floor
 - Hours: M–F, 9 a.m.–12:30 p.m. and 1:30–5 p.m.
 - Information **408-851-1750**
- Volunteer Services
 - 220 E. Hacienda Ave.
 - Hours: M–F, 9 a.m.–5 p.m.
 - To become a volunteer please visit **volunteer-ncal.kaiserpermanente.org**.

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. **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. **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**
- General Information
 - 408-848-4600**
- Gynecology
 - See Obstetrics-Gynecology.
- Healthy Living Center (Health Education)
 - 260 International Circle, Building 4
 - San Jose, CA 95119
 - Office hours: M–F, 9 a.m.–5 p.m.
 - Phone Hours: M–F, 9 a.m.–noon and 1–4:30 p.m.
 - Information **408-972-3340**

- 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 appts. **408-848-7040**
Spanish appts. **408-848-7030**
- 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
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 most lab results online
at **kp.org**. Schedule lab appointments at
kp.org.
- Mammography
Office hours: M–Th, 8:30 a.m.–5 p.m.;
F, 8:45 a.m.–5 p.m.
Phone hours: 7 days, 24 hours
Appointments **408-848-4095**
Cancel **408-848-4699**
- Member Outreach
(Personal Physician Selection)
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **408-972-7321**
or **1-877-327-3663**
Website **kp.org/gilroy**
- Member Services
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.
Info./Refills by phone **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**
Information **408-972-6590**

- Psychiatry
 - Adult
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel **408-972-3095**
 - Child
Appts./Cancel **408-360-2300**
- Radiology/Diagnostic Imaging
 - Mammography
Hours: M–Th, 8:30 a.m.–5 p.m.;
F, 9 a.m.–5 p.m.
 - Ultrasound *By referral only*
Hours: M, Tu, Th, F,
8:45 a.m.–12:30 p.m. and 1:30–4 p.m.
 - X-ray *By referral only*
Hours: M–F, 9 a.m.–5 p.m.
 - Phone hours: 7 days, 24 hours
English **408-848-7040**
Spanish **408-848-7030**
Cancel **408-848-4699**
- Release of Medical 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
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
Information **408-972-7230**
To become a volunteer please visit
volunteer-ncal.kaiserpermanente.org.

Milpitas Medical Offices

Building 1 – 770 E. Calaveras Blvd.
Building 2 – 700 E. Calaveras Blvd.
Building 3 – 589 Los Coches St.
Building 4 – 611 S. Milpitas Blvd.
Milpitas, CA 95035
kp.org/milpitas

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. **1-866-454-8855**
- Chronic Conditions Case Management
By provider referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-945-2689**
Cholesterol, Diabetes, and PHASE
(Preventing Heart Attacks and Strokes
Every day)
- Case Management
By provider referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts. **408-366-4172**
- Customer Services
 - Member Outreach
(Personal Physician Selection)
Phone hours: M–F, 9 a.m.–5 p.m.
Information **1-888-466-1800**
 - Member Services
770 E. Calaveras Blvd.
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
611 S. Milpitas Blvd.
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**
- Diabetic Retinal Screening
No appointment needed
611 S. Milpitas Blvd.
Hours: M–F, 8:30 a.m.–noon
and 1:30–4:30 p.m.
Information **408-851-4100**
- General Information
408-945-2900
- Gynecology
See Women’s Clinic (Ob-Gyn).
- Health Education
700 E. Calaveras Blvd.
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Classes **408-945-2732**
- Complimentary blood pressure
screening
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
- Technology Learning Center
Information **408-945-2786**
- 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 hotline **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 p.m.
Information **408-945-2674**
Call requesting practitioner for test
results or check most lab results online
at **kp.org**.

- Mammography
See Radiology/Diagnostic Imaging.
- 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).
- Ophthalmology/Optical
Center/Optometry
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
710 Lawrence Expwy., Department 260
Santa Clara, CA 95051
After-hours, weekends, and holiday
appointments at this facility only.
- Pharmacies
 - 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.
Info./Refills by phone **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.
Info./Refills by phone **408-945-5011**
 - Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**
- 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 Addiction Medicine and
Recovery Services (AMRS)
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)
770 E. Calaveras Blvd.
Hours: M–F, 8:30 a.m.–5 p.m.
Claims/Forms/Medical records
408-851-1750
Email **milpitas-roi-dept@kp.org**

- 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
Hours: M–F, 7:30–11:30 a.m.
and 12:30–4 p.m.
Information **408-945-2623**
- Vision Essentials by Kaiser Permanente
611 S. Milpitas Blvd.
- Ophthalmology
By appointment only
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 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.
Appts./Info. **408-945-2766**
Contact lens refill **1-888-586-2020**
Website **kp2020.org**
- Optometry
By appointment only
Hours: M–F, 8 a.m.–12:30 p.m.
and 1:30–5 p.m.; closed, Sa, Su,
holidays
Appts./Cancel **408-554-9830**
- Volunteer Services
To become a volunteer please visit
volunteer-ncal.kaiserpermanente.org.
- 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.

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 Management
Information **650-903-2144**
- Dermatology *By referral only*
1st Floor
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Cancel (8:30 a.m.–5 p.m.)
650-903-3022
- General Information
650-903-3000
- Gynecology
See Women’s Clinic.
- Healthy Living Center
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. **650-903-2636**
- 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 most lab results online
at **kp.org**.
- Mammography
See Radiology/Diagnostic Imaging.
- Member Outreach
(Personal Physician Selection)
Phone hours: M–F, 9 a.m.–5 p.m.
Information **1-888-466-1800**
- Member Services
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.; closed holidays
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.
- 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.
Info./Refills by phone **650-903-2150**
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**

Addiction Medicine and Recovery
Services (AMRS), 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 p.m.
Information **650-903-2115**
 - Radiology *By referral only*
1st Floor
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5:15 p.m.
Information **650-903-2115**
- Release of Medical Information
2nd Floor
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **408-851-1750**
Email **mtn-view-roi-dept@kp.org**

- Security
Hours: M–F, 8 a.m.–8:30 p.m.
Info./Lost and found **408-851-0202**
- TTY
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**
 - Optical Center
555 Castro St., 1st Floor
Eyeglasses, contact lenses
Hours: M–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
555 Castro St.
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Cancel **650-903-3065**
- Volunteer Services
To become a volunteer please visit
volunteer-ncal.kaiserpermanente.org.
- Women’s Clinic (Ob-Gyn)
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**

Redwood City Medical Center

Emergency

1100 Veterans Blvd.
Redwood City, CA 94063
kp.org/redwoodcity

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 Aid Center
1800 Broadway St.
- Home Health Care/Hospice
900 Veterans Blvd.
- Hospital
1100 Veterans Blvd.
- Main Parking Garage (complimentary)
1250 Veterans Blvd.
- Maple Building
910 Maple St.
- MRI Maple Building
925 Maple St.
- MRI Tower Building
1150 Veterans Blvd.
- Oak Building
975 Maple St.
- Tower Building
1150 Veterans Blvd.
- Willow Building
1291 Marshall St.

- **Addiction Medicine and Recovery Services (AMRS)**
1400 Veterans Blvd.
Hours: M–F, 9 a.m.–5 p.m.
Information **650-299-4778**
Cancel **650-299-4739**
- **Admitting**
Hospital, 1st Floor
Hours: 7 days, 6 a.m.–11:30 p.m.
Information **650-299-3170**
- **Advice Nurse**
Phone hours: 7 days, 24 hours
Advice **650-299-2015** or **1-866-454-8855**
- **After-Hours Clinic**
Internal Medicine **650-299-2015**
Pediatrics **650-299-2015**
- **Ambulance Billing**
Information **1-888-505-0468**
- **Audiology**
By referral only
1800 Broadway St., Ste. 5
Hours: M–F, 8 a.m.–5 p.m.
Appts./Cancel/Info. **650-299-2977**
- **Business Office**
1100 Veterans Blvd.
Hospital, 1st Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Information **650-299-3124**
- **Cardiac Catheterization Lab**
By referral only
Hospital, 2nd Floor
Hours: M–F, 7:30 a.m.–4 p.m.
Information **650-299-2713**
- **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**
- **Complex Chronic Conditions**
Hours: M–F, 7:30 a.m.–4 p.m.
Information **650-299-4455**
- **Asthma** **650-299-3727**
- **Chronic Pain** **650-299-4396**
- **Congestive Heart Failure** **650-299-3583**
- **Diabetes**
English **650-299-2608**
Spanish **650-299-4812**
- **Home Based Palliative Care**
Hours: M–F, 7:30 a.m.–4 p.m.
Information **650-299-3921**
- **MultiFit (Cardiac Rehabilitation)**
650-299-2521
- **PHASE (Preventing Heart Attacks and Strokes Everyday)** **650-299-2869**
- **Skilled Nursing Facility Coordination**
Hours: M–F, 8:30 a.m.–5 p.m.
Information **650-299-2708**
- **Special Needs Program** **650-299-3845**
- **Transitions/Heart Failure**
Hours: M–F, 7:30 a.m.–4 p.m.
Information **650-299-4109**
- **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.–12:30 p.m.
and 1:30–5 p.m.
Advice/ Appts./Cancel (24 hours)
650-299-2111
Prescription refills **650-299-2210**

- Durable Medical Equipment
(Northern California)
Phone hours: 7 days, 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 **1-800-735-2922**
- Gastroenterology (GI)
By referral only
Cypress Building, 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appointments **650-299-2537**
- General Information
650-299-2000
- Gift Shop
Tower Building, 1st Floor
Hours: M–F, 8:30 a.m.–6 p.m.;
Sa, 9 a.m.–4 p.m.
Information **650-299-2595**
- 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**
- Health Education
Cypress Building, 2nd Floor
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
English **650-299-2433**
Spanish **650-299-2735**
- Hearing Aid Center
By referral only
1800 Broadway St., Ste. 5
Hours: M–F, 8 a.m.–5 p.m.
Appts./Cancel/Info. **650-299-2977**
TTY **1-800-735-2922**
- 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
Birch Building
Hours: M–F, 9 a.m.–noon
and 1:30–5 p.m.
Information **650-299-2333**
For members 18 and older.
 - Child and teens
Birch Building
Hours: M–F, 9 a.m.–noon
and 1:30–5 p.m.
Information **650-299-2015**
For members 17 and younger.
 - 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 (October–March)
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
- Adult After-Hours Clinic
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
 - Neuro-interventional Radiology (NIR)
By referral only
Hospital, 2nd Floor
Hours: M–F, 7:30 a.m.–5 p.m.
Information **650-299-2775**
 - Interventional Vascular Radiology (VAS)
By referral only
Hours: M–F, 7:30 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, 1st Floor
Hours: M–F, 7 a.m.–7:30 p.m.;
Sa, Su, 7:30 a.m.–4 p.m.; closed
holidays
Information **650-299-2414**
Call requesting practitioner for test
results or check most 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, 8:30 a.m.–5 p.m.
Information **650-299-4291**
Website **kp.org/mydoctor**
- Member Services
Willow Building
Office hours: M–F, 9 a.m.–5 p.m.
Information **650-299-2443**
- 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
By referral only
Appts./Info. **650-299-3930**
 - Hospital MRI — registration in
Radiology/Imaging Services, Hospital,
1st Floor, 1100 Veterans Blvd.
 - Maple MRI — register in Optical Center
910 Maple St.
 - Tower Building MRI — registration in
Radiology/Imaging Services, Tower
Building, 1st Floor, 1150 Veterans Blvd.
Address designated on reminder letter.
- 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 **650-299-2587**
- Neuroscience
 - Intensive Care Unit/ICU
By referral only
Information **650-299-3100**
 - 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**

- 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**
- Midwifery
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
- Occupational Health Center
(Kaiser Permanente 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
(Chemotherapy Infusion)
By referral only
Cypress Bldg., Station E
1190 Veterans Blvd.
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info. **650-299-4840**
After-hours **650-299-2015**
- Ophthalmology/Optical Center/Optomety
See Vision Essentials by
Kaiser Permanente.
- Orthopedics/Podiatry
By referral only
1400 Veterans Blvd., 1st Floor
Hours: M–F, 8 a.m.–5 p.m.
Advice/Appts. **650-299-2160**
Cast Room **650-299-2085**
- Patient Care Coordinator
Case Managers
Hospital
Hours: 7 days, 7 a.m. –3:30 p.m.
Information **650-299-3290**
- 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, 9 a.m.–5 p.m.;
Sa, Su, holidays, please contact the
call center
Advice (24 hours)/Appts. **650-299-2015**
- Teen Clinic
Birch Building
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:45 p.m.
Information **650-299-2025**
- Pharmacies
- Anticoagulation Clinic
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–4:30 p.m.
Information **650-301-4688**
- Birch Pharmacy
Birch Building
Hours: M–F, 9 a.m.–6 p.m.
Info./Refills by phone **650-299-2411**
- Inpatient Pharmacy
Hospital, 3rd Floor
Hours: 7 days, 24 hours
Information **650-299-3567**
- Cypress Pharmacy
Cypress Building, 1st Floor
Hours: M–F, 8:30 a.m.–9:30 p.m.;
Sa, Su, 9 a.m.–8 p.m.
Info./Refills by phone **650-299-2411**
- Oncology Pharmacy
Cypress Building, 2nd Floor, Station E
Hours: M–F, 7:30 a.m.–12:30 p.m.
and 1:30–4 p.m.
Information **650-299-4179**
- Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**

- 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
 - Breast Biopsy/Stereotactic Breast
Biopsy/Bone Density
By referral only; by appointment only
Hours: M–F, 8:30 a.m.–3:30 p.m.,
Appointments **650-299-2779**
 - CT Scan
By referral only
Hospital, Radiology, 1st Floor
Hours: M–F, 8 a.m.–5 p.m.
(for scheduled outpatient appts.)
Appointments **650-299-3930**
 - Mammography
Tower Building, basement
Hours: M–F, 7:30 a.m.–5 p.m.
Screening – no referral needed, call for
an appointment at **650-299-2015**.
Diagnostic is by referral only.
- Radiology/Diagnostic Imaging
 - MRI
By referral only
Appts./Info. **650-299-3930**
 - Hospital MRI — registration in
Radiology/Imaging Services, Hospital,
1st Floor, 1100 Veterans Blvd.
 - Maple MRI — register in Optical Center
910 Maple St.
 - Tower Building MRI — registration in
Radiology/Imaging Services, Tower
Building, 1st Floor, 1150 Veterans Blvd.
Address designated on reminder letter
 - Ultrasound
By referral only
Tower Building, basement
Hours: M–F, 7:30 a.m.–6 p.m.
Hospital, Radiology, 1st Floor
Hours: M–F, 8 a.m.–8:30 p.m.
Sa, Su, 9 a.m.–5:30 p.m.
Appointments **650-299-3930**
 - X-ray
By referral only
Tower Building, 1st Floor
Hours: M–F, 8 a.m.–6 p.m.
Hospital, Radiology, 1st Floor
Hours: M–F, after 6 p.m.;
Sa, Su, 9 a.m.–5:30 p.m.
- 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
Pulmonary Function Testing (PFT)
Birch Building, Sleep Studies
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. Complimentary shuttle services, call for a ride at **650-299-5793**, M-F, 7 a.m.-7 p.m.
Information (24 hours) **650-299-3139**
Emergency Assistance **650-299-3333**
- Skilled Nursing Facility Billing
Information **1-800-390-3510**
Fax **925-979-7677**
- Social Services
By appointment only
Hours: 7 days, 8:30 a.m.-4:30 p.m.
Information **650-299-3207**
- Surgery (Outpatient)
By referral only
Oak Building
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
Hours: 7 days, 24 hours
Advice/Appts./Info. **1-800-735-2922**
- Urology
By referral only
Tower Building, 1st Floor
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. **650-358-7054**
Website **kp2020.org**
- Optometry
Hours: M, 7:40 a.m.-12:30 p.m. and 1:30-6:30 p.m.; Tu, 7:40 a.m.-12:30 p.m. and 1:30-5:30 p.m.; W, 7:40 a.m.-12:30 p.m.; Th, 9 a.m. -12:30 p.m. and 1:30-5:30 p.m.; F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.
Contact lens refill **1-888-586-2020**
Information **650-358-7040**
- Volunteer Services
Hospital, 1st Floor
Information **650-299-3135**
Callers may leave a message.
To become a volunteer please visit **volunteer-ncal.kaiserpermanente.org**.
- Workers' Compensation
See Occupational Health Center.
- X-ray
See Radiology/Diagnostic Imaging.

San Jose Medical Center

Emergency

250 Hospital Pkwy.
San Jose, CA 95119

kp.org/sanjose

Some services are available at the following locations:

- Building 1
276 International Circle
- Building 2
274 International Circle
- Building 3
270 International Circle
- Building 4
260 International Circle
- Building 5
256 International Circle
- Building 6
275 Hospital Pkwy.
- Buildings 21–26
5755 Cottle Rd.
- Hearing Aid Center
5831 Cottle Rd.
- Buildings A–D
280 Hospital Pkwy.
- Child and Adolescent Psychiatry and
Autism Spectrum Disorders Center
6620 Via Del Oro
- Acupuncture
By referral only
See Complementary Alternative
Medicine.
- Admitting
Hospital Building, lobby
Hours: 7 days, 24 hours
Information **408-972-7200**
- Advice Nurse
Phone hours: 7 days, 24 hours
Family Medicine **408-362-4791**
Ob-Gyn, Pediatrics **408-362-4740**
Advice/Appts. **1-866-454-8855**
- Adult and Family Medicine/
Young Adult Clinic
Medical 1 and 2, Building 4, 2nd Floor
Medical 3, Building C
Medical 4, Building D
Hours: M–F, 8:30 a.m.–5 p.m.
Advice (24 hours)/Appts./Cancel
408-362-4791
- Cardiology
By referral only
Building 3, 2nd Floor
Office hours: M–F, 8:30 a.m.–5:30 p.m.
Phone hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info. **408-972-6380**
Device Clinic Appts./Cancel/Info.
408-972-6380
Advice (24 hours) **408-362-4740**
Congestive Heart Failure **408-972-6535**
MultFit (Building 3, Cardiology)
408-972-7000 (ext. 5943)
- Diabetes Type 1
By referral only
Building 6, Ste. 600
Office hours: M–F, 8:30 a.m.–5:30 p.m.
Information **408-972-6879**
- Endocrinology
By referral only
Building 6
6th Floor, Ste. 600
Office hours: M–F, 8:30 a.m.–5 p.m.
Phone hours: M–F, 9 a.m.–5 p.m.
Appts./Cancel/Info. **408-972-6380**
Advice (24 hours) **408-362-4740**
- Gastroenterology (GI)
By referral only
Building 1, Unit X, 2nd Floor
Building 3, 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel **408-972-6530**
- Infectious Disease
By referral only
Building 3, 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel **408-972-6850**

- Adult and Family Medicine/
Young Adult Clinic
- Infusion Center
By referral only
Building 3, 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
Building 3, 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info. **408-972-6380**
Advice (24 hours) **408-362-4740**
- Oncology
By referral only
Building 3, 1st Floor
Clinic hours: M–F, 8:30 a.m.–5:30 p.m.
Phone hours: M–F, 9 a.m.–5 p.m.
Appts./Cancel/Info. **408-972-6560**
Advice (24 hours) **408-362-4740**
- Outpatient Sleep Program
By referral only
Building 3, 1st Floor
Clinic hours:
M, W, Th, 7:30 a.m.–7:30 p.m.;
Tu, F, 7:30 a.m.–5:30 p.m.
Phone hours: M–F, 9 a.m.–5 p.m.
Appts./Cancel/Info. **408-972-6560**
Advice (24 hours) **408-362-4740**
- Pharmacy Primary Care Clinic
Hours: M–F, 7 a.m.–3:30 p.m.
Information **408-972-6012**
- Pulmonology
By referral only
Building 3
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**
Asthma **408-972-6089**
- 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.
- Allergy
By referral only
Building 1, Unit X, 2nd 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.
- Attended Sleep Lab
By referral only
Building 6, 4th Floor, Ste. 425
Lab hours: 7 days, 24 hours
Phone hours: M–F, 8 a.m.–4:30 p.m.
Appt./Cancel/Info. **408-972-3200**
- 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**
- CarePlus/Complex Chronic
Conditions/Case Management
Information **408-972-3572**
- Chemical Dependency Services
Building 6, 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 (Building 6, Ste. 470)
408-972-3364
Congestive Heart Failure **408-972-6535**
Diabetes (Building 6, Ste. 600)
408-972-6879
MultiFit (Building 3, Cardiology)
408-972-7000 (ext. 5943)

- 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**
- Coordination of Benefits
Information **1-800-201-2123**
- Customer Services
Ambulance billing **1-888-505-0468**
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
1-800-390-3510
Skilled Nursing Facility fax
925-979-767
- Patient Financial Services
Building 6, lobby
Hours: M–F, 9 a.m.–noon and 1–5 p.m.
Information **408-361-2190**
- Dermatology
 - General Dermatology
By referral only
Building 1, 3rd Floor, Unit K
Hours: M–F, 8 a.m.–5 p.m.
Advice **408-362-4791**
Appointments **408-972-3590**
 - Mohs Surgery
By referral only
Microscopic Skin Cancer Surgery
Building 1, 3rd Floor, Mohs Unit
Hours: M–F, 7:30 a.m.–4:30 p.m.
Advice **408-362-4791**
Appointments **408-972-3275**
- Diabetic Retinal Screening
5755 Cottle Rd., Building 22
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: 7 days, 8:30 a.m.–5 p.m.
Information **1-877-317-6230**
- ECHO/Treadmill
By referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-972-7103**
- EEG (Electroencephalography)
By referral only
Building 6, Ste. 800
Hours: M–F, 8 a.m.–12:15 p.m. and 1:15–4:30 p.m.
Appts./Cancel/Info. **408-972-6700**
- EKG (Electrocardiography)
By referral only
Building 3
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. **408-972-7103**
- Emergency
Hours: 7 days, 24 hours
Hospital Building, 1st Floor
Information **408-972-7000**
Advice (24 hours) **408-362-4740**
- EMG (Electromyography)
By referral only
Building 6, 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.
Appts./Cancel/Info. **408-972-3100**
- Eye Care
See Vision Essentials by Kaiser Permanente.
- Gastroenterology (GI)
By referral only
Building 3, Unit X, 2nd Floor
Pre and Post Procedure Area (SPPA), Room 114, 1st Floor
(Located at the main hospital)
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel **408-972-6530**

- General Information
Operator (24 hours) **408-972-3000**
Toll free from south counties
1-800-967-4677
TTY **1-800-855-7300**
- Genetics
5755 Cottle Rd., Building 21
Hours: M–F, 8:30 a.m.–5 p.m.
Appointments **408-972-3300**
- Geriatrics/Senior Health Clinic
By referral only
Building 6
3rd Floor, Ste. 325
Hours: M–F, 8 a.m.–4:30 p.m.
Information **408-362-3691**
- 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
Building 4
Hours: M–F, 9 a.m.–5 p.m.
Information **408-972-3340**
Register for Kaiser Permanente classes
and learn how to navigate and find
valuable health education information
using Kaiser Permanente’s online tools.
 - Behavioral Health Education
5755 Cottle Rd., Building 23
Information **408-363-4843**
- Health Information Management
 - Inpatient Medical Records
256 International Circle,
Building 5, 1st Floor
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
Building 6, 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.
San Jose, CA 95119
Hours: M–F, 9 a.m.–5 p.m.
Information **408-361-2165**
- HIV Education/Information
Building 3
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-972-6850**
- Home Health Care
50 Great Oaks Blvd.
San Jose, CA 95119
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-361-2100**
- Hospice
50 Great Oaks Blvd.
San Jose, CA 95119
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**
- Injections
Advice (24 hours)/Appts./Cancel
408-362-4791
Information **408-362-4740**
- Building 1
Hours: M–F, 8:30 a.m.–6 p.m.
- Building 4
Hours: M–F, 8:30 a.m.–6 p.m.;
Sa, Su, holidays, 9 a.m.–5 p.m.
- Building C
Hours: M–F, 8:30 a.m.–6 p.m.
- Travel Shots
By appointment only
Information **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
 - Building 1
2nd Floor
Hours: M–F, 7:30 a.m.–5:30 p.m.;
Sa, 7–11:30 a.m.
Information **408-972-6900**
 - Building 4
Hours: M–F, 6:15 a.m.–7 p.m.;
Sa, Su, 6:15 a.m.–3 p.m.
Information **408-972-2405**
or **408-972-2406**
 - Building B
Hours: M–F, 8 a.m.–5 p.m.
Information **408-972-5499**
 - Call requesting practitioner for test
results or check most lab results online
at **kp.org**.
- Life Care Planning
Building 6, Ste. 600
Hours: M–F, 8 a.m.–4:30 p.m.
Main line **408-361-5781**
- Mammography
See Radiology/Diagnostic Imaging.
- Member Outreach
(Personal Physician Selection)
Phone hours: M–F, 9 a.m.–5 p.m.
Information **408-972-7321**
or **1-877-327-3663**
Website **kp.org/sanjose**
- Member Services
Building 6, 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/Senior Health Clinic
By referral only
Building 6
3rd Floor, Ste. 325
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-362-3691**

- Neurology
By referral only
Building 6, 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 Services
Building 4, 1st Floor
Hours: By physician referral only
Appts./Cancel **408-972-3340**
Cholesterol and diabetes
classes **408-972-3340**
- Obstetrics-Gynecology
Building 1, 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 Department
(Kaiser Permanente On-the-Job®)
Building 6, 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
Building 4
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel **408-972-3033**
Information **408-972-3030**
- Palliative Care
 - Building 6, Ste. 860
Hours: M–F, 8:30 a.m.–4:30 p.m.
Referrals **408-972-6888**
 - Building 3, Oncology Department
AICCP (Advanced Illness
Coordinated Care Program)
Care counseling for cancer patients
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-362-4330**
 - Inpatient palliative care
Building 6, Ste. 860
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-972-6888**
 - Outpatient palliative care
Hours: M–F, 8:30 a.m.–4:30 p.m.
Information **408-972-6888**
- Pathology
Hospital Building
Hours: M–F, 8:30 a.m.–5:30 p.m.
Information **408-972-7258**
- Patient Financial Services
Building 6, lobby
Hours: M–F, 9 a.m.–5 p.m.
Information **408-361-2190**
- Pediatrics
 - Clinic
Building 1, 1st Floor
Hours: M–F, 8:30 a.m.–5:30 p.m.
Advice (24 hours)/Appts./Cancel
408-362-4740
 - Pediatrics After-hours Clinic
Building 1, 1st Floor, Unit C
Hours: M–F, 5:30–7 p.m.;
Sa, Su, holidays, 9 a.m.–4 p.m.
 - Teen Clinic
Building 1, 1st Floor, Unit B
Hours: M–F, 3:30–5:30 p.m.
- Perioperative Medicine
By referral only
Building 6, Ste. 710
Hours: M–F, 8:30 a.m.–12:15 p.m.
and 1:15–4:30 p.m.
Information **408-972-6808**

- Pharmacies
 - Building D Pharmacy
Hours: M–F, 9 a.m.–6 p.m.
Info./Refills by phone **408-972-6050**
 - Building 1 Pharmacy
1st Floor
Hours: M–F, 8:45 a.m.–6 p.m.
Info./Refills by phone **408-972-6911**
 - Building 3 Pharmacy
Hours: M–F, 9 a.m.–5:30 p.m.
Info./Refills by phone **408-972-7753**
 - Building 4 Pharmacy
Hours: M–F, 8:30 a.m.–7:30 p.m.;
Sa, Su, 9 a.m.–6 p.m.; closed on
Thanksgiving, Christmas and New
Year’s day
Info./Refills by phone **408-972-6335**
 - Discharge Pharmacy
250 Hospital Pkwy., 2nd Floor
Hours: 7 days, 24 hours
Info./Refills by phone **408-972-6921**
 - Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**
- Physical Medicine and
Rehabilitation/Spine Clinic
By referral only
Building 6, 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
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
Building 3, 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 23 and 24
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**
 - Behavioral Health Education
5755 Cottle Rd., Building 23
Office hours: M–Th, 10:30 a.m.–6:30 p.m.
Phone hours: M–F, 8:30 a.m.–5:30 p.m.
Information and education classes
408-972-3340
 - 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
Building 6, Ste. 110
Hours: M–F, 7 a.m.–7:30 p.m.
Appts./Info. **408-972-7100**
 - Interventional Radiology
Hours: M–F, 6:30 a.m.–5 p.m.
Appts./Info. **408-972-7107**
 - Mammography
Building 1, 3rd Floor
Hours: M–F, 7:30 a.m.–7:30 p.m.
Same-day appointments **408-972-7100**
 - MRI
Building 6, 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)
Building 4
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
 - Inpatient Hand, Occupational, Physical, Speech Therapy *By referral only*
Hospital
Hours: 7 days, 8:30 a.m.–5 p.m.
Information **408-972-7235**
 - Outpatient Hand, Occupational, and Physical Therapy *By referral only*
Building 3
Hours: M–F, 8 a.m.–6:30 p.m.
Appts./Info. **408-972-6400**
 - Outpatient Speech Therapy
By referral only
Building B
Hours: M–F, 8 a.m.–5 p.m.
Appts./Info. **408-972-6400**
- Release of Medical Information (Formerly Medical Secretaries)
Phone hours: M–F, 8:30 a.m.–5 p.m.
Information **408-284-5200**
Our services provide copies of Kaiser Permanente medical records and processing forms for disability/FMLA/school activities/DMV/jury duty.
 - Building B
Office hours: M–F, 9 a.m.–4:30 p.m.; closed holidays
 - Building 1
Office hours: M–F, 9 a.m.–4:30 p.m.; closed holidays
 - Building 3, 2nd Floor, Cardiology
Office hours: M–F, 9 a.m.–4:30 p.m.; closed holidays
 - Building 4, 1st Floor, Orthopedics
Office hours: M–F, 9 a.m.–4:30 p.m.
 - Building 6, lobby
Office hours: M–F, 8 a.m.–5:30 p.m.; closed holidays
- Resource Management
Inpatient Utilization Management and Discharge Planning
Building 6, 7th Floor
Hours: 7 days, 8 a.m.–4:30 p.m.
Information **408-972-7208**
or **408-972-6148**
- Rheumatology
By referral only
Building 3, 2nd Floor
Office hours: M–F, 8:30 a.m.–5 p.m.
Phone hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info. **408-972-6380**
Advice (24 hours) **408-362-4740**
- 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: M–F, 5 p.m.–8 a.m.;
Sa, Su, holidays, 24 hours
Information **1-877-263-5755**
- Skilled Nursing Facility Billing
See Customer Services.
- Social Services
Building 6, 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**
- Special Needs Program
By referral only
Building 6, Ste. 600
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-972-6376**
- Speech Therapy
By referral only
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**
- Spine Surgery (Regional)
By referral only
Building 6, 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
Building 6, Ste. 865
Hours: M–F, 9 a.m.–5 p.m.
Information **408-362-3817**
- Surgery
By referral only
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
Advice/Appts. **1-800-855-7300**
- Urgent Care
(Formerly Minor Injury Center)
Walk-in all day
Building 6, 1st Floor
Hours: 7 days, 9 a.m.–9 p.m.
Advice/Appts. **408-362-4740**
- Urology
By referral only
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 **408-972-6095**
- Vascular Surgery
By referral only
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**

- Vision Essentials by Kaiser Permanente
 - Ophthalmology
By referral only
 5755 Cottle Rd., Building 22
 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 25
 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 25
 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 please visit
volunteer-ncal.kaiserpermanente.org.
- X-ray
 See Radiology/Diagnostic Imaging.

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 **650-358-7001**
- 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** or **1-866-454-8855**
- Appointment Call Center
 Hours: 7 days, 24 hours
 Appts./Cancel **650-358-7015**
 or **1-866-454-8855**
- Allergy
 2nd Floor, Room 201
 Hours: M, W–F, 9 a.m.–12:30 p.m.
 and 1:30–5 p.m.; Tu, 12:15–7 p.m.
 Information **650-299-2111**
- 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
- General Information
650-358-7000
- Gynecology
 See Obstetrics-Gynecology.

- Health Education
Technology Learning Center, 2nd Floor
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **650-358-7084**
- Injection Clinic
3rd Floor, Room 305
Hours: M–F, 9 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 most lab results online
at kp.org.
- Mammography
See Radiology/Diagnostic Imaging.
- Member Outreach
(Personal Physician Selection
and new member orientation)
1st Floor, Room 108
Hours: M–F, 8:30 a.m.–5 p.m.
Information **650-299-4291**
- Member Services
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
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**
- 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**
- Midwifery
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
- Optical Center/Optomety
See Vision Essentials by
Kaiser Permanente.
- Pediatrics
3rd Floor, Room 305
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **650-358-7015**
- Pharmacies
- 1st Floor
Hours: M–F, 8:30 a.m.–7 p.m.
Info./Refills by phone **650-358-7110**
- Anticoagulation Clinic
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–4:30 p.m.
Information **650-301-4688**
- Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**
- Radiology/Diagnostic Imaging
- Mammography, 1st Floor
Hours: M–F, 8:30 a.m.–7 p.m.
Scheduling appts. **650-299-2015**
- Ultrasound, 2nd Floor
By referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Scheduling appts. **650-299-3930**
- X-ray, 1st Floor
By referral only; no appointment needed
Hours: M–F, 8:30 a.m.–7 p.m.
- 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**

- Security
Main lobby
Hours: M–F, 7 a.m.–10 p.m.
Security Officer
650-358-7171
Security Supervisor **650-299-3139**
- Social Services
By appointment only
Hours: M, Tu, Th, F, 12:30–5:30 p.m.
Appts./Info. **650-358-2904**
- 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.
Appts./Info. **650-358-7054**
- Optometry
Hours: M, Tu, 7:30 a.m.–12:30 p.m.
and 1:30–5:30 p.m.;
W, 8:30 a.m.–12:30 p.m.
and 1:30–7:30 p.m.;
Th, 7:30 a.m.–12:30 p.m.
and 1:30–6 p.m.;
F, 7:30 a.m.–12:30 p.m.
and 1:30–5:30 p.m.
Appointments **650-299-2040**
- Volunteers
Information **650-358-7012**
To become a volunteer please visit
volunteer-ncal.kaiserpermanente.org.

San Mateo Mental Health and Wellness

177 Bovet Rd., Ste. 300
San Mateo, CA

- Hours: M–F, 8:30 a.m.–5:30 p.m.
Advice (24 hours)/Appts. **650-627-1700**
Cancel (24 hours) **650-299-4739**

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, 8:30 a.m.–5:30 p.m.
Phone hours: M, Tu, 8:30 a.m.–6 p.m.;
W–F, 8:30 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,
Congestive Heart Failure, Diabetes, and
PHASE (Preventing Heart Attacks and
Strokes Everyday).
- Chronic Pain Management
By referral only
Hours: M–F, 9 a.m.–5 p.m.
Information **408-530-2950**
- General Information
408-851-1000
- Pain Management
Rehabilitation Program
By referral only
Hours: M–F, 9 a.m.–5 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.–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, 8:30 a.m.–5 p.m.
Advice/Appts. (24 Hours)
408-554-9800
- TTY
English **1-888-877-5379**
Spanish **1-800-855-3000**

Santa Clara Medical Center

Emergency

700 Lawrence Expwy.
Santa Clara, CA 95051

kp.org/santaclara

- Addiction Medicine
Recovery Services (AMRS)
See Psychiatry.
- Admitting
Office hours: 7 days, 24 hours
Information **408-851-5400**
Pre-registration hours:
M–F, 9 a.m.–5 p.m.
Information **408-851-5400**
- 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. **1-866-454-8855**
- Ambulance Billing
1-800-464-4000
- Ambulatory Surgery Unit
Department 114
Office hours: M–F, 7 a.m.–7 p.m.
Phone hours: M–F, 7 a.m.–2 p.m.
Information **408-851-5180**
- 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, 7 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.–9:30 p.m.
Information **408-851-6740**
- Chronic Conditions Management
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-851-4289**
Asthma/COPD, Congestive Heart Failure, Diabetes, and PHASE (Preventing Heart Attacks and Strokes Everyday).
- Complex Chronic Conditions Case Management
19000 Homestead Rd.
Tantau Building 1
Hours: M–F, 8:30 a.m.–5:30 p.m.
Information **408-366-4172**
- Congestive Heart Failure Transitions Nurse
Hours: M–F, 8 a.m.–12:30 p.m. and 1:30–4:30 p.m.
Information: **408-851-0575**
- Durable Medical Equipment (Northern California)
Phone hours: 7 days, 8:30 a.m.–5 p.m.
Information **1-877-317-6230**
- Emergency
Hours: 7 days, 24 hours
Department 100
Information **408-851-5300**
- General Information
408-851-1000
- Gift Gallery and the Daily Grind
Hospital Building, Department 106
Hours: M–F, 7 a.m.–3 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**
- Home Health Care
By referral only
3900 Freedom Circle
Hours: 7 days, 8:30 a.m.–5 p.m.
Information **408-235-4000**
- Hospice
3900 Freedom Circle
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** (for patients 20 weeks and above)
Mother/Baby – Department 300
Information **408-851-7320**
- Lost and Found (Security)
Department B02
Information (24 hours) **408-851-0202**
- Medical Social Work
Department 312
Hours: 7 days, 8 a.m.–4 p.m.
Information **408-851-7080**
- Neonatal Intensive Care Unit
Department 302
Hours: 7 days, 24 hours
Information: **408-851-7100**
- Nuclear Medicine
Department 120
Hours: M–F, 8 a.m.–5 p.m.
Information **408-851-5600**

- Nutrition (Inpatient)
Department B03
Hours: 7 days, 6 a.m.–7 p.m.
Information **408-851-0400**
- Occupational Health Center
(Kaiser Permanente 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)
By referral only
Hours: 7 days, 8 a.m.–12:30 p.m.
and 1:30–4:30 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.–5 p.m.
Information **408-851-5950**
Ambulance billing **1-800-464-4000**
Pharmacy billing **1-800-720-6545**
Third party liability claims
1-800-288-1576
Premium Payments Medicare/Kaiser Permanente Senior Advantage
1-800-443-0815
Premium Payments Individual Plans
1-888-236-4490
Billing questions **1-800-498-2748**
Bills in collections (USCB)
1-800-937-3688
Deductible Plan
1-800-390-3507
- Pediatric Intensive Care Unit
Department 325
Hours: 7 days, 24 hours
Information **408-851-7440**
- Pediatric Unit
Department 320
Hours: 7 days, 24 hours
Information **408-851-7400**
- Perinatal Service Center (Regional)
By referral only
19000 E. Homestead Rd.
Tantau Building 1, 2nd Floor
Hours: 7 days, 24 hours
Information **408-366-4100**
- Personal Physician Selection
(Member Outreach)
Information **1-888-466-1800**
Website **kp.org/mydoctor/choose**
- Pharmacy
Hospital, Department 138
Hours: 7 days, 24 hours
Info./Refills by phone **408-851-5500**
Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**
- Psychiatry
19000 E. Homestead Rd.
– Addiction Medicine Recovery Services (AMRS)
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**
- Adult Psychiatry
Tantau Building 2, 2nd Floor
Hours: M–F, 8:30 a.m.–5:30 p.m.
Information **408-366-4400**
- Child and adolescent Psychiatry
Tantau Building 2, 1st Floor
Hours: M–F, 8:30 a.m.–5:30 p.m.
Information **408-366-4450**

- 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/X-ray
Department 104
Hours: M–F, 7:30 a.m.–9 p.m.;
Sa, Su, 7 a.m.–8 p.m.
- Interventional Radiology
Department 104
Hours: M–F, 7:30 a.m.–6 p.m.; on-call
from 6 p.m.–7:30 a.m. and weekends
- MRI
Department 122
Hours: M–F, 6 a.m.–9:20 p.m.;
Sa, Su, 6:40 a.m.–9 p.m.
- Ultrasound
Department 104
Hours: M–F, 6:15 a.m.–9:45 p.m.
- Security
Department B02
Information (24 hours)/Vehicle
assistance **408-851-0202**
- Skilled Nursing Facility
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**
- Skilled Nursing Facility Billing
Billing **1-800-390-3510**
Fax **925-979-7677**
- Special Needs Program
19000 Homestead Rd.,
Tantau Building 1
Hours: M–F, 8 a.m.–5 p.m.
Information **408-366-4387**
- TTY
English **1-888-877-5379**
Spanish **1-800-855-3000**
- Volunteer Services
Department 164
To become a volunteer please visit
volunteer-ncal.kaiserpermanente.org.

Santa Clara Medical Offices

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

- 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. **1-866-454-8855**
- Anticoagulation Clinic
Phone hours: M–F, 9 a.m.–4:30 p.m.;
closed Sa, Su, holidays
Information **408-366-4323**
- Audiology
Department 296
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-851-2950**
- 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 p.m.
Information **408-851-3355**
- Cardiovascular Surgery
By referral only
Department 342
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-851-3780**
- Center for Advanced Heart Failure
Therapies (Heart Transplant)
By referral only
Department 342
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-851-3870**
- Customer Services
 - Member Outreach
(Personal Physician Selection)
Department 160
Hours: M–F, 9 a.m.–5 p.m.
Information **1-888-466-1800**
 - Member Services
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 referral 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, 7:30 a.m.–4 p.m.
Information **408-851-4140**
- Family Medicine Clinic
Departments 460 and 472
Hours: M–F, 8:30 a.m.–5:30 p.m.
Information **408-554-9800**
- Family Travel Center
By appointment only
 - Adult
Information **408-554-9800**
 - Child
Information **408-554-9810**
Please schedule travel shots 6 weeks
prior to traveling.

- Gastroenterology (GI)
By referral only
Department 248
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-851-2750**
- General Information
408-851-1000
- Gift Gallery
Department 166
Hours: M–F, 9 a.m.–5 p.m.
Information **408-851-1755**
- Gynecology
See Women’s Clinic (Ob-Gyn).
- Head and Neck Surgery
By referral only
Department 296
Office hours: M–F, 8 a.m.–5 p.m.
Phone hours: M–F, 9 a.m.–5 p.m.
Information **408-851-2950**
- Health Education
Department 182
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:30 p.m.
Information **408-851-3800**
- HIV and AIDS Resource Counseling (HARC)
Department 372
Hours: M–F, 8:30 a.m.–5 p.m.
General information **408-851-4250**
Testing information **408-851-4253**
- Infectious Disease
By referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/ Appts./Cancel/Info.
408-851-4600
- Infusion Center
By referral only
Department 440
Hours: M–F, 9 a.m.–7 p.m.;
Sa, Su, 9 a.m.–5 p.m.
Information **408-851-4325**
- 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 p.m.
Information **408-554-9810**
- Internal Medicine
 - Departments 272, 360, and 372
Hours: M–F, 8 a.m.–5 p.m.
Advice (24 hours)/Appts. **408-554-9800**
 - Department 260
Hours: M–F, 8:30 a.m.–5:30 p.m.
After hours: M–F, 6–8 p.m.;
Sa, Su, holidays, 9 a.m.–5 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.; closed holidays
Information **408-851-1350**
 - 2nd Floor, Department 268
Hours: M–F, 8:30 a.m.–4:30 p.m.;
closed Sa, Su, holidays
Information **408-851-1350**
Call requesting practitioner for test
results or check most lab results online
at **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**
- 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 **408-851-4435**
- 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.–4:30 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/Optomety
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)
By referral only
Hours: M–F, 8:30 a.m.–5:30 p.m.
Information **408-851-0537**
- Pediatric Neuroscience
and Endocrinology
By referral only
Department 470
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-851-1240**
- Pediatric Sub-specialties
By referral only
Departments 190 and 470
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-851-1240**
- Pediatrics
Departments 186, 190, and 282
Hours: 7 days, 8:30 a.m.–5 p.m.;
includes holidays
Advice (24 hours)/Appts. **408-554-9810**
For members 17 and younger.
- Perinatology/OB Ultrasound/Genetics
By referral only
Department 340
Hours: M–F, 8 a.m.–4:30 p.m.
Information **408-851-3570**
- Peritoneal Dialysis
Department 460
Hours: M–F, 9:30 a.m.–6 p.m.;
2nd and 3rd Saturday, 8:30 a.m.–5 p.m.
Information **408-436-4300**
- Personal Physician Selection
(Member Outreach)
Information **1-888-466-1800**
Website **kp.org/mydoctor/choose**

- Pharmacies
 - 1st Floor Pediatrics Pharmacy
Department 194
Hours: M–F, 9 a.m.–6 p.m.
Info./Refills by phone **408-851-1300**
 - Homestead Main Pharmacy
Department 170
Hours: M–F, 8:30 a.m.–8 p.m.;
Sa, Su, holidays, 9 a.m.–6 p.m.
Info./Refills by phone **408-851-1300**
 - Homestead 2nd Floor Pharmacy
Department 270
Hours: M–F, 8:30 a.m.–6 p.m.
Info./Refills by phone **408-851-2815**
 - Homestead 3rd Floor Pharmacy
Department 370
Hours: M–F, 8:30 a.m.–6 p.m.
Info./Refills by phone **408-851-3515**
 - Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**
- Physical Therapy
See Rehabilitation Services (Outpatient).
- Plastic and Reconstructive Surgery
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**
- Preoperative Clinic (POM Clinic)
By referral only
Department 286
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **408-851-2399**
- Procedure Center (Outpatient)
By referral only
Department 240
Hours: M–F, 7:30 a.m.–5 p.m.
Information **408-851-9730**
- Pulmonary Function Testing (PFT)
By referral only
Department 282
Hours: M–F, 8:30 a.m.–5 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**
Email **santa.clara.roi.dept@kp.org**
Website **kp.org/santaclara/romi**
- Rheumatology
By referral only
Department 140
Hours: M–F, 8:30 a.m.–5 p.m.
Information **408-851-5145**
- 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
English **1-888-877-5379**
Spanish **1-800-855-3000**
- 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 please visit
volunteer-ncal.kaiserpermanente.org.
- Women’s Clinic (Ob-Gyn)
Departments 386 and 390
Hours: M, W, F, 8 a.m.–5 p.m.;
Tu, Th, 8:30 a.m.–5 p.m.;
Sa, 8:30 a.m.–12:30 p.m., by
appointment only
Advice (24 hours)/Appts./Cancel/Info.
408-554-9820
- Women’s Imaging
Mammography, Bone Density,
Breast 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 Clinic
By referral only
Department 290 (M–F)
Department 260 (Sa)
Hours: M–Sa, 8 a.m.–4 p.m.
Information (M–F) **408-851-2000**
Nonurgent voicemail (Sa) **408-851-2227**

Santa Cruz Medical Offices

115 Locust Street
Santa Cruz, CA 95060
kp.org/santacruz

- Adult and Family Medicine
By appointment only
Hours: M–F, 9 a.m.–5:30 p.m.
Appts./ (24 hours)/Cancel
831-425-4101
- Appointment and Advice
Advice (24 hours)/Appts./Cancel/Info.
831-425-4101
- General Information
831-425-4100
- Gynecology
See Obstetrics-Gynecology.
- Obstetrics/Gynecology (Ob-Gyn)
By appointment only
Hours: M–F, 9 a.m.–5:30 p.m.
Appts. (24 hours)/Cancel/Info.
831-425-4101
- Pediatrics
By appointment only
Hours: M–F, 9 a.m.–5:30 p.m.
Appts. (24 hours)/Cancel/Info.
831-425-4101
- Psychiatry
By appointment only
Hours: M–F, 9 a.m.–5:30 p.m.
Appts.(24 hours)/Cancel/Info.
831-768-6736

Scotts Valley Medical Offices

Urgent Care
5615 Scotts Valley Dr.
Scotts Valley, CA 95066
kp.org/santacruz

- Adult and Family Medicine
By appointment only
Hour: M–F, 9 a.m.–5:30 p.m.
Appts (24 hours)/Cancel/Info.
831-430-2740
- Allergy
By referral only
Appts./Cancel/Info. **831-768-6782**
- Appointment and Advice
Advice (24 hours)/Appts./Cancel/Info.
831-430-2740
- Cardiology
By referral only
Appts./Cancel/Info. **831-430-2922**
- Cardiothoracic and Thoracic Surgery
By referral only
Appts./Cancel/Info. **831-430-2700**
- Dermatology
By referral only
Appts./Cancel/Info. **831-768-6783**
- Endocrinology
By referral only
Appts./Cancel/Info. **831-430-2922**
- Gastroenterology (GI)
By referral only
Appts./Cancel/Info. **831-768-6784**
- General Information
831-430-2700
- Gynecology
See Obstetrics-Gynecology.
- Head and Neck Surgery
By referral only
Appts./Cancel/Info. **831-768-6781**
- Infectious Disease
By referral only
Appts./Cancel/Info. **831-430-2700**

- Laboratory
Hours: M–F, 8:30 a.m.–5:30 p.m.;
Sa, 9:30 a.m.–1 p.m.
Information **831-430-2750**
Call requesting practitioner for test
results or check most lab results online
at **kp.org**.
- Nephrology
By referral only
Appts./Cancel/Info. **831-430-2922**
- Neurology
By referral only
Appts./Cancel/Info. **831-768-6739**
- Obstetrics-Gynecology
By appointment only
Hours: M–F, 9 a.m.–5:30 p.m.
Appts. (24 hours)/Cancel/Info.
831-430-2740
- Ophthalmology/Optometry
See Vision Essentials by
Kaiser Permanente
- Orthopedics
By referral only
Appts./Cancel/Info. **831-768-6742**
- Pain Medicine
By referral only
Appts./Cancel/Info. **831-768-6789**
- Pediatrics
By appointment only
Hours: M–F, 9 a.m.–5:30 p.m.
Appts. (24 hours)/Cancel/Info.
831-430-2740
- Pharmacy
Hours: M–F, 9 a.m.– 8 p.m.;
Sa, Su, 10 a.m.–1 p.m. and 2–6 p.m.
Info./Refills by phone **831-430-2900**
Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**
- Physical Medicine and Rehabilitation
By referral only
Appts./Cancel/Info. **831-768-6740**
- Plastic Surgery
By referral only
Appts./Cancel/Info. **831-768-6787**
- Podiatry
By referral only
Appts./Cancel/Info. **831-768-6738**
- Psychiatry
By appointment only
Appts. (24 hours)/Cancel/Info.
831-768-6736
- Pulmonology
By referral only
Appts./Cancel/Info. **831-768-6782**
- Radiology/Imaging Services
Available drop-in and by appointment
Appts./Cancel/Info. **831-430-2700**
- Rheumatology
By referral only
Appts./Cancel/Info. **831-430-2922**
- Surgery (General)
By referral only
Appts./Cancel/Info. **831-768-6786**
- Urgent Care
*Urgent care available; walk-in welcome;
no appointment necessary*
Hours: M–F, 10–8 p.m.;
Sa, Su. 10 a.m.–6 p.m.
Information **831-430-2700**
For after-hour urgent care call the
24-hour advice line at
831-430-2740. For emergencies
call **911**.
- Urology
By referral only
Appts./Cancel/Info. **831-768-6788**
- Vascular Surgery
By referral only
Appts./Cancel/Info. **831-430-2920**
- Vision Essentials by Kaiser Permanente
 - Ophthalmology
By referral only
Appts./Cancel/Info. **831-768-6785**
 - Optometry
By appointment only
Appts./Cancel/Info. **831-430-2743**

Skyport Medical Offices

1721 Technology Dr.
San Jose, CA 95110
kp.org/skyport

- Appts./Advice Line
Hours: 7 days, 24 hours
1-866-454-8855
- Audiology
By referral only
2nd Floor, Dept. 240
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Cancel **408-436-4225**
- Cardiology
By referral only
2nd Floor, Dept. 240
Appts./Cancel **408-436-4240**
- Chronic Conditions Management
By referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **408-436-3325**
- Dermatology
By referral only
2nd Floor, Dept. 240
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Cancel/Info./Msgs. **408-436-5200**
- Family Medicine
By appointment only
3rd Floor, Dept. 320
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:40 p.m.
Appts./Cancel/Info./Msgs. **408-436-4350**
- Gastroenterology (GI)
By referral only
2nd Floor, Dept. 210
Hours: Tu, W, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Cancel **408-436-6891**
- General Information
408-436-3300
- Gynecology
See Obstetrics-Gynecology (Ob-Gyn).
- Health Education
1st Floor, Dept. 105
Hours: M–F, 8:30 a.m.–5:30 p.m.
Appts./Cancel/Info./Msgs. **408-436-3310**
- Hematology/Oncology
By referral only
2nd Floor, Dept. 240
Hours: Tu, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **408-436-4365**
- Injection Clinic
Walk-in
4th Floor, Dept. 430
Hours: M–F, 9–11:30 a.m.
and 2–4:30 p.m.
Information **408-436-4475**
- Internal Medicine
By appointment only
4th Floor, Depts. 400, 420, 445
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Cancel/Info./Msgs. **408-436-4350**
- Laboratory
1st Floor, Dept. 140
Hours: M–F, 7:30 a.m.–6:30 p.m.
General appts./Advice **408-554-9800**
Information **408-436-4150**
Call requesting practitioner for test
results or check most lab results online
at kp.org.
- Member Services
Dept. 120, 1st Floor
Walk-in 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
By appointment only
2nd Floor, Dept. 210
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **408-436-4350**

- Nephrology
By referral only
2nd Floor, Dept. 240
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **408-436-4200**
- Neurology
By referral only
Dept. 240, 2nd Floor
Hours: W, F, 8:30 a.m.–5 p.m.
Appts./Info. **408-436-4370**
- Newborn Care Center
By appointment only
3rd Floor, Dept. 340
Hours: M–F, 9:30 a.m.–12:30 p.m.
Appts./Cancel/Info./Msgs. **408-436-4400**
- Obstetrics-Gynecology (Ob-Gyn)
By appointment only
3rd Floor, Dept. 300
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:45 p.m.
Appts./Cancel/Info./Msgs. **408-436-4450**
- Oncology/Hematology
By referral only
2nd Floor, Dept. 240
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **408-436-4365**
- Optometry
See Vision Essentials by
Kaiser Permanente.
- Orthopedics
By referral only
2nd Floor, Dept. 210
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **408-851-4180**
- Pediatrics
By appointment only
3rd Floor, Dept. 345
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:45 p.m.
Injection hours: M–F, 9–11:30 a.m.
and 2–4:30 p.m.
Appts./Cancel/Info./Msgs. **408-436-4400**
For members 17 and younger.
- Peritoneal Dialysis (CAPD)
By referral only
2nd Floor, Dept. 245
Hours: M–F, 8 a.m.–6 p.m.
Appts./Cancel/Info./Msgs. **408-436-4300**
- Pharmacy
1st Floor, Dept. 100
Hours: M–F, 8:30 a.m.–6:30 p.m.
Info./Refills by phone **408-436-3335**
Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills **kp.org/refill**
- Physical Therapy
By referral only
2nd Floor, Dept. 200
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **408-436-4250**
- Podiatry
2nd Floor, Dept. 210
Hours: M–F, 8:30 a.m.–5 p.m.
and 1:30–5 p.m.
Appts./Cancel/Info./Msgs. **408-436-4185**
- Pulmonary Medicine
By referral only
2nd Floor, Dept. 240
Hours: Tu, Th, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **408-436-4486**
- Radiology/Diagnostic Imaging
Walk-in
1st Floor, Dept. 145
Hours: M–F, 8:30 a.m.–6:30 p.m.
Appts./Cancel/Info./Msgs. **408-436-4100**

- Release of Medical Information (ROMI)
1st Floor, Dept. 120
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **408-851-1750**
Email **romiskyport@kp.org**
- Surgery Clinic (General Surgery)
By referral only
2nd Floor, Dept. 210
Hours: F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **408-436-6825**
- Urology
By referral only
2nd Floor, Dept. 240
Hours: W, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. **408-436-4245**
- Vision Essentials by Kaiser Permanente
Optometry
Walk-in
1st Floor, Dept. 110
Hours: M–F, 8:15 a.m.–5:30 p.m.
Appts./Cancel/Info./Msgs. **408-436-3380**

Watsonville Community Hospital

Emergency

75 Nielsen St.

Watsonville, CA 95076

- Emergency
Hours: 7 days, 24 hours
- General Information
831-724-4741
- Labor and Delivery
Hours: 7 days, 24 hours
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Please call the Kaiser Permanente
24-hour nurse appointment and advice
line at **1-866-454-8855**.
- Level 2 Neonatal Intensive
Care Unit (NICU)
Hours: 7 days, 24 hours

Watsonville Medical Offices

1931 Main St.

Watsonville, CA 95076

kp.org/santacruz

- Adult and Family Medicine
By appointment only
Hours: M–F, 9 a.m.–5:30 p.m.
Appts. (24 hours)/Cancel/Info.
831-768-6630
- Appointment and Advice
Advice (24 hours)/Appts./Cancel/Info.
831-768-6630
- Cardiology
By referral only
Appts./Cancel/Info. **831-430-2922**
- Dermatology
By referral only
Appts./Cancel/Info. **831-768-6783**
- Gastroenterology (G.I.)
By referral only
Appts./Cancel/Info. **831-768-6784**
- General Information
831-768-6600
- Gynecology
See Obstetrics-Gynecology.
- Head and Neck Surgery
By referral only
Appts./Cancel/Info. **831-768-6781**
- Laboratory
Hours: M–F, 8:30 a.m.–5:30 p.m.
Information **831-768-6650**
Call requesting practitioner for test results or check most lab results online at kp.org.
- Nephrology
By referral only
Appts./Cancel/Info. **831-430-2922**
- Neurology
By referral only
Appts./Cancel/Info. **831-768-6739**
- Obstetrics-Gynecology
By appointment only
Appts. (24 hours)/Cancel/Info.
831-768-6630
- Ophthalmology/Optometry
See Vision Essentials by Kaiser Permanente.
- Orthopedics
By referral only
Appts./Cancel/Info. **831-768-6742**
- Pain Medicine
By referral only
Phone hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info. **831-768-6789**
- Pediatrics
By appointment only
Hours: M–F, 9 a.m.–5:30 p.m.
Appts. (24 hours)/Cancel/Info.
831-768-6630
- Pharmacy
Office hours: M–F, 9:30 a.m.–5:30 p.m.
Info./Refills by phone **831-768-6700**
Online refills kp.org/refill
Mail-order Pharmacy
(24 hours) **1-888-218-6245**
Online refills kp.org/refill
- Physical Medicine and Rehabilitation
By referral only
Appts./Cancel/Info. **831-768-6740**
- Podiatry
By referral only
Appts./Cancel/Info. **831-768-6738**
- Psychiatry
By appointment only
Appts. (24 hours)/Cancel/Info.
831-768-6736
- Pulmonology
By referral only
Appts./Cancel/Info. **831-768-6782**
- Radiology/Imaging Services
Available drop-in and by appointment
Office hours: M–F, 8:30 a.m.–5:30 p.m.
Phone hours: M–F, 9 a.m.–5:30 p.m.
Appts./Cancel/Info. **831-768-6600**

- Surgery (General)
By referral only
Appts./Cancel/Info. **831-768-6786**
- Urology
By referral only
Appts./Cancel/Info. **831-768-6788**
- Vision Essentials by Kaiser Permanente
 - Ophthalmology
By referral only
Appts./Cancel/Info. **831-768-6785**
 - Optometry
By appointment only
Appts./Cancel/Info. **831-768-6633**



Your Care

Choose your doctor – and change anytime

Select from a wide range of great doctors

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Having a doctor you connect with is an important part of taking care of your health.

Choose the right doctor

To help you find a personal doctor who's right for you, you can browse our online doctor profiles. There, you'll see information about their education, credentials, specialties, and languages spoken.

You can choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Each covered family member can choose his or her own personal doctor. Teens 18 and older should choose a doctor from adult medicine or family medicine.

Women 18 to 64 can choose an ob-gyn as well as a personal doctor, although women choosing a family medicine physician as their personal doctor may not need to choose a separate ob-gyn.

Choose online

Go to kp.org/mydoctor/connect to browse our doctor profiles and choose a doctor who matches your needs.

Choose by phone

Call the Member Outreach or physician selection service at the location where you plan to get most of your care. See the facility directory, starting on page 2.

Nurse practitioners

At some facilities, you can also choose a nurse practitioner. Nurse practitioners are registered nurses with 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.

Change your doctor anytime

You can choose and change your doctor at any time, for any reason, by visiting kp.org/mydoctor/connect. If the doctor you'd like isn't accepting new patients, you can call us for help.

See specialists, some without a referral

You can make an appointment with a provider in the following specialties without a referral:

- Most obstetrics-gynecology
- Optometry
- Most psychiatry
- Substance use disorder treatment

For other types of specialty care, your doctor will refer you. See page 74 for more about referrals.

Getting care

No matter what kind of care you need, we've got you covered

As a Kaiser Permanente member, you have access to a full range of care and services, including:

Routine care

Routine care is for expected care needs, like a scheduled visit to your doctor for a recommended preventive screening.

Examples include:

- Adult and well-child checkups or physical exams
- Follow-up visits
- Pap test or immunization (shots)

Urgent care

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. Examples include:

- Minor injuries
- Backaches
- Earaches
- Sore throats
- Coughs
- Upper-respiratory symptoms
- Frequent urination or a burning sensation when urinating

Emergency care

Emergency care is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include:

- Chest pain or pressure
- Severe stomach pain that comes on suddenly
- Decrease in or loss of consciousness
- Severe shortness of breath

If you have an emergency medical condition, call **911** or go to the nearest hospital.¹

Care advice whenever you need it

If you're not sure what kind of care you need, nurses are available to help you figure out what type of care is best for your symptom or condition. Just call **1-866-454-8855**, 24 hours a day, 7 days a week.

Call to make an appointment

To schedule an appointment with your personal doctor in internal medicine, family medicine, obstetrics-gynecology, or pediatrics, call **1-866-454-8855** 24 hours a day, 7 days a week. For TTY, call **711**.

We can also tell you if a location accepts walk-ins, offers after-hours care, or if you can make a same-day or next-day appointment. In addition, you can schedule routine appointments online at kp.org/getcare.²

¹An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that you reasonably 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 above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, 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, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

²This feature is available when you get care at a Kaiser Permanente facility.

Care away from home

Plan ahead, travel well, and come home healthy. Visit kp.org/travel or call the Away from Home Travel Line at **951-268-3900**¹ for 24/7 travel support anytime, anywhere.

You're covered for emergency and urgent care anywhere in the world.²

Our website and travel team can help you:

- Learn how to refill a prescription early or away from home
- Find care in a Kaiser Permanente region
- File a claim for reimbursement when you're back

Before you go

A little planning makes a big difference. Plan now for a healthy trip.

- **Create your online account at kp.org** to see your health information and email your Kaiser Permanente doctor with nonurgent issues at home or away from home — anytime.
- **Get our KP app** to stay connected when you're on the go.
- **Consult your doctor** if you need to manage a condition during your trip.
- **Refill your eligible prescriptions** to have enough while you're away.
- **Print a summary of your online medical record** in case you don't have Internet access.
- **Make sure your immunizations are up-to-date**, including your yearly flu shot.
- **Don't forget to bring your Kaiser Permanente ID card.** It has important phone numbers on the back.

¹This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for landlines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas), and closes early the day before a holiday at 10 p.m. Pacific time (PT). The phone line reopens the day after a holiday at 4 a.m. PT. ²For Medi-Cal members, please refer to your *Evidence of Coverage* or other coverage documents for any restrictions.

Get ready for your visit

We want you to get the most out of your appointments. These guidelines can help you prepare for your visit.

Before your visit

- **Make a list of your medications**
Make a list of all the medications you take, including vitamins and herbal supplements. Bring your list or medicine bottles to your appointment.
- **Understand 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. Sign up for an account at kp.org/register.
- **Write down what's important to you**
Talk to your doctor about your health care values, such as any cultural, religious, or personal beliefs that could affect your care now or in the future.

During your visit

- **If you have questions or concerns, ask for more information.**
- **Before a medical test or treatment, ask:**
 - What will this test tell me?
 - What are the risks and benefits of this treatment plan?
- **When you're prescribed medication, ask:**
 - What is it? And how will it help me?
 - Does it have side effects?
 - How do I take it? And how often?
 - Do I need to change what I eat, or the activities I do while I'm taking this medication?

- **Before you leave, make sure you know:**

- Which medications to take and how often
 - When your follow-up tests or appointments are scheduled
 - When you can return to your regular diet and activities
- If you're not sure about any of your care, such as tests or medications, ask your doctor to help you understand. 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.

3 questions to ask:*

- What's my main condition?
- What do I need to do about it?
- Why is it important for me to do this?

*Adapted from the National Patient Safety Foundation "Ask Me 3" Campaign.

When you arrive for your appointment

There are 2 ways to check in:

- **At the reception desk**

Please have your Kaiser Permanente ID card and a photo ID (driver's license, passport, or California ID). This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 68.)

- **At a self-service kiosk (computer)**

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 be asked for a payment when you check in. You can pay by debit or credit card at the reception desk or at the kiosk. You'll receive 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, Certificate of Insurance*, or other plan documents.

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 48)	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 provider 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 provider 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 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.

Use interpreter services at no cost to you

When you call or come in for an appointment or call for advice, we want to speak with you in the language you're most comfortable using. For more about our interpreter services, call our Member Service Contact Center:

- 1-800-464-4000** English and more than 150 languages using interpreter services
- 1-800-788-0616** Spanish
- 1-800-757-7585** Chinese dialects

Getting your prescriptions

Your doctor may order 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 at your preferred pharmacy location after your appointment. You can also refill your prescriptions at any of our pharmacy locations at your convenience. Find a pharmacy near you in the directory, starting on page 2.

Refill prescriptions from home

Our mail-order pharmacy offers a convenient way to refill your prescriptions. We can mail most prescription drugs to your home within 5 to 7 days at no extra cost for standard U.S. postage.*

To pay, you can use a credit card (American Express, MasterCard, or Visa) or a Visa or MasterCard debit card.

For Northern California, please call **1-888-218-6245 (option 2)** to speak to a Kaiser Permanente representative.

Refill online

Visit kp.org/refill to order refills and check the status of your orders. If it's your first time placing a refill order online, please create an account by visiting kp.org/register.

Refill by phone

Call the pharmacy refill 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.

*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. Kaiser Permanente can no longer mail prescriptions to many addresses outside the state of California from our Northern and Southern California mail-order facilities. We mail within these states: California, Colorado, Hawaii, the District of Columbia, Georgia, Maryland, Oregon, Virginia, and Washington.

Have questions?

Please call the pharmacy number printed at the top of your prescription label or find a local pharmacy in the directory beginning on page 2.

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 and more than 150 languages using interpreter services

1-800-788-0616 Spanish

1-800-757-7585 Chinese dialects

711 TTY

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 business days for us to process your order.

Please ask about our mail-order pharmacy service and see if you qualify for a 3-month supply of refills by mail.

Save time and money. Have your prescriptions mailed by calling our mail-order pharmacy number at **1-888-218-6245**.

Need to transfer prescriptions?*

- **From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy:**

Get the prescription number and phone number of the non-Kaiser Permanente pharmacy, then call the Kaiser Permanente pharmacy you want to use. We'll handle the rest. Please allow 2 business days for us to transfer eligible prescriptions.

- **From one Kaiser Permanente pharmacy to another:**

Go to kp.org/refill and select your medication from your online list or call the Kaiser Permanente pharmacy where you'd like to pick up your prescription. Enter your current prescription number when prompted. If you don't have any refills left, it may take 2 business days to complete your order.

*Some drugs, such as schedule II controlled substances, are not transferable due to their high potential for abuse and addiction.

Prescription drug benefits

Most of our plans only cover prescriptions from:

- Kaiser Permanente or affiliated doctors and staff
- Doctors and staff we've referred you to
- Doctors providing emergency services or out-of-area urgent care
- 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 doctor or other provider. Transfer of care to a Kaiser Permanente or affiliated provider needs to be completed within the first 90 days of your membership.

Over-the-counter offerings

Kaiser Permanente pharmacies also carry a variety of nonprescription medicines and supplements, including vitamins, antacids, and cough and cold medicines. You don't need prescriptions for any of these.

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 meets every other month and thoroughly reviews the medical literature and determines which drugs to include on the formulary based on factors, including safety and effectiveness.

The formulary is updated monthly based on new information or when new drugs that become available.

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's 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 have the same active ingredients in the same dosage as their brand-name counterparts and are also approved by the U.S. Food and Drug Administration.

Some brand-name drugs have a generic version and others don't. Generally, when a new generic drug becomes available, it's added to the formulary and the brand-name equivalent is removed. When both versions (generic and brand) are available, usually only the generic version is listed in our formulary. When a generic version isn't available, the formulary will list the brand-name version. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generic drugs for use within the program.

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 medications are not covered unless your doctor determines that one is medically necessary. If your plan doesn't have a prescription drug benefit, you'll 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):
1-800-464-4000 English and more than 150 languages using interpreter services)
1-800-788-0616 Spanish
1-800-757-7585 Chinese dialects
711 TTY

Changing to a different medicine (also known as “therapeutic interchange”)

If a prescription is changed from one medication to another, it's because our Pharmacy and Therapeutics Committee has reviewed the evidence and determined that the new drug is a better option based on standards of safety, effectiveness, or affordability.

These kinds of medication changes generally only happen between drugs in the same class or family that are similarly safe and effective. In most cases, your pharmacist will automatically change your prescription to the new medication at your next refill.

Please note: Your doctor will choose the appropriate therapy based on his or her judgment of medical necessity. Even if a drug is part of our formulary, your doctor may decide not to prescribe it for you.

If there are any changes to our drug formulary — including new restrictions on specific drugs — and a drug you're taking is affected, you may be allowed to keep receiving it according to your drug benefit if your doctor considers it medically necessary.

See your *Evidence of Coverage, Certificate of Insurance*, or other plan documents for more information about your drug benefits.

*The prescription drug formulary may vary depending on your health plan and is subject to change. For more information about which drug formulary applies to your plan visit kp.org/formulary or call our Member Service Contact Center.

Managing chronic conditions

Disease management programs

Our disease management programs help our members get 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 provider 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. Talk with your doctor if you're using quick-relief or rescue medication (like albuterol) more than twice a week, waking up from asthma 2 or more times a month, or refilling your albuterol inhaler prescription more than twice a year. Your doctor may need to adjust your asthma medication. When your asthma is under control, you'll breathe easier, have more energy, and get more out of life. For more tips on how to manage your asthma, visit kpdoc.org/asthma.

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 provider 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.

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. 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 2.



Health Resources

Create your online account on kp.org

As a Kaiser Permanente member, it's easy for you to stay on top of your health at kp.org. Once you've created your online account, you can securely access many timesaving tools and resources to help you manage the care you get at Kaiser Permanente facilities.

Manage your care at kp.org

Visit kp.org anytime, from anywhere, to:

- View most lab results
- Refill most prescriptions
- Email your doctor with nonurgent questions
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Manage a family member's health care*

Get inspired at kp.org

kp.org also gives you access to many tools and tips for healthy living as well as recipes and articles on a wide range of health topics.

Go mobile

Download the Kaiser Permanente app from your preferred app site. Click on "register" to set up an account. If you already have an account on kp.org, you can use the same user ID and password to sign in to the app.

Manage your medical finances — anytime, anywhere

Through kp.org and the Kaiser Permanente app, you can also easily and securely:

- View and pay medical bills
- See your current amount due (as of your last statement)
- Check your payment history
- Get an instant confirmation when you pay

Go paperless

Sign up to view and pay your medical bills online kp.org/paperless.

*Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.

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.¹ You'll find inspiration and tools to help you feel your best.

Connect with your doctor

With My Doctor Online, you can search for health topics and sign in for personal health information for you and your family. Visit kp.org/mydoctor to:

- Get to know your doctor and specialists — read about their backgrounds, education, awards, and more
- Email your doctor with nonurgent questions, view most lab results, schedule in-person, video, and phone appointments, refill most prescriptions²
- View preventive health reminders³
- Search for health topics and get relief with trusted information from your doctor

Health on the go

My Doctor Online and My KP Meds apps help you manage your care and your family's care anytime, anywhere.

With the My Doctor Online app, you can:

- Get personalized health reminders
- Check doctor appointment details
- Join a video visit

With the My KP Meds app, you can:

- Create reminders to take medications at the right time
- Order refills right from your smartphone or mobile device
- Manage medication lists, schedules, and reminder histories

Download our apps, My Doctor Online and My KP Meds, at the App Store[®] or on Google Play.

Google Play and the Google Play logo are trademarks of Google LLC.

Video visits

For some conditions, you may be able to skip a visit to the doctor's office with a video visit. A video visit is an appointment done through the camera on your mobile device or computer.

Next time you need care, ask if a video visit is right for your symptoms. When scheduling an appointment online or through our apps, you may be offered a video visit depending on the type of care you need.

To learn more about video visits, go to kp.org/mydoctor/videovisits.

In addition, you can schedule routine appointments online at kp.org/getcare⁴ or by calling **1-866-454-8855** 24 hours a day, 7 days a week. For TTY, call **711**.

Wellness Coaching by Phone

Kaiser Permanente wellness coaches can help you make lasting lifestyle changes. Whether you want to get active, eat better, manage your weight, stop smoking, sleep better, or handle stress, a wellness coach can help you reach your goals.

Personalized sessions are available at no cost for Kaiser Permanente members, 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.

¹Some classes require a fee.

²Some features require registration on kp.org. If you're not registered, go to kp.org/register to get started, or visit the Health Education Department at a facility near you.

³Online features change when children reach age 12.

Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.

⁴This feature is available when you get care at a Kaiser Permanente facility.

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, the Solano County Public Health Department, 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 see the "CAIR Patient Forms" section for information about opting out.

Preventive care guidelines

Use our preventive care guidelines to learn what you can do to be healthier and when to get immunizations and routine health screenings.

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 guidelines may be different. Talk to your doctor about an approach that fits your needs. To learn about which preventive care services are covered under your health plan, consult your *Evidence of Coverage* or *Certificate of Insurance*, or call our Member Service Contact Center.

The preventive care guidelines are current as of August 2018. You can also find out if you're due for a preventive screening or immunization by signing on to My Doctor Online at kp.org/mydoctor/whatsdue.

Preventive care guidelines for children and teens

Topic	Birth–12 years	13–18 years
Recommended Lifestyle Practices		
Activity	Get up and play. Aim for at least 60 minutes of physical activity every day. Limit screen time to 1 to 2 hours a day. This includes TV, smartphones, tablets, computers, and video games. Children younger than 2 shouldn't watch any TV or videos. Keep screens out of children's bedrooms.	Teens: Aim for at least 60 minutes of physical activity every day. Try different activities to find one that you enjoy. Limit screen time to 1 to 2 hours a day. This includes TV, smartphones, tablets, computers, and video games. Avoid temptation by keeping 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 doctor 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 (choose a dentist for your child to see regularly)	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. When teeth appear, use a soft toothbrush to brush twice a day 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	Fill half your child's plate with fruits and vegetables at each meal. Serve foods rich in calcium, iron, and fiber, and limit fast food, sweets, and salty snacks. Choose water or plain milk instead of soda, juice, sports drinks, and other sweetened drinks. Fuel up with breakfast every morning and eat meals together as a family. Let your child decide how much to eat. Encourage your child to help you shop and cook.	
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	Reduce your child's exposure to toxins (lead, smoke, pesticides, and those in some plastics.) Do not heat food or drinks in plastic. Store food in glass or stainless steel when possible. Serve more fresh or frozen fruits and vegetables. Wash all produce that can't be peeled. Choose cleaning products with fewer harmful substances. If your house was built before 1978, inspect it for lead.	

Topic	Birth–12 years	13–18 years
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 My Doctor Online app to receive reminders when it's time for well-child visits and immunizations. Subscribe to our Thriving Families blog.	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 provider without your parents' permission for confidential concerns like pregnancy, birth control, sexually transmitted diseases (STDs), and drug and alcohol issues.
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 and any products with harmful substances 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 young 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. It is safest not to keep guns. If you must, store them unloaded and locked up, with ammunition stored separately. Use a helmet when on a bike, scooter, skateboard, or skates.	
Sexuality	Talk with your child 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. Monitor your child's online use to limit inappropriate content.	Teens: Not having sex is the only certain way to protect against pregnancy and sexually transmitted infections (STI). Get information from a trusted adult about sexual decision-making, birth control, emergency contraception, and STI protection before starting to have sex. Information and services are available confidentially from your doctor.
Skin safety	Protect your child's skin. 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 and Vaping	Don't smoke or vape, or allow anyone else to do so 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: Do not allow your teen to smoke or vape. Teens: Smoking is expensive, smelly, and hurts your health. Vaping is not a safe alternative. If you smoke, vape, or Juul, you are risking addiction. We can 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.
HPV	At age 11 or 12 , all preteens need 2 doses of HPV vaccine to prevent cancer. Catch up: Teens who are age 15 and older need 3 shots over 6 months.

Topic	Birth–12 years	13–18 years
Vision	Your child’s doctor will examine your child’s eyes at all well-child visits and screen for eyesight problems at age 3 , and periodically as needed between ages 4 and 17 .	
Immunizations		
	Protect your child from serious preventable diseases. Be sure your child gets the flu vaccine every year. Keep up with all recommended immunizations (see pages 64 and 65). Learn more about the shots your child needs to stay healthy. For information on immunizations for babies and young children, visit kpdoc.org/youngchildshots . For information on immunizations for older children and teens, visit kpdoc.org/olderchildshots .	
Recommended Well-Child Visits		
Visit schedule	Babies and toddlers: Schedule visits at 2 to 3 days, 2 weeks, 2 months, 4 months, 6 months, 12 months, 18 months, and 24 months. Children: Schedule visits at 3 years, 4–5 years, 6–8 years, 8–10 years, and 11–12 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.	

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, talk to your personal physician or health care professional.
Diet and nutrition	Eat a diet that emphasizes vegetables, fruits, whole grains, dairy, protein and oils. Limit foods high in sodium or added sugars, as well as saturated or trans-fat. 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 dietary sources when possible. Take a folic acid supplement or fortified foods with 400 to 800 mcg daily, especially for women of childbearing age.
Emotional health	Talk to your personal physician or health care professional to get help if you’re feeling depressed, anxious, or hopeless, 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.
Healthy weight	Reach and maintain a healthy weight, or a body mass index (BMI) below 25. A BMI of 25 or above increases the risk of heart disease, stroke, diabetes, joint pain, and some cancers.
Injury prevention	Always wear your seat belt when you drive, and buckle in children. Don’t text and drive. Wear a helmet when you’re on a bike, motorcycle, skateboard, scooter, or skates.

Topic	Adult
Life care planning	We encourage all adults to select a health care decision-maker, someone to speak for them if they're ever unable to communicate for themselves. Speak to your health care decision-maker now about your future health care wishes and complete an Advance Health Care Directive. For help, go to kp.org/lifecareplan 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 by using condoms to avoid sexually transmitted infections (STI). Talk to your clinician about effective birth control (including emergency contraception) if you don't want to become pregnant now.
Skin protection	Always protect your skin from the sun when outdoors. Wear a hat and a broad-spectrum (UVA and UVB protection) sunscreen to reduce your risk of skin cancer.
Smoking and Vaping	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.
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 should talk to their doctor about the risks and benefits of getting a mammogram. Contact your doctor immediately if you find a lump in your breast.
Cervical cancer (for women)	Women ages 21-65 should get screened every 3 years. You do not need cervical cancer screening after age 65, unless you've had previous abnormal results.
Cholesterol	Get your cholesterol levels checked starting at age 20 or at your first Kaiser Permanente visit. If you don't have risk factors for heart disease, get a cholesterol test every 5 years between ages 40 and 79 ; if you do have risk factors, or if your cholesterol level is above normal, get tested more often.
Colon cancer	Between ages 50 and 75 , do a fecal immunochemical test (FIT) once a year, or a colonoscopy every 10 years. Speak to your doctor about screening earlier if you have a family history of colon cancer or a history of advanced polyps.
Diabetes	Get tested every 3 years after age 40 or if you have a body mass index (BMI) over 25. 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 if you have other risk factors for it. Get screened for Hepatitis C if you were born between 1945 and 1965, or more often if you have other risk factors for Hepatitis C.

Topic	Adult
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 STI 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 sexually active and between ages 18 and 24 or if you're older than 25 and at risk for STI.
Hypertension	Have your blood pressure checked every 3 to 5 years between ages 18 and 39 , or annually if you're 40 or older or have prehypertension or other risk factors for heart disease.
Osteoporosis	Get a bone mineral density test for women age 65 and older and for men age 70 and older , or before these ages if you have risk factors for early bone fractures.
Overweight and obesity	Ask your doctor about your body mass index during office visits; if it is higher than recommended, discuss weight management options.
Prostate cancer (for men)	Men between ages 50 and 69 should talk to their doctor about the benefits and risks of having a screening.
Tuberculosis (TB)	Talk to your doctor about getting a TB test if you're 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	
	Protect yourself and your family by staying up-to-date with all recommended immunizations (see the chart on page 66).
Influenza (flu vaccine)	Everyone 6 months and older needs a flu vaccine every year. Flu protection is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, or heart disease; and anyone age 65 or older .
HPV	The HPV vaccine is recommended for all young women through age 26 and young men through age 21 — if they didn't get the vaccine when they were younger. The HPV vaccine is also recommended for the following people, through age 26 , if they didn't get the vaccine when they were younger: <ul style="list-style-type: none"> • Men who have sex with men • Transgender young adults • Young adults with immunocompromising conditions
Pneumococcal	All adults age 65 and older should get the pneumococcal vaccine. These immunizations protect 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 them.
Tdap (tetanus, diphtheria, and pertussis)	Get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once between ages 18 and 64 . Be sure to get your Tdap booster if you're pregnant (during every pregnancy) or if you're age 65 or older and spend time with a baby.
Zoster (shingles)	Protect yourself from shingles if you're age 50 or older and not at increased risk for infections, and even if you've had shingles in the past. Get 2 doses over a 6-month period.

2018 recommended immunizations for children from birth through 6 years old
As recommended by the Centers for Disease Control and Prevention.

Birth	1 month	2 months	4 months	6 months	12 months	15 months	18 months	19-23 months	2-3 years	4-6 years
HepB	HepB			HepB						
		RV	RV	RV						
		DTap	DTap	DTap		DTap				DTap
		Hib	Hib	Hib	Hib					
		PCV13	PCV13	PCV13	PCV					
		IPV	IPV		IPV					IPV
					Influenza (yearly) ¹					
					MMR					MMR
					Varicella					Varicella
					HepA ²					

 Shaded boxes indicate the vaccine can be given during shown age range.

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.

If your child has any medical conditions that put him at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he may need.

¹Two doses given at least four weeks apart are recommended for children aged 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.

²Two 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 months after the last dose. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who did not receive the HepA vaccine and are at high-risk, should be vaccinated against HepA.

DTaP vaccine combines protection against diphtheria, tetanus, and pertussis.

HepA vaccine protects against hepatitis A.

HepB vaccine protects against hepatitis B.

Hib vaccine protects against *Haemophilus influenzae* type b.

Influenza (Flu) vaccine protects against influenza.

IPV vaccine protects against polio.

MMR vaccine combines protection against measles, mumps, and rubella

PCV13 vaccine protects against pneumococcus.

RV vaccine protects against rotavirus.

Varicella vaccine protects against chickenpox.

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit cdc.gov/vaccines/parents

2018 recommended immunizations for children from 7–18 years old
As recommended by the Centers for Disease Control and Prevention.

Vaccine	7-8 years	9-10 years	11-12 years	13-15 years	16-18 years
Flu (<i>Influenza</i>) ¹					
Tdap (Tetanus, diphtheria, pertussis) ²					
HPV (Human papillomavirus) ³					
Meningococcal (MenACWY) ⁴					
Meningococcal (MenB) ⁵					
Pneumococcal					
Hepatitis B					
Hepatitis A					
Inactivated Polio					
MMR (Measles, mumps, rubella)					
Chickenpox (<i>Varicella</i>)					


¹ Preteens and teens should get a flu vaccine every year.


² Preteens and teens should get one shot of Tdap at age 11 or 12 years.


³ All 11-12 year olds should get a 2-shot series of HPV vaccine at least 6 months apart. A 3-shot series is needed for those with weakened immune systems and those age 15 or older.


⁴ All 11-12 year olds should get a single shot of a meningococcal conjugate (MenACWY) vaccine. A booster shot is recommended at age 16.

⁵ Teens, 16-18 years old, **may** be vaccinated with a meningococcal (MenB) vaccine.

 These shaded boxes indicate when the vaccine is recommended for all children unless your doctor tells you that your child cannot safely receive the vaccine.

 These shaded boxes indicate the vaccine should be given if a child is catching-up on missed vaccines.

 These shaded boxes indicate the vaccine is recommended for children with certain health or lifestyle conditions that put them at an increased risk for serious diseases. See vaccine-specific recommendations at www.cdc.gov/vaccines/pubs/ACIP-list.htm.

 This shaded box indicates the vaccine is recommended for children not at increased risk but who wish to get the vaccine after speaking to a provider.

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit cdc.gov/vaccines.

2018 recommended immunizations for adults
As recommended by the Centers for Disease Control and Prevention

Vaccine	19-21 years	22-26 years	27-49 years	50-64 years	65+ years
Flu (Influenza)¹					
Tdap or Td (Tetanus, diphtheria, and pertussis)²					
Shingles Zoster (RZV)³					
Shingles Zoster (ZVL)³					
Pneumococcal (PCV13)⁴					
Pneumococcal (PPSV23)⁴					
Meningococcal (MenACWY)⁵					
Meningococcal (MenB)⁵					
MMR (Measles, mumps, rubella)⁶				If born in 1957 or later	
HPV Human papillomavirus (for women)^{6,7}					
HPV Human papillomavirus (for men)^{6,7}					
Chickenpox (Varicella)⁶					
Hepatitis A⁶					
Hepatitis B⁶					
Hib (Haemophilus influenzae type b)					

¹ You should get flu vaccine every year.

² You should get 1 dose of Tdap if you did not get it as a child or adult. You should also get a Td booster every 10 years. Women should get 1 dose of Tdap during every pregnancy.


³ There are 2 types of zoster vaccine. You should get 2 doses of RZV at age 50 years or older (preferred) or 1 dose of ZVL at age 60 years or older even if you had shingles before.


⁴ There are 2 types of pneumococcal vaccine. You should get 1 dose of PCV13 and at least 1 dose of PPSV23 depending on your age and health condition.

⁵ There are 2 types of meningococcal vaccine. You may need one or both types depending on your health condition

⁶ You should get this vaccine if you did not get it when you were a child.

⁷ You should get HPV vaccine if you are a woman through age 26 years or a man through age 21 years and did not already complete the series.

 **Recommended for you:** This vaccine is recommended for you unless your health care professional tells you that you do not need it or should not get it.

 **May be recommended for you:** This vaccine is recommended for you if you have certain risk factors due to your health condition. Talk to your health care professional to see if you need this vaccine

If you are traveling outside the United States, you may need additional vaccines. Ask your health care professional about which vaccines you may need at least 6 weeks before you travel.

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit **cdc.gov/vaccines**.



The Fine Print

Emergency services and coverage

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 you reasonably believed that the absence of immediate 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, for members who are not enrolled in Kaiser Permanente Senior Advantage, 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 services 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.

*For Medi-Cal Members, coverage for emergency services only applies within the United States, except as described in your *Evidence of Coverage*.

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, Certificate of Insurance*, or other plan documents.

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 prior authorization for post-stabilization care from a non-Plan provider, the non-Plan 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 that this care is part of your covered benefits, we will authorize your care from that provider or arrange to have a Plan provider (or other designated provider) provide 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 post-stabilization care or related transportation provided by non-Plan providers that has not been authorized, except as otherwise described in the *Evidence of Coverage, Certificate of Insurance*, or other plan documents. 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) 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 and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY). 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 you 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 mental 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 at no cost to you.

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, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

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 81 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 and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

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** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), 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), sexual orientation, gender identity, 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 at no cost to you. When you call or come in for an appointment or call for advice, we want to speak with you in the language you are most comfortable using. For more about our interpreter services, see page 91, or call our Member Service Contact Center at **1-800-464-4000** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), 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 76.

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** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), 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 47 in this *Guidebook*.

Receive a second opinion from an appropriately qualified medical practitioner.

If you want a second opinion, you can ask Member Services to help you arrange one with a Plan Physician who is an appropriately qualified medical professional for your condition. If there isn't a Plan Physician who is an appropriately qualified medical professional for your condition, Member Services will help you arrange a consultation with a non-Plan physician for a second opinion. 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. For purposes of this "Second Opinions" provision, an "appropriately qualified medical professional" is a physician who is acting within his or her scope of practice and who possesses a clinical background, including training and expertise, related to the illness or condition associated with the request for a second medical opinion.

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*, *Certificate of Insurance*, or other plan documents. If you need a replacement, contact your local Member Services Department or 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.

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** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), 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** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), 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, Certificate of Insurance*, or other plan documents. 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, Certificate of Insurance*, or other plan documents.

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 77 of this *Guidebook*. A description of your dispute-resolution process is contained in your *Evidence of Coverage*, *Certificate of Insurance*, or other plan documents.

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 and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

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 81.

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 and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY). 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.

Prohibition of firearms policy

Beginning November 1, 2018, firearms will not be allowed on Kaiser Permanente property or in our facilities. Please don't bring firearms or weapons to your appointment or when you visit our locations.

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, 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** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), 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 care, such as obstetrics-gynecology, mental health services, and substance use disorder treatment, 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, Certificate of Insurance*, or other plan documents for more information.

Notice of availability of Online and Printed Provider Directory

Kaiser Permanente is required by California law to publish and maintain an online

Provider Directory with certain information about providers available to our members, including whether or not a provider is accepting new patients. The Provider Directory may be accessed via **kp.org**. An individual may also obtain, upon request, a printed version of the Provider Directory specific to his or her geographic area. To receive a copy of the directory, call our Member Service Contact Center at **1-800-464-4000** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY). Or request the Provider Directory by writing to:

Kaiser Foundation Health Plan, Inc.
Publications Distribution
393 E. Walnut St.
Pasadena, CA 91188

New technology

Kaiser Permanente has a rigorous process for monitoring and evaluating the clinical evidence for new medical technologies that are treatments and tests. Kaiser Permanente physicians decide if new medical technologies shown to be safe and effective in published, peer-reviewed clinical studies 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 one 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 Medicare coverage, we will coordinate benefits with your Medicare coverage under Medicare rules. Medicare rules determine which coverage pays first, or is "primary," and which coverage pays second, or is "secondary." You must give us any information we request to help us coordinate

benefits. To find out which Medicare rules apply to your situation, and how payment will be handled, 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, Certificate of Insurance*, or other plan documents.

Claims status information

You have the right to track the status of a claim in the claims process and obtain the following information in one 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 and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

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 “resource management.”

At Kaiser Permanente, utilization management (UM) is conducted for a small number of health care services requested by your provider. The UM review determines whether the requested service is medically necessary for your care. If it is medically necessary, then you will be authorized to receive that care in a clinically appropriate place consistent with the terms of your health coverage. We make UM decisions using evidence-based UM criteria and the evidence of coverage. In the event of a UM denial, members and providers will receive a written notice communicating the decision, a description of the criteria used and the clinical reasons for the decision. A copy of the specific UM criteria used to support decision is available and will be provided to you upon request. Also, we do not specifically reward providers 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.

The type of coverage you have determines your benefits. Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. Our physicians and other providers may use clinical practice guidelines (information, tools, and other decision-making aids) to assist in making treatment decisions.

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 and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

Assistance with utilization management (UM) issues and processes

For calls regarding UM issues, questions, or processes, please call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY). You can also get information at kp.org/um.

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 and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

You can also read this document online at kp.org/quality. Click "Measuring quality," scroll to the end of the "Recognition for quality care" section and click "Quality Program at Kaiser Permanente California."

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 request delivery of confidential communication to a location other than your usual address or by a means of delivery other than the usual means.

We may use or disclose your PHI for treatment, payment, Kaiser Permanente-approved 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 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), 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*, *Certificate of Insurance*, or other plan documents 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, 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*, *Certificate of Insurance*, or other plan documents are revised and the revised *Evidence of Coverage*, *Certificate of Insurance*, or other

plan documents 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 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 confirm receipt and respond as described in the Expedited Review 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** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY) to discuss your issue. To file a complaint online, go to kp.org and scroll to the bottom of the page. Under "Member Support," 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.

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, Certificate of Insurance*, or other plan documents.
- 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.

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.

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, Certificate of Insurance*, or other plan documents.

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.

Independent Review Organization for Nonformulary Prescription Drug Requests

If you filed a grievance to obtain a nonformulary prescription drug and we did not decide in your favor, you may submit a request for a review of your grievance by an independent review organization ("IRO"). You must submit your request for IRO review within 180 days of the receipt of our decision letter.

For urgent IRO reviews, we will forward to you the independent reviewer's decision within 24 hours. For non-urgent requests, we will forward the independent reviewer's decision to you within 72 hours. If the independent reviewer does not decide in your favor, you may submit a complaint to the Department of Managed Health Care, as described under "Department of Managed Health Care". You may also submit a request for an Independent Medical Review as described under "Independent Medical Review".

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 or request for IRO review in one of the following ways:

- By calling our Expedited Review Unit toll free at **1-888-987-7247** (TTY, 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 2 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*, *Certificate of Insurance*, or other plan documents. Generally, a grievance is urgent only if one 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.

Upon enrollment Kaiser members agree to use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. Arbitration is a widely used alternative to the court system. Arbitration does not limit a member's ability to sue Kaiser Permanente (Kaiser Foundation Health Plan, Inc.), The Permanente Medical Group, Inc. (TPMG), Southern California Permanente Medical Group (SCPMG), and its providers, employees, etc. (collectively "Kaiser"). Arbitration is simply a different forum for resolution of the dispute.

The Office of the Independent Administrator is the neutral entity that administers these arbitrations. Under the Independent Administrator, the arbitration system has been designed so that many cases are resolved within 18 months or sooner. A pool of nearly 300 independent arbitrators has been established by the Independent Administrator. About one-third of the arbitrators are retired judges. The arbitrator's decision is binding on both members and Kaiser.

For more information about binding arbitration, please refer to your *Evidence of Coverage, Certificate of Insurance*, or other plan documents. The Independent Administrator issues annual reports available to the public regarding the arbitration system. The Independent Administrator may be reached at **213-637-9847**. Information about the arbitration system is also available on the website for the Office of the Independent Administrator, **oia-kaiserarb.com**.

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 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY)** and use your health plan's grievance process before contacting the Department of Managed Health Care. 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.

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 Health Care Directive. You will receive no change in other medical care whether or not you complete an Advance Health Care Directive stating your preferences or complete a Physician Orders for Life-Sustaining Treatment (POLST).

At Kaiser Permanente, we call advance care planning “Life Care Planning.” For more information, please visit kp.org/lifecareplan. We hope the information here and on our website 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 Health Care 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, you decide which treatment orders best represent your desired outcomes. This work is often done with a trained facilitator or your physician and your health care decision-maker. The POLST form is a medical order and is signed by your doctor.

An Advance Health Care Directive, sometimes called an advance directive, documents both your health care decision-maker and 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, who knows your values and wishes, and who agrees to support your treatment choices even if they are different from their own. If you prefer, you can complete the health care wishes section without naming a decision-maker. Your health care instructions help you express your wishes about receiving life support and CPR. We will follow your wishes as stated in your Advance Health Care 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/lifecareplan. The form is available in English, Spanish, and Chinese.

After you complete your Advance Health Care Directive:

- Give a copy of the original to your authorized surrogate decision-maker.
- Drop off or mail a copy of your Advance Health Care Directive to the Health Education Department of your Kaiser Permanente medical center.
- Keep a copy of your Advance Health Care 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 Health Care Directive.

A POLST or Physician Orders for Life-Sustaining Treatment form is a document that your physician or trained facilitator completes with input from you or your surrogate decision-maker. Once it's completed, your doctor signs the POLST. This form contains physician orders about CPR, medical interventions, the use of antibiotics, and the use of artificially administered fluids and nutrition. A POLST orders treatments that reflect 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 your wishes with a physician, including a change in the 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 Health Care 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 Health Care 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 Health Care 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 Health Care Directive or POLST, as long as you can communicate your wishes.

Will I still be treated if I don't fill out an Advance Health Care 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 Health Care Directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:

- An Advance Health Care 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 share your values and preferences regarding future health care treatments.
- 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 Health Care Directive and POLST? Ask your physician, nurse, or social worker for more information. Or visit your local facility's Member Services or Health Education Department. Some medical centers offer member classes about Life Care Planning and Advance Health Care Directives. You can contact your local Health Education Department or find additional information at kp.org/lifecareplan.

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**.

Guide for members with disabilities

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 facilities statewide.

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 "Doctors & Locations" tab, then click "Locations." Enter your search criteria, click "Search," and click "Directions" for the location you want to visit.
- For mobile device users, our 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.

Alternative formats

- **Print documents are available in alternative formats**
Large print, braille, audio, and electronic files (accessible PDFs or Microsoft Word documents) 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 on 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** (English and more than 150 languages using interpreter services), 24 hours a day, 7 days a week (closed holidays). For TTY, call **711**. You can also contact us online at **kp.org** — scroll to the bottom of the page and, under "Member Support," click "Member Services." Then click "Contact Member Services."
- **Documents with patient-specific information**
Written materials that refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente 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 who need assistance communicating. For individuals who are deaf or hard of hearing, we offer Sign language interpreting services at no cost. Our interpreters are qualified to communicate health-related information. In addition to in-person, Sign language interpretation services, the following auxiliary aids and services are available at no cost to you:

- 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 (Computer Aided Real-Time Transcription)
- Tactile interpreting for members who are deaf and blind

Note: This is not a complete list. Additional aids and services may be available to meet your communication needs.

*Please check with provider or Member Services, as availability may vary by service area.

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**. Click the “Health & Wellness” tab, then 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 making decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to **kp.org**. Click the “Health & Wellness” tab, then select “Live healthy.”

- **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**. Click the “Health & Wellness” tab, then select “Conditions & diseases.”

- **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**. Click the “Health & Wellness” tab, then select “Drugs & natural medicines.”

- **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**, click the “Health & Wellness” tab, and select “Drugs & natural medicines.” Then click “Formulary.”

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**, click the “Health & Wellness” tab, and select “Drugs and natural medicines.” Then click “Formulary”, “Covered drugs” and then “Medicare Part D formulary.”

Accessible PDF documents include information on:

- 2018 Kaiser Permanente Medicare Part D formulary
- 2018 *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.

Manage your care online

For convenient access to information about medical records, messages from health care personnel, appointments, your coverage and costs, or pharmacy services, simply sign on to **kp.org** and choose the resource you want.

- **My medical record**

My medical record allows you to view most 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 summaries, 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.

- **Appointment center**

Make appointments online, quickly and easily. You can also view or cancel

upcoming appointments, or view past visits in our Appointment center.

Online appointments can only be made for primary care physician and optical appointments.

- **Pharmacy center**

You can manage your prescriptions here, or learn about specific drugs, vitamins, or herbs in our drug database.

Member Services

Member Services staff are available on-site at all primary medical center facilities for in-person assistance for all disability-related needs, including requesting alternative formats, wayfinding, facility and medical equipment access, interpreters, assistive devices and services, grievances, eligibility and financial liability questions, benefit explanation, and help accessing **kp.org**.

Member Service Contact Center

If you have questions or concerns, call our Member Service Contact Center.

California

1-800-464-4000 (English and more than 150 languages using interpreter services)

1-800-788-0616 (Spanish)

1-800-757-7585 (Chinese dialects)

711 (TTY)

Hours: 7 days a week, 24 hours a day (closed holidays)

Medicare members

1-800-443-0815

711 (TTY)

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, scroll to the bottom of the page and, under "Member Support," select "Forms & Publications."

- **Newsletters and articles**

You can view accessible material about healthy living. This includes:

- Preventive care
- Healthy Beginnings (prenatal newsletter series)
- Healthy Kids, Healthy Futures
- HIV Health Matters
- Health logs and trackers

Once you've signed on to **kp.org**, scroll to the bottom of the page and, under "Member Support," select "Forms & Publications." Then click "Newsletters and articles."

- **Forms**

You can view accessible forms for you or a loved one. These include:

- Claim forms
- Disclosure authorization
- Health Information Exchange
- Pharmacy authorizations
- Statement of Authorized Representative
- Student certification forms

Once you've signed on to **kp.org**, scroll to the bottom of the page and, under "Member Support," select "Forms & Publications." Then click "Forms."

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, accessible PDF documents)
- Large print prescription labels and ScripTalk, an audible prescription information device, available through medical center and online pharmacies
- Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier
- Sign 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 24 hours a day, 7 days a week at **1-800-464-4000** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), or **1-800-757-7585** (Chinese dialects). For TTY, call **711**.
- **Visiting kp.org.** Click the “Doctors & Locations” tab, then click “Locations,” enter your search criteria, and click “Search.” Select the location you want. Then click “Departments and specialties” and “Pharmacy.”
- **Using our online pharmacy center.** Sign on to **kp.org** and click the “Pharmacy center” option. 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**, click the “Health & Wellness” tab, and select “Programs & classes.”

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

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 and video transcripts; please contact your local Health Education Department or Center for Healthy Living.

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 chronic pain
- Manage depression
- Keep diabetes under control

Check your local Health Education Department or Center for Healthy Living for class and schedule availability.

Service animals

Kaiser Permanente welcomes service animals in its facilities. No other animals (including animals that provide comfort, emotional support, or crime deterrence) are permitted.

Technology access

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 the Web Content Accessibility Guidelines (WCAG) 2.0 Conformance Level AA Success Criteria.

- **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. Kaiser Permanente provides recommendations on screen reader and browser combinations on its accessibility information page.

- **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 (mobile devices) to have appropriate contrast and text size for members with low vision.

- **Technology at Kaiser Permanente facilities**

Kaiser Permanente uses a variety of technologies at its medical centers to provide our members with information and services. We design, select, and install these technologies so that as many of our members as possible may use them. However, these technologies don't replace one-on-one help. If you don't know how to use any technologies you encounter during your visits, our employees are here to help you.

- **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.

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 6 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 2. If the facility has been surveyed, you can see what level of accessibility is available.

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 6 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 6 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 6 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 present, 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.

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.

If you or your family/caregiver need help with interpreter services including sign language, qualified interpreter services are available. We highly discourage using family, friends, or 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 150 languages available by phone. If you need a Sign language interpreter, an interpreter is available either by video or in person.

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. For more details on alternative formats and auxiliary aids, please refer to page 84, "Guide for members with disabilities." 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 or if your needs were not met, call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English and more than 150 languages using interpreter services), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

If you're a TTY user and you need to reach a Kaiser Permanente facility, 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 el lenguaje de signos (sign language), sin costo alguno para usted, 24 horas, 7 días a la semana, durante todo el horario de atención.

Si usted o su familia/cuidador necesitan servicios de interpretación, incluido el lenguaje de signos, se dispone de servicios de intérpretes calificados. No recomendamos que use familiares, amigos o menores 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 de atención 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 de atención y no hay nadie que hable su idioma, contamos con intérpretes en más de 150 idiomas que están a su alcance por teléfono. Si necesita un intérprete de lenguaje de signos, disponemos de un intérprete por video o en persona.

Si necesita materiales del plan de salud en su idioma, puede pedir su traducción. También puede solicitarlos en letra grande u otros formatos, de acuerdo a sus necesidades de la vista o audición. Para obtener más detalles sobre formatos alternativos y ayudas auxiliares, consulte la página 84, “Guía para miembros con discapacidades”. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y necesidades especiales que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios o en caso de que no satisfagan sus necesidades, llame a nuestra Central de Llamadas de Servicio a los Miembros 24 horas al día, 7 días a la semana (cerrada los días festivos), llamando al **1-800-788-0616**, o al **711** (TTY).

Si es un usuario de TTY y necesita comunicarse con un centro de Kaiser Permanente, llame al **711** y pida que el operador transmita la conversación.

語言協助

當您致電與我們聯絡或前來就診接受服務時，我們希望能夠使用您最慣用的語言與您溝通。只要是在營業時間範圍內，我們每週7天，每天24小時均提供包括手語在內的免費口譯服務。

如果您或您的家人／看護人需要協助取得包括手語在內的口譯服務，我們將會為您提供合格口譯服務。我們非常不鼓勵您使用家人、朋友或未成年者作為口譯員。

我們的電話中心有會說西班牙語、粵語、普通話及其他華語方言的口譯員。我們的大多數設施均有會說一種以上語言的工作人員，他們受過專門訓練，可為您進行口譯並解釋醫學名詞及醫療程序。我們許多醫護人員也會說一種以上的語言。如果您前往我們的某設施就診，而該設施內沒有人會說您的語言，我們可以透過電話提供超過150種以上語言的口譯服務。如果您需要手語口譯員，口譯員可透過視訊或在現場提供服務。

如果您需要您語言版本的保健計劃資料，您可申請翻譯。根據您的視力或聽力需求，您也可取得大字版或其他格式的保健計劃資料。如欲瞭解有關其他格式及輔助服務的詳情，請參閱第84頁的「殘障會員指南」。若有需要，我們還可根據您的語言、文化及任何特殊需求為您轉介適當的社區資源。總之，無論您需要何種協助，請儘管告訴我們。

如欲進一步瞭解上述服務或者您的需求未獲得滿足，請致電會員服務聯絡中心，服務時間為每週7天，每天24小時（假日休息），電話號碼 **1-800-464-4000**（英語並可使用超過150種以上語言的口譯服務）、**1-800-788-0616**（西班牙語）、**1-800-757-7585**（華語方言）或**711**（聽障及語障電話專線）。

如果您是聽障及語障電話專線使用者且您需要與 **Kaiser Permanente** 設施聯絡，請撥打**711**並請接線員為您傳遞訊息。

Language Assistance Services

English: Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

Arabic: خدمات الترجمة الفورية متوفرة لك مجانًا على مدار الساعة كافة أيام الأسبوع. بإمكانك طلب خدمة الترجمة الفورية أو ترجمة وثائقك أو لصيغ أخرى. ما عليك سوى الاتصال بنا على الرقم **1-800-464-4000** على مدار الساعة كافة أيام الأسبوع (مغلق أيام العطلات). لمستخدمي خدمة الهاتف النصي يرجى الاتصال على الرقم (711).

Armenian: Ձեզ կարող է անվճար օգնություն տրամադրվել լեզվի հարցում՝ օրը 24 ժամ, շաբաթը 7 օր: Դուք կարող եք պահանջել բանավոր թարգմանիչի ծառայություններ, Ձեր լեզվով թարգմանված կամ այլընտրանքային ձևաչափով պատրաստված նյութեր: Դարգասպես զանգահարեք մեզ՝ **1-800-464-4000** հեռախոսահամարով՝ օրը 24 ժամ՝ շաբաթը 7 օր (տոն օրերին փակ է): TTY-ից օգտվողները պետք է զանգահարեն **711**:

Chinese: 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。我們每週 7 天，每天 24 小時均歡迎您打電話 **1-800-757-7585** 前來聯絡（節假日休息）。聽障及語障專線 (TTY) 使用者請撥 **711**。

Farsi: خدمات زبانی در 24 ساعت شبانهروز و 7 روز هفته بدون اخذ هزینه در اختیار شما است. شما می توانید برای خدمات مترجم شفاهی، ترجمه جزوات به زبان شما و یا به صورتهای دیگر درخواست کنید. کفایت در 24 ساعت شبانهروز و 7 روز هفته (به استثنای روزهای تعطیل) با ما به شماره **1-800-464-4000** تماس بگیرید. کاربران TTY با شماره **711** تماس بگیرند.

Hindi: बिना किसी लागत के दुभाषिया सेवाएँ, दिन के 24 घंटे, सप्ताह के सातों दिन उपलब्ध हैं। आप एक दुभाषिये की सेवाओं के लिए, बिना किसी लागत के सामग्रियों को अपनी भाषा में अनुवाद करवाने के लिए, या वैकल्पिक प्रारूपों के लिए अनुरोध कर सकते हैं। बस केवल हमें **1-800-464-4000** पर, दिन के 24 घंटे, सप्ताह के सातों दिन (छुट्टियों वाले दिन बंद रहता है) कॉल करें। TTY उपयोगकर्ता **711** पर कॉल करें।

Hmong: Muajkwc pab txhais lus pub dawb rau koj, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg. Koj thov tau cov kev pab txhais lus, muab cov ntaub ntawv txhais ua koj hom lus, los yog ua lwm hom. Tsuas hu rau **1-800-464-4000**, 24 teev ib hnuv twg, 7 hnuv ib lim tiam twg (cov hnuv caiv kaw). Cov neeg siv TTY hu **711**.

Japanese: 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語に翻訳された資料、あるいは資料を別の書式でも依頼できます。お気軽に **1-800-464-4000** までお電話ください（祭日を除き年中無休）。TTY ユーザーは **711** にお電話ください。

Khmer: ជំនួយភាសា គឺមានឥតគិតថ្លៃដល់អ្នកឡើយ 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ។ អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែសំភារៈដែលបានបកប្រែទៅជាភាសាខ្មែរ ឬជាទម្រង់ផ្សេងទៀត។ គ្រាន់តែទូរស័ព្ទមកយើង តាមលេខ **1-800-464-4000** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ (បិទថ្ងៃបុណ្យ)។ អ្នកប្រើ TTY ហៅលេខ **711**។

Korean: 요일 및 시간에 관계없이 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하는 통역 서비스, 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 요일 및 시간에 관계없이 **1-800-464-4000** 번으로 전화하십시오 (공휴일 휴무). TTY 사용자 번호 **711**.

Laotian: ການຊ່ວຍເຫຼືອດ້ານພາສາມີໃຫ້ໂດຍບໍ່ເສັຽຄ່າແກ່ທ່ານ, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ. ທ່ານສາມາດຮ້ອງຂໍຮັບບໍລິການນາຍພາສາ, ໃຫ້ແປເອກະສານເປັນພາສາຂອງທ່ານ, ຫຼື ໃນຮູບແບບອື່ນ. ພຽງແຕ່ໂທສາທາງວກເຮົາທີ່ **1-800-464-4000**, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ (ປິດວັນພັກຕ່າງໆ). ຜູ້ໃຊ້ສາຍ TTY ໂທ 711.

Navajo: Saad bee áká'a'ayeed náhóló t'áá jiik'é, naadiin doo bibaa' dji' ahéé'iikeed tsosts'id yiskáají damoo ná'adleehjí. Atah halne'é áká'adoolwolígíí jókí, t'áadoo le'é t'áá hóhazaadjí hadilyaa'go, éí doodaii' nááná lá al'aa'ádaat'ehígíí bee hádadilyaa'go. Kojí hodiilnih **1-800-464-4000**, naadiin doo bibaa' dji' ahéé'iikeed tsosts'id yiskáají damoo ná'adleehjí (Dahodiyin biniiyé e'e' aahgo éí da'deelkaal). TTY chodeeyoolínígíí kojí hodiilnih **711**.

Punjabi: ਬਿਨਾਂ ਕਿਸੀ ਲਾਗਤ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਦੁਬਾਈਆ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੈ। ਤੁਸੀਂ ਇੱਕ ਦੁਬਾਈਏ ਦੀ ਮਦਦ ਲਈ, ਸਮੱਗਰੀਆਂ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ, ਜਾਂ ਕਿਸੇ ਵੱਖ ਫਾਰਮੈਟ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। ਬਸ ਸਿਰਫ ਸਾਨੂੰ **1-800-464-4000** ਤੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਫੋਨ ਕਰੋ। TTY ਦਾ ਉਪਯੋਗ ਕਰਨ ਵਾਲੇ **711** 'ਤੇ ਫੋਨ ਕਰਨ।

Russian: Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону **1-800-464-4000**, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру **711**.

Spanish: Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al **1-800-788-0616**, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

Tagalog: May magagamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maaari kang humingi ng mga serbisyo ng tagasalín sa wika, mga babasahin na isinalin sa iyong wika o sa mga alternatibong format. Tawagan lamang kami sa **1-800-464-4000**, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumagamit ng TTY ay maaaring tumawag sa **711**.

Thai: เรามีบริการสามฟรีสำหรับคุณตลอด 24 ชั่วโมง ทุกวันตลอดชั่วโมงทำการของเราคุณสามารถขอให้สามช่วยตอบคำถามของคุณที่เกี่ยวข้องกับความคุ้มครองการดูแลสุขภาพของเราและคุณยังสามารถขอให้มีการแปลเอกสารเป็นภาษาที่คุณเข้าใจได้โดยไม่มีการคิดค่าบริการเพียงโทรหาเราที่หมายเลข **1-800-464-4000** ตลอด 24 ชั่วโมงทุกวัน (เปิดให้บริการในวันหยุดราชการ) ผู้ใช้ TTY โปรดโทรไปที่ **711**

Vietnamese: Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số **1-800-464-4000**, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi **711**.

Nondiscrimination Notice

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. Auxiliary aids and services for individuals with disabilities are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. You may request materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs at no cost to you. For more information, call **1-800-464-4000** (TTY users call **711**).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. For example, if you believe that we have discriminated against you, you can file a grievance. 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, Medi-Cal Access, FEHBP, or CalPERS member because you have different dispute-resolution options available.

You may submit a grievance in the following ways:

- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to *Your Guidebook* or the facility directory on our website at **kp.org** for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to *Your Guidebook* or the facility directory on our website at **kp.org** for addresses)
- By calling our Member Service Contact Center toll free at **1-800-464-4000** (TTY users call **711**)
- By completing the grievance form on our website at **kp.org**

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at hhs.gov/ocr/office/file/index.html.

Aviso de no discriminación

Kaiser Permanente no discrimina a ninguna persona por su edad, raza, etnia, color, país de origen, antecedentes culturales, ascendencia, religión, sexo, identidad de género, expresión de género, orientación sexual, estado civil, discapacidad física o mental, fuente de pago, información genética, ciudadanía, lengua materna o estado migratorio.

La Central de Llamadas de Servicio a los Miembros brinda servicios de asistencia con el idioma las 24 horas del día, los siete días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. Se ofrecen aparatos y servicios auxiliares para personas con discapacidades sin costo alguno durante el horario de atención. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Puede solicitar los materiales traducidos a su idioma, y también los puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades sin costo para usted. Para obtener más información, llame al **1-800-788-0616** (los usuarios de la línea TTY deben llamar al **711**).

Una queja es una expresión de inconformidad que manifiesta usted o su representante autorizado a través del proceso de quejas. Por ejemplo, si usted cree que ha sufrido discriminación de nuestra parte, puede presentar una queja. Consulte su *Evidencia de Cobertura (Evidence of Coverage)* o *Certificado de Seguro (Certificate of Insurance)*, o comuníquese con un representante de Servicio a los Miembros para conocer las opciones de resolución de disputas que le corresponden. Esto tiene especial importancia si es miembro de Medicare, Medi-Cal, el Programa de Seguro Médico para Riesgos Mayores (Major Risk Medical Insurance Program MRMIP), Medi-Cal Access, el Programa de Beneficios Médicos para los Empleados Federales (Federal Employees Health Benefits Program, FEHBP) o CalPERS, ya que dispone de otras opciones para resolver disputas.

Puede presentar una queja de las siguientes maneras:

- Completando un formulario de queja o de reclamación/solicitud de beneficios en una oficina de Servicio a los Miembros ubicada en un centro del plan (consulte las direcciones en *Su Guía* o en el directorio de centros de atención en nuestro sitio web en **kp.org/espanol**)
- Enviando por correo su queja por escrito a una oficina de Servicio a los Miembros en un centro del plan (consulte las direcciones en *Su Guía* o en el directorio de centros de atención en nuestro sitio web en **kp.org/espanol**)
- Llamando a la línea telefónica gratuita de la Central de Llamadas de Servicio a los Miembros al **1-800-788-0616** (los usuarios de la línea TTY deben llamar al **711**)
- Completando el formulario de queja en nuestro sitio web en **kp.org/espanol**

Llame a nuestra Central de Llamadas de Servicio a los Miembros si necesita ayuda para presentar una queja.

Se le informará al coordinador de derechos civiles de Kaiser Permanente (Civil Rights Coordinator) de todas las quejas relacionadas con la discriminación por motivos de raza, color, país de origen, género, edad o discapacidad. También puede comunicarse directamente con el coordinador de derechos civiles de Kaiser Permanente en One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

También puede presentar una queja formal de derechos civiles de forma electrónica ante la Oficina de Derechos Civiles (Office for Civil Rights) en el Departamento de Salud y Servicios Humanos de los Estados Unidos (U.S. Department of Health and Human Services) mediante el portal de quejas formales de la Oficina de Derechos Civiles (Office for Civil Rights Complaint Portal), en ocrportal.hhs.gov/ocr/portal/lobby.jsf (en inglés) o por correo postal o por teléfono a: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (línea TDD). Los formularios de queja formal están disponibles en hhs.gov/ocr/office/file/index.html (en inglés).

無歧視公告

Kaiser Permanente禁止以年齡、人種、族裔、膚色、原國籍、文化背景、血統、宗教、性別、性別認同、性別表達、性取向、婚姻狀況、生理或心理殘障、付款來源、遺傳資訊、公民身份、主要語言或移民身份為由而歧視任何人。

會員服務聯絡中心每週七天每天24小時提供語言協助服務（節假日除外）。本機構在全部營業時間內免費為您提供口譯，包括手語服務，以及殘障人士輔助器材和服務。我們還可為您和您的親友提供使用本機構設施與服務所需要的任何特別協助。您還可免費索取翻譯成您的語言的資料，以及符合您需求的大號字體或其他格式的版本。若需更多資訊，請致電 **1-800-757-7585**（TTY專線使用者請撥**711**）。

申訴指任何您或您的授權代表透過申訴程序來表達不滿的做法。例如，如果您認為自己受到歧視，即可提出申訴。若需瞭解適用於自己的爭議解決選項，請參閱《承保範圍說明書》(*Evidence of Coverage*)或《保險證明書》(*Certificate of Insurance*)，或諮詢會員服務代表。如果您是 Medicare、Medi-Cal、高風險醫療保險計劃 (Major Risk Medical Insurance Program, MRMIP)、Medi-Cal Access、聯邦僱員健康保險計劃 (Federal Employees Health Benefits Program, FEHBP) 或 CalPERS 會員，採取上述行動尤其重要，因為您可能有不同的爭議解決選項。

您可透過以下方式提出申訴：

- 在健康保險計劃服務設施的會員服務處填寫《投訴或福利索賠/申請表》（地址見《健康服務指南》(Your Guidebook) 或我們網站**kp.org**上的服務設施名錄）
- 將書面申訴信郵寄到健康保險計劃服務設施的會員服務處（地址見《健康服務指南》或我們網站**kp.org**上的服務設施名錄）
- 致電我們的會員服務聯絡中心，免費電話號碼是**1-800-757-7585**（TTY專線請撥**711**）
- 在我們的網站上填寫申訴表，網址是**kp.org**

如果您在提交申訴時需要協助，請致電我們的會員服務聯絡中心。

涉及人種、膚色、原國籍、性別、年齡或殘障歧視的一切申訴都將通知Kaiser Permanente的民權事務協調員。您也可與Kaiser Permanente的民權事務協調員直接聯絡，地址：
One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612。

您還可以電子方式透過民權辦公室的投訴入口網站向美國健康與公共服務部民權辦公室提出民權投訴，網址是 ocrportal.hhs.gov/ocr/portal/lobby.jsf 或者按照如下資訊採用郵寄或電話方式聯絡：U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697（TDD）。投訴表可從網站 hhs.gov/ocr/office/file/index.html 下載。

Glossary

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 health plan that is part of Kaiser Permanente.

Internal medicine: Provides diagnosis and medical treatments for adults. Also listed as Adult Medicine and Medicine in this *Guidebook*.

Kaiser Permanente On-the-Job®: Occupational Health Centers provide medical treatment and a broad range of occupational health services for work-related injuries and illnesses. Kaiser Permanente On-the-Job is a registered trademark of Kaiser Foundation Health Plan, Inc.

Kaiser Permanente: The Kaiser Permanente Medical Care Program. Kaiser Permanente in Northern California is 3 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 a wide 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.

Mental 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.

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*, *Certificate of Insurance*, or other plan documents.

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 providers.

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, Certificate of Insurance*, or other plan documents for a list of ZIP codes.

TTY: Also known as TDD. Indicates a telephone number for a relay communications device used by the deaf or hard of hearing to communicate directly with others.

Kaiser Foundation Health Plan, Inc.
1950 Franklin St.
Oakland, CA 94612-5190

