

# Your Guidebook

to Kaiser Permanente Services



**Good things  
are inside**



# Welcome to your Kaiser Permanente Guidebook

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

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



## **Find the most convenient facility for the care you need.**

You have options for personalized care. See all the facilities in your area listed in alphabetical order with their departments, hours, locations, and phone numbers. (pages 1-39)



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

Be in the know when it comes to your health, and feel empowered to make the right choices for yourself. (pages 40-47)



## **Discover the health resources available to you.**

From a health coach to help you lose weight to videos or podcasts about common health concerns, when it comes to all things wellness, we've got you covered. (pages 48-57)







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

Knowledge is power. Understand how your plan works so you can take advantage of your health services and resources to help you live your life to the fullest. (pages 58-86)

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



# Facility Directory

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

## Member Service Contact Center

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

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

## Personal Physician Selection (Member Outreach)

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

Website ..... [kp.org/mydoctor/choose](http://kp.org/mydoctor/choose)

- **Novato, Petaluma, San Rafael**  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Novato..... **415-899-7634**  
 Petaluma..... **707-765-3545**  
 San Rafael..... **415-492-6545**
- **Rohnert Park, Santa Rosa, San Francisco**  
**Hours:** M-F, 9 a.m.-5 p.m.  
 Rohnert Park, Santa Rosa ..... **707-393-3186**  
 San Francisco..... **415-833-2562**

## TTY for the Hearing or Speech Impaired

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



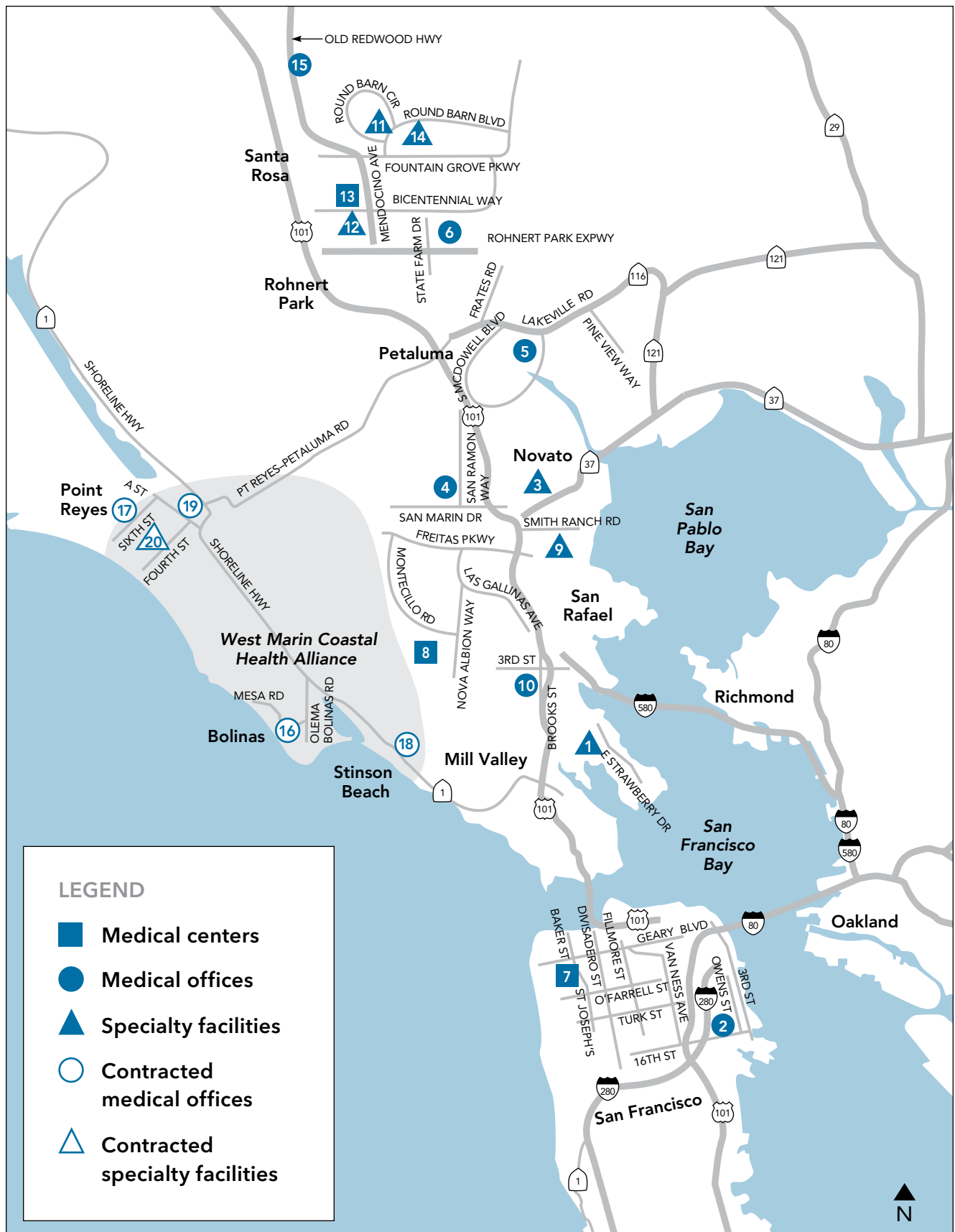
### CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App Store<sup>SM</sup> or Google Play®.



Apple and iPhone are trademarks of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.

# San Francisco, Marin, and Sonoma Counties



# Area Locations

**▲ 1 Mill Valley Medical Offices** .....5

Strawberry Village  
750 Redwood Hwy. (Frontage Rd.)  
Ste. 1206  
Mill Valley, CA 94941

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

**● 2 Mission Bay Medical Offices** .....5

1600 Owens St.  
San Francisco, CA 94158  
*Scheduled to open early 2016.*

**▲ 3 Novato Hearing Center** .....6

100 Rowland Way  
Ste. 125  
Novato, CA 94945

**● 4 Novato Medical Offices** .....6

97 San Marin Dr.  
Novato, CA 94945  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

**● 5 Petaluma Medical Offices** .....8

3900 Lakeville Hwy.  
Petaluma, CA 94954  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

**● 6 Rohnert Park Medical Offices** ..... 12

5900 State Farm Dr.  
Rohnert Park, CA 94928  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

**■ 7 San Francisco Medical Center** ..... 15

**Emergency**  
All addresses are located in San Francisco, CA 94115 or 94118  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

**■ 8 San Rafael Medical Center** ..... 22

**Emergency**  
99 Montecillo Rd.  
San Rafael, CA 94903  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

**▲ 9 San Rafael Psychiatry and Chemical Dependency Services** ..... 28

111 Smith Ranch Rd.  
San Rafael, CA 94903

● 10 **Downtown San Rafael Medical Offices—3rd St.** ..... 28  
 1033 3rd St.  
 San Rafael, CA 94901  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

▲ 11 **Santa Rosa Chronic Pain, Endocrinology, and Neurology** ..... 30  
 3559 Round Barn Blvd.  
 Santa Rosa, CA 95403

▲ 12 **Santa Rosa Hearing Center and Plastic Surgery** ..... 30  
 3333 Mendocino Ave.  
 Santa Rosa, CA 95403

■ 13 **Santa Rosa Medical Center** ..... 31  
**Emergency**  
 401 Bicentennial Way  
 Santa Rosa, CA 95403  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

▲ 14 **Santa Rosa Psychiatry and Chemical Dependency Offices** ..... 36  
 Fountain Grove Center  
 3554 and 3558 Round Barn Blvd.  
 Santa Rosa, CA 95403

● 15 **Santa Rosa Medical Offices** ..... 36  
 3925 and 3975 Old Redwood Hwy.  
 Santa Rosa, CA 95403  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

## Coastal Health Alliance

○ 16 **Bolinas Family Practice** ..... 39  
 Bolinas Community Health Center  
 88 Mesa Rd.  
 Bolinas, CA 94924

○ 17 **Point Reyes Medical Clinic**... 39  
 3 Sixth St.  
 Point Reyes Station, CA 94956

○ 18 **Stinson Beach Medical Center** ..... 39  
 3419 State Rte. 1  
 Stinson Beach, CA 94970

○ 19 **West Marin Medical Center** ..... 39  
 11150 State Rte. 1  
 Point Reyes Station, CA 94956

△ 20 **West Marin Pharmacy** ..... 39  
 11 Fourth St.  
 Point Reyes Station, CA 94956

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | See page 83 for further explanation of abbreviations.



# Location Details

▲ 1

## Mill Valley Medical Offices

Strawberry Village  
 750 Redwood Hwy. (Frontage Rd.)  
 Ste. 1206  
 Mill Valley, CA 94941  
[kp.org/sanrafael](http://kp.org/sanrafael)

● 2

## Mission Bay Medical Offices

1600 Owens St.  
 San Francisco, CA 94158  
[kp.org/sanfrancisco](http://kp.org/sanfrancisco)  
*Scheduled to open spring 2016.*

**Acupuncture** *By referral only*

**Hours:** Tu, 8:30 a.m.-2:50 p.m.;  
 W, 8:30 a.m.-4:50 p.m.;  
 Th, 8:30 a.m.-4:30 p.m.  
 Appointments ..... **415-444-4178**

**Dermatology** *By referral only*

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
**Phone hours:** 8:45 a.m.-12:30 p.m.  
 and 1:30-4:30 p.m.  
 Advice/Appts. .... **415-444-2939**  
 Toll free from Petaluma ..... **707-765-2062**

**Services will include:**

- Chronic Conditions Management
- Clinical Lab
- Dermatology\*
- Health Education
- Internal/Family Medicine
- Minor Injury Clinic
- Obstetrics-Gynecology
- Optometry
- Orthopedics\*
- Pediatrics
- Pharmacy
- Physical Therapy\*

\* *By referral only*

▲ 3

### Novato Hearing Center

100 Rowland Way  
Ste. 125  
Novato, CA 94945  
[kp.org/sanrafael](http://kp.org/sanrafael)

#### Audiology

Information ..... 415-444-2919

#### Hearing Center

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appointments..... 415-209-2444  
TTY/TDD ..... 415-209-2440

#### Speech Therapy *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appointments..... 415-209-2444

● 4

### Novato Medical Offices

97 San Marin Dr.  
Novato, CA 94945  
[kp.org/sanrafael](http://kp.org/sanrafael)

#### Advice Nurse

**Phone hours:** 7 days, 24 hours  
Infectious Disease ..... 415-899-7412  
Internal Medicine ..... 415-899-7412  
Nephrology..... 415-899-7412  
Ob-Gyn..... 415-899-7411  
Pediatrics..... 415-899-7414

#### Allergy

Building C  
**Antigen injections hours:**  
M, 9 a.m.-noon and 1:30-5 p.m.;  
Tu-F, 8:30 a.m.-noon and 1:30-4:30 p.m.;  
no injections 2nd Tuesday of each month,  
11:30 a.m.-12:30 p.m.  
**Appointment hours:**  
M-F, 8:30 a.m.-4:50 p.m.  
Advice/Appts. .... 415-899-7509

#### Allergy Injections

Building C, 1st Floor  
**Hours:** M, 9 a.m.-noon and 1:30-5 p.m.;  
Tu-F, 8:30 a.m.-noon and 1:30-4:30 p.m.;  
no injections 2nd Tuesday of each month,  
11:30 a.m.-12:30 p.m.  
Information ..... 415-899-7509

#### Asthma Care Management

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... 1-866-454-4918

#### Business Office

See San Rafael Medical Center.

#### Care Management *By referral only*

Diabetes..... 1-866-454-4918  
PHASE (Prevent Heart Attacks  
and Strokes Everyday)..... 1-866-454-4918  
See *also* Internal Medicine.

#### Case Management/

**Complex Chronic Conditions** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... 1-866-454-4918  
Located at Novato, Petaluma, and  
Downtown San Rafael Medical Offices-3rd St.  
See *also* Internal Medicine.

#### Eye Care (Urgent)

See Eye Care (Urgent) at Downtown  
San Rafael Medical Offices-3rd St.

#### Gynecology

See Obstetrics-Gynecology.

#### Health Education

See San Rafael Medical Center.

#### Home Health Care

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... 415-893-4132

#### Infectious Disease *By referral only*

Building A, 2nd Floor  
**Hours:** M-F, 9 a.m.-5 p.m.  
Information ..... 415-899-7822

**Information**

Operator .....415-899-7400

**Internal Medicine**

Building A, 2nd Floor

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

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

Advice (24 hours)/

Appts./Cancel.....415-899-7412

- **After-hours Care** *By appointment only*

**Hours:** 7 days, 6 a.m.-10 p.m.

Advice (24 hours)/

Appts./Cancel.....415-899-7412

After-hours, weekend, and holiday urgent care available by appointment only at San Rafael Medical Center.

- **Complex Chronic Conditions**

*By referral only*

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

Information..... 1-866-454-4918

Located at Novato, Petaluma, and Downtown San Rafael Medical Offices-3rd St.

- **Congestive Heart Failure**

**Care Management** *By referral only*

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

Information..... 1-866-454-4918

Located at San Rafael Medical Center.

- **Diabetes/Cardiovascular**

**Risk Care Management** *By referral only*

PHASE (Prevent Heart Attacks and Strokes Everyday)

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

Information..... 1-866-454-4918

Located at Novato, Petaluma, and Downtown San Rafael Medical Offices-3rd St.

- **Insulin Pump Program**

**Hours:** M, Tu, Th, 9 a.m.-5:30 p.m.

Information.....707-765-3594

Located at San Rafael Medical Center.

- **MultiFit (Cardiac Rehabilitation)**

**Care Management** *By referral only*

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

Information..... 1-866-454-4918

Located at San Rafael Medical Center.

- **Nephrology** *By referral only*

Building A, 2nd Floor

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

Appts./Cancel/

Msgs. (24 hours).....415-899-7880

**Laboratory**

Building A, 1st Floor

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

Information .....415-899-7515

Fasting blood work requires 12-14 hours of water-only diet. Call requesting practitioner for test results or check lab results online at [kp.org](http://kp.org).

**Mammography**

See Radiology/Diagnostic Imaging.

**Member Outreach**

**(Personal Physician Selection)**

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

Information .....415-899-7634

**Member Services Office**

100 Smith Ranch Rd., 2nd Floor

**Office hours:** M, W, Th, F, 8:30 a.m.-5 p.m.;

Tu, 9:30 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

**Nutrition** *By referral only*

Information .....415-444-2255

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### Obstetrics-Gynecology

Building B

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

**Phone hours:** 7 days, 24 hours

Advice (24 hours)/

Appts./Cancel.....**415-899-7411**

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente located at Petaluma Medical Offices and Downtown San Rafael Medical Offices-3rd St.

### Patient Relations

100 Smith Ranch Rd., 2nd Floor

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

Tu, 9:30 a.m.-5 p.m.

Assistance/Info. ....**415-492-6723**

### Pediatrics

Building C

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

Advice (24 hours)/

Appts./Msgs. ....**415-899-7414**

After-hours, weekend, and holiday urgent care appointments at San Rafael Medical Center. School/camp forms submit directly to your pediatrician's office.

### Pharmacy

Building C

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

EasyFill (refills by phone) .....**415-899-7565**

Information .....**415-899-7563**

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

### Radiology/Diagnostic Imaging

Mammography, radiology, X-ray

Building B

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

Appts./Cancel.....**415-444-2966**

### Release of Medical Information (Medical Secretaries)

Building A

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

Information .....**415-899-7660**

### Sleep Lab *By referral only*

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

Appointments.....**415-899-7890**

#### ▪ CPAP Patient Management

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

Information.....**415-899-7892**

### X-ray

See Radiology/Diagnostic Imaging.

## ● 5

### Petaluma Medical Offices

3900 Lakeville Hwy.  
Petaluma, CA 94954  
**kp.org/sanrafael**

### Acupuncture *By referral only*

Medical Office Two, 2nd Floor

**Hours:** M, 8:30 a.m.-4:50 p.m.;

F, 8:30 a.m.-4:50 p.m.

Appointments.....**415-444-4178**

### Advice Nurse

**Phone hours:** 7 days, 24 hours

Internal Medicine .....**707-765-3960**

Ob-Gyn.....**707-765-3940**

Pediatrics.....**707-765-3920**

### After-Hours Care *By appointment only*

Adult Medicine.....**707-765-3960**

Pediatrics.....**707-765-3920**

After-hours, weekend, and holiday urgent care available by appointment only at San Rafael Medical Center.

**Allergy** *By referral only*

Medical Office One, 1st Floor

**Hours:** W, 8:30 a.m.–noon

▪ **Allergy Injections**

**Hours:** Tu, W, 1:30–5:30 p.m.;

F, 9 a.m.–noon and 1:30–5:30 p.m.;

last injection 5 p.m.

Info./Cancel/Reschedule.....**415-899-7509**

**Asthma Care Management**

**Hours:** M–F, 8:30 a.m.–5 p.m.

Information ..... **1-866-454-4918**

Located at Novato Medical Offices.

**Audiology**

**(Adult and Child)**

Medical Office Two, 2nd Floor

**Hours:** M, Tu, Th, 8:30 a.m.–5 p.m.

Advice/ Appts. .... **707-765-2101**

**Business Office**

Medical Office One, 1st Floor

**Hours:** M–F, 8:30 a.m.–5 p.m.

Information ..... **707-765-3415**

**Care Management** *By referral only*

Diabetes ..... **1-866-454-4918**

PHASE (Prevent Heart Attacks

and Strokes Everyday) ..... **1-866-454-4918**

See also Internal Medicine.

**Case Management/**

**Complex Chronic Conditions** *By referral only*

**Hours:** M–F, 8:30 a.m.–5 p.m.

Information ..... **1-866-454-4918**

Located at Novato, Petaluma, and

Downtown San Rafael Medical Offices–3rd St.

See also Internal Medicine.

**Chemical Dependency Services (CDS)**

Walk-in educational series

Located in Psychiatry Department.

**Hours:** F, 5–6 p.m.

Information ..... **707-765-3565**

**CT Scan**

See Radiology/Diagnostic Imaging.

**Dermatology** *By referral only*

Medical Office Two, 2nd Floor

**Hours:** M–F, 8:30 a.m.–4:30 p.m.

Advice/ Appts. .... **707-765-2062**

**Discharge Planning**

**Hours:** M–F, 8:30 a.m.–5 p.m.

Information ..... **415-444-2638**

**Eye Care (Urgent)**

See Eye Care (Urgent) at Downtown

San Rafael Medical Offices–3rd St.

**Family Medicine**

Medical Office One, 2nd Floor

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

**Phone hours:** 7 days, 6 a.m.–10 p.m.

Advice (24 hours)/

Appts./Cancel..... **707-765-3960**

**General Surgery**

See Surgery (General).

**Gynecology**

See Obstetrics-Gynecology.

**Head and Neck Surgery** *By referral only*

Medical Office Two, 2nd Floor

**Hours:** Days may vary, 8:30 a.m.–5 p.m.

Advice/ Appts./Cancel..... **707-765-2101**

**Health Education**

Medical Office One, next to Pharmacy

**Hours:** M–F, 9 a.m.–5 p.m.

Information ..... **707-765-3485**

**Home Health Care**

**Hours:** M–F, 9 a.m.–5 p.m.

Information ..... **415-893-4132**

**Information**

Operator ..... **707-765-3900**

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### Internal Medicine

Medical Office One, 2nd Floor

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

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

Advice (24 hours)/

Appts./Cancel.....707-765-3960

▪ **After-hours Care** *By appointment only*

**Hours:** 7 days, 6 a.m.-10 p.m.

Advice (24 hours)/

Appts./Msgs. ....707-765-3960

After-hours, weekend, and holiday urgent care appointments available at San Rafael Medical Center.

▪ **Anticoagulation** *By referral only*

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

Information..... 1-866-454-4917

▪ **Cardiology**

Medical Office One, 2nd Floor

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

Advice/Appts. ....707-765-3633

▪ **Complex Chronic Conditions**

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

Information..... 1-866-454-4918

Located at Novato, Petaluma, and Downtown San Rafael Medical Offices-3rd St.

▪ **Congestive Heart Failure**

**Care Management**

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

Information..... 1-866-454-4918

Located at San Rafael Medical Center.

▪ **Diabetes/Cardiovascular**

**Risk Care Management**

PHASE (Prevent Heart Attacks and Strokes Everyday)

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

Information..... 1-866-454-4918

Located at Novato, Petaluma, and Downtown San Rafael Medical Offices-3rd St., and San Rafael Medical Center.

▪ **Gastroenterology (GI)**

Medical Office Two, 2nd Floor

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

Appts./Cancel .....707-765-3446

▪ **Insulin Pump Program**

**Hours:** M, Tu, Th, 9 a.m.-5:30 p.m.

Information.....707-765-3594

Located at San Rafael Medical Center.

▪ **MultiFit (Cardiac Rehabilitation)**

**Care Management**

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

Information..... 1-866-454-4918

Located at San Rafael Medical Center.

### Laboratory

Medical Office One, 1st Floor

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

Information .....707-765-3420

Fasting blood work requires 12-14 hours of water-only diet. Call requesting practitioner for test results or check lab results online at [kp.org](http://kp.org).

### Mammography

See Radiology/Diagnostic Imaging.

### Member Assistance

Medical Office One, 1st Floor

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

Information .....707-765-3441

### Member Outreach

**(Personal Physician Selection)**

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

Information .....707-765-3545

### Member Services Office

Medical Office One, 1st Floor

**Office hours:** M, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.; W-F, 8 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

**Nutrition** *By referral only*

Information .....**415-444-2255**

**Obstetrics-Gynecology**

Medical Office Two, 2nd Floor

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

**Phone hours:** 7 days, 24 hours

Advice (24 hours)/

Appts./Cancel.....**707-765-3940**

**Occupational Health Center**

**(Kaiser On-the-Job®)**

Medical Office Two, 1st Floor

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

Appts./Info. ....**707-765-3800**

Medical treatment for work-related injuries and illnesses.

**Ophthalmology/Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

**Orthopedic Surgery**

Medical Office Two, 2nd Floor

Information .....**707-765-6225**

**Pediatrics**

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

Advice (24 hours)/

Appts./Msgs. ....**707-765-3920**

Toll free from Petaluma .....**707-762-2547**

Petaluma pediatrics department is open Martin Luther King Jr. Day and Presidents' Day. After-hours, weekend, and all other holiday appointments available at San Rafael Medical Center. School/camp forms submit directly to pediatrician's office at Petaluma Medical Offices.

**PET/CT Scan**

See Radiology/Diagnostic Imaging.

**Pharmacy**

Medical Office One, 1st Floor

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

closed most holidays

EasyFill (refills by phone).....**707-765-3455**

Information .....**707-765-3450**

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

**Physical Medicine and Rehabilitation**

*By referral only*

Medical Office Two, 2nd Floor

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

Advice/Appts./Msgs. ....**707-765-6225**

**Physical Therapy** *By referral only*

Medical Office Two, 1st Floor

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

Appts./Cancel/Info. ....**707-765-3888**

**Podiatry** *By referral only*

Medical Office Two, 2nd Floor

**Hours:** Days vary, 8:30 a.m.-5 p.m.

Advice/Appts./Msgs. ....**707-765-6225**

**Psychiatry**

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

Information .....**707-765-3565**

**Radiology/Diagnostic Imaging**

- **CT Scan**  
See San Rafael Medical Center.
- **Mammography**  
Medical Office One, 1st Floor  
**Hours:** M-F, 8:15 a.m.-4 p.m.  
Appts./Info. ....**707-765-3684**
- **MRI**  
See San Rafael Medical Center.
- **PET/CT Scan**  
Medical Office One, 1st Floor  
Appts./Info. ....**707-444-2966**
- **Radiology**  
Medical Office Two, 2nd Floor  
**Hours:** M-F, 9 a.m.-5 p.m.  
Appts./Info. ....**707-765-3684**
- **Ultrasound**  
Medical Office One, 1st Floor  
**Hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Info. ....**707-765-3684**

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### Release of Medical Information (Medical Secretaries)

Medical Office One, 1st Floor

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

Information ..... **707-765-3424**

Fax ..... **1-877-620-3209**

### Social Services

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

Information ..... **415-444-2638**

### Surgery (General) *By referral only*

Medical Office Two, 2nd Floor

**Hours:** M, 9 a.m.-4 p.m.;

Tu, 9:30 a.m.-4:30 p.m.

Advice/Appts./Cancel ..... **707-765-6240**

### Ultrasound

See Radiology/Diagnostic Imaging.

### Urology *By referral only*

Medical Office Two, 2nd Floor

Information ..... **707-765-2101**

### Vision Essentials by Kaiser Permanente

Medical Office Two, 1st Floor

#### ▪ Ophthalmology

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

and 1:30-5 p.m.

Advice/Appts./Msgs. .... **707-765-6224**

#### ▪ Optical Center

Eyeglasses, contact lenses

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

Tu, W, 8:30 a.m.-6 p.m.

Appts./Info. .... **707-765-3930**

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

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

#### ▪ Optometry

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

and 1:30-5 p.m.

Appointments ..... **707-765-6224**

Cancel (24 hours) ..... **707-765-3517**

### X-ray

See Radiology/Diagnostic Imaging.

## 6

## Rohnert Park Medical Offices

5900 State Farm Dr.

Rohnert Park, CA 94928

**kp.org/santarosa**

### Advice Nurse

**Phone hours:** 7 days, 24 hours

Family Medicine/Pediatrics ..... **707-206-3044**

### Family Medicine

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

Advice (24 hours)/Appts. .... **707-206-3044**

### Information

Operator ..... **707-206-3000**

### Laboratory

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

Information ..... **707-206-3003**

Fasting blood work requires 8-12 hours

of water-only diet. Call requesting

practitioner for test results or check lab

results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Member Outreach

#### (Personal Physician Selection)

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

Information ..... **707-393-3186**



**Member Services Office**

**Office hours:** M-F, 9 a.m.-noon 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**

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

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice/Appts./Authorization/Info./Transfer ..... **707-206-3091**  
 Fax ..... **707-206-3093**  
 Medical treatment for work-related injuries and illnesses. Pre-employment screening, fitness for duty, and DMV physicals.

**Optical Center/Optometry**

See Vision Essentials by Kaiser Permanente.

**Pediatrics**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice (24 hours)/Appts. .... **707-206-3044**

**Pharmacy**

**Hours:** M-F, 8:30 a.m.-6 p.m.  
 Information ..... **707-206-3001**  
 EasyFill (refills by phone)..... **707-206-3002**  
 (option 1)  
 Online refills..... **kp.org/refill**

**Radiology/Diagnostic Imaging**

Digital mammography and X-ray  
**General X-ray hours:** M-F, 8:30 a.m.-5 p.m.  
**Mammography hours:** M-F, 7:30 a.m.-4 p.m.  
**Phone hours:** M-F, 7:30 a.m.-4 p.m.  
 Appts./Info. .... **707-206-3103**  
 Call your physician for test results.

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

Release of information, disability claims  
**Hours:** M-F, 9 a.m.-noon and 1-5 p.m.  
 Information ..... **707-206-3072**  
 Email..... **SRO.ROI@kp.org**

**Rehabilitation Services** *By referral only*

Physical therapy  
**Hours:** M, W, F, 8 a.m.-4:30 p.m.  
 Appointment ..... **707-566-5844**

**Spanish Language Line (Línea de Asistencia en Español)**

Información..... **1-800-788-0616**  
 Consejos/Citas ..... **707-206-3086**

**Vision Essentials by Kaiser Permanente**

- **Optical Center**  
 Eyeglasses, contact lenses  
**Hours:** M-F, 8:30 a.m.-12:30 p.m. and 1:30-5:15 p.m.  
 Appts./Info. .... **707-206-3200**  
 Contact lens refill ..... **1-888-586-2020**  
 Website..... **kp2020.org**
- **Optometry**  
**Hours:** M-F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.  
 Appts./Msgs. .... **707-566-6060**

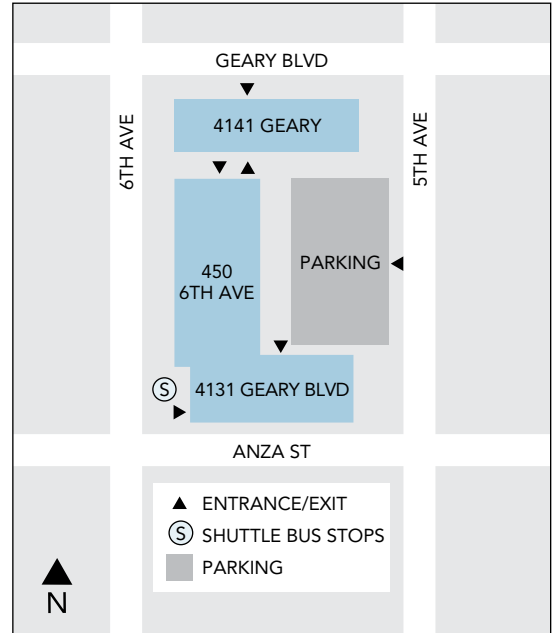
# San Francisco Medical Center (hospital and medical offices)

## San Francisco Medical Center



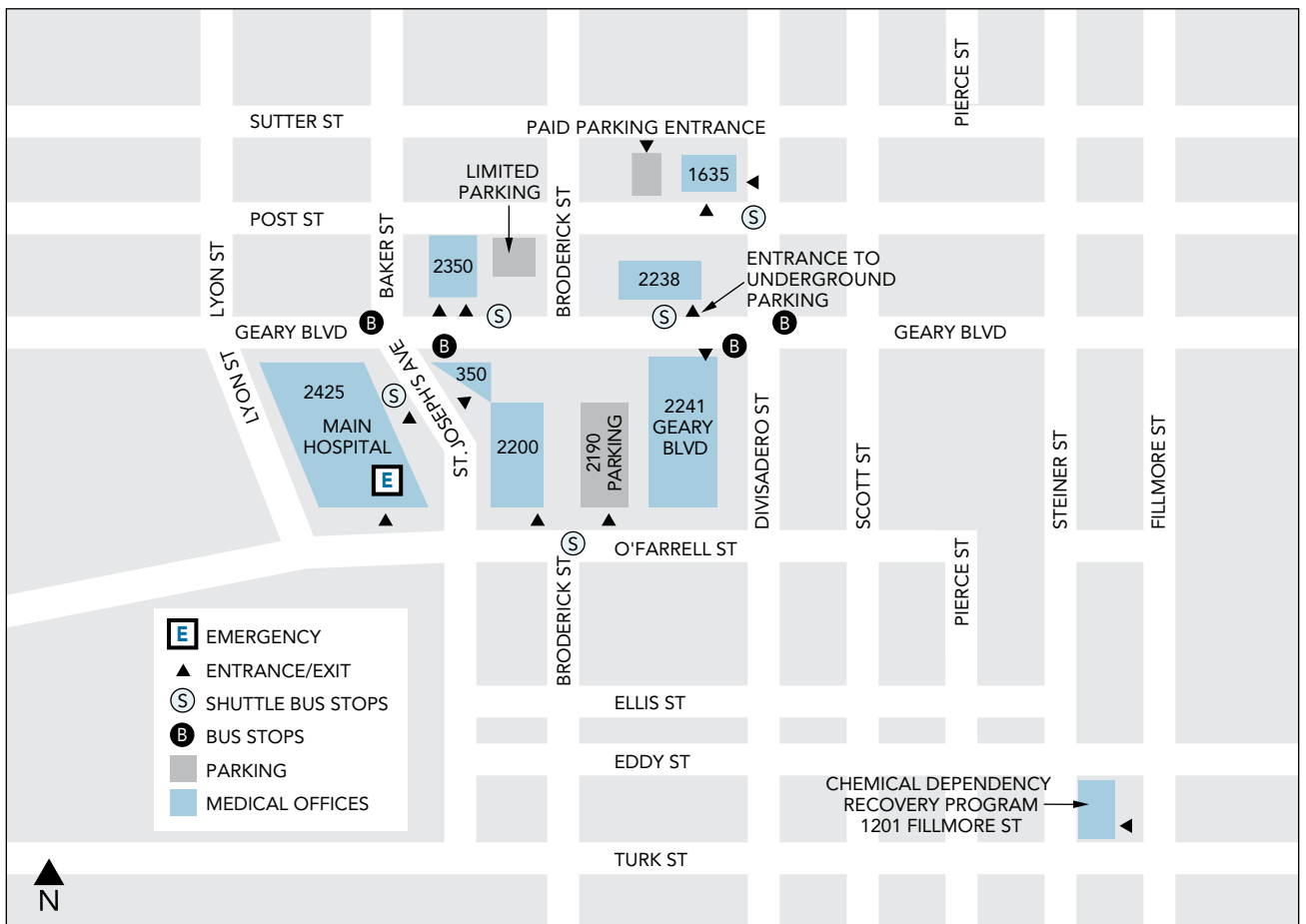
Map not to scale

## French Campus



Map not to scale

## Geary Campus



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- E** EMERGENCY
- ▲** ENTRANCE/EXIT
- S** SHUTTLE BUS STOPS
- B** BUS STOPS
- PARKING
- MEDICAL OFFICES

7

## San Francisco Medical Center

### Emergency

Hospital and Medical Offices  
 All addresses are located in  
 San Francisco, CA 94115 or 94118  
[kp.org/sanfrancisco](http://kp.org/sanfrancisco)

See page 14 for facility maps.

### Emergency

2425 Geary Blvd., 2nd Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **415-833-3304**

### General Information

Operator ..... **415-833-2000**  
 TTY for the hearing/speech impaired  
 (California Relay Service)..... **711**

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

### Urgent Care

- **Adult Medicine**  
 2238 Geary Blvd., 3rd Floor  
**Hours:** M-F, 5:30-7:30 p.m.;  
 Sa, Su, holidays, 9 a.m.-5:30 p.m.  
 Information..... **415-833-2200**

- **Pediatrics**  
 2200 O'Farrell St.  
**Hours:** Sa, Su, holidays, 9 a.m.-1 p.m.  
 Information..... **415-833-2200**

When calling our San Francisco Medical Center, be sure to use the **415** area code, even when calling locally. We want to be certain you reach us when you need us, and not a private residence or another company.

### Admitting

2425 Geary Blvd., lobby level  
**Hours:** 7 days, 24 hours  
 Information ..... **415-833-4077**

### Adult and Family Medicine

- **2238 Geary Blvd.**  
 4th, 5th, and 6th Floors  
**Hours:** M-F, 8:30 a.m.-5:30 p.m.
- **2200 O'Farrell St.**  
 2nd, 3rd, and 7th Floors  
**Hours:** M-F, 8:30 a.m.-5:30 p.m.
- **Urgent Care**  
 2238 Geary Blvd., 3rd Floor  
**Hours:** M-F, 5:30-7:30 p.m.;  
 Sa, Su, holidays, 9 a.m.-5 p.m.  
 Advice/Appts.  
 English..... **415-833-2200**  
 Chinese dialects ..... **415-833-2239**  
 Spanish ..... **415-833-2203**

### Advice Nurse

**Phone hours:** 7 days, 24 hours  
 English..... **415-833-2200**  
 Chinese dialects ..... **415-833-2239**  
 Spanish..... **415-833-2203**

### Allergy/Immunology

1635 Divisadero St., 1st Floor  
**Hours:** M, W, F, 8:15 a.m.-12:30 p.m.  
 and 1:15-5 p.m.;  
 Tu, 11:30 a.m-3 p.m. and 3:45-7 p.m.;  
 Th, 7:45 a.m.-12:30 p.m. and 1:15-5 p.m.

- **Injections**  
**Hours:** M, Th, 8:30 a.m.-noon  
 and 1:45-4:30 p.m.; Tu, noon-2:30 p.m.  
 and 4-6 p.m.; W, 8:30 a.m.-noon; there is  
 a 30-minute wait required after injection  
 Information ..... **415-833-3780**

### Ambulatory Surgery *By referral only*

2425 Geary Blvd., 4th Floor  
 Information ..... **415-833-3314**  
 or **415-833-3309**

### Apnea Clinic *By referral only*

450 6th Ave., 4th Floor  
 Information ..... **415-833-5700**

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### **Audiology/Hearing Center**

4141 Geary Blvd., 1st Floor

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

Information ..... **415-833-8222**

Fax ..... **415-833-8444**

### **Autism Spectrum Disorders**

**Evaluation Center** *By referral only*

4141 Geary Blvd., 4th Floor

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

Information ..... **415-833-4189**

### **Bone Density** *By referral only*

2238 Geary Blvd., 3rd Floor

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

Information ..... **415-833-0255**

### **Breastfeeding Center and Prenatal Education**

2200 O'Farrell St., lobby level

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

Breast pump rentals ..... **415-833-3236**

Lactation services  
and pediatric advice ..... **415-833-2200**

### **Business Office**

Information ..... **415-833-2929**

#### ▪ **2238 Geary Blvd., lobby level**

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

Information ..... **415-833-0143**

#### ▪ **2425 Geary Blvd., lobby level**

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

Information ..... **415-833-2945**

### **Cardiac Fitness and Rehabilitation**

*By referral only*

1635 Divisadero St., Ste. 300

**Hours:** Tu, Th, 9:30 a.m.-12:30 p.m.

Information ..... **415-833-4326**

### **Cardiology** *By referral only*

2200 O'Farrell St., 4th Floor

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

Information ..... **415-833-2616**

### **Cardiothoracic Surgery** *By referral only*

2200 O'Farrell St., 2nd Floor

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

Information ..... **415-833-3800**

### **Chemical Dependency Recovery Program (CDRP)**

1201 Fillmore St.

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

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

Sa, Su, 8:30 a.m.-1 p.m.

Information ..... **415-833-9400**

### **Chinese Interpreter Call Center**

**Hours:** M-F, 7:35 a.m.-4:45 p.m.;

Sa, 8 a.m.-noon

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

Adult Medicine, Ob-Gyn,  
Pediatric advice/Appts. .... **415-833-2239**

### **Chronic Conditions Management**

2350 Geary Blvd.

Information ..... **415-833-0142**

### **Chronic Pain Management** *By referral only*

4141 Geary Blvd., 2nd Floor, Room 212

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

W, F, 8 a.m.-5 p.m.

Information ..... **415-833-4414**

### **Clinical Trials** *By referral only*

4141 Geary Blvd., Ste. 219

Information ..... **415-833-3480**

### **Computed Tomography (CT)** *By referral only*

#### ▪ **2238 Geary Blvd., 3rd Floor**

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

Information ..... **415-833-3700**

#### ▪ **2425 Geary Blvd., 2nd Floor**

**Hours:** 7 days, 24 hours

Information ..... **415-833-3720**

### **Coordination of Benefits**

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

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

**Dermatology** *By referral only*

2238 Geary Blvd., 8th Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **415-833-2650**

**Disability Claims**

2238 Geary Blvd., 2nd Floor  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Information ..... **415-833-2933**  
 Fax ..... **1-877-612-2937**

**Discharge Planning**

2425 Geary Blvd., mezzanine  
 Information ..... **415-833-3530**

**Durable Medical Equipment  
 (Northern California)**

**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **1-877-317-6230**

**ECHO (Echocardiography)** *By referral only*

- **2425 Geary Blvd., 2nd Floor**  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Information ..... **415-833-4270**
- **2200 O'Farrell St., 4th Floor**  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Information ..... **415-833-4270**

**EEG (Electroencephalography)/**

**Sleep Lab** *By referral only*  
 450 6th Ave., 3rd Floor  
 Information ..... **415-833-3626**

**EKG (Electrocardiography)** *By referral only*

- **2238 Geary Blvd., 5th Floor SW**  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **415-833-2615**
- **2200 O'Farrell Street, 4th Floor**  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **415-833-2615**

**Ethics Committee**

Consultation/Info. .... **415-833-4702**

**Eye Care (Urgent)**

Medical problems only  
 1635 Divisadero St.  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **415-833-2020**

**Family Medicine Clinic**

2200 O'Farrell St., 7th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **415-833-2200**

**Gastroenterology (GI)**

*By referral only*  
 2350 Geary Blvd., 2nd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Info./Msgs. .... **415-833-3514**  
 Sigmoidoscopies are done at  
 2238 Geary Blvd. See Sigmoidoscopy.

**Genetics** *By referral or self-referred*

2350 Geary Blvd., 3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **415-833-2998**

**Gynecology**

See Obstetrics-Gynecology.

**Head and Neck Surgery** *By referral only*

450 6th Ave., 2nd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **415-833-6673**

**Health Education**

2241 Geary Blvd.  
**Hours:** M-F, 9 a.m.-5 p.m.  
 Information ..... **415-833-3450**

**Health Sciences Library**

2425 Geary Blvd., mezzanine  
**Hours:** M-F, 9:30 a.m.-6 p.m.  
 Information ..... **415-833-3837**

**Hearing Center**

4141 Geary Blvd., 1st Floor  
**Hours:** M-F, 8 a.m.-5:30 p.m.  
 Information ..... **415-833-8222**  
 Fax ..... **415-833-8444**

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### HIV Care and Prevention

2238 Geary Blvd., APC Team 1, 4th Floor  
HIV benefits coordinators ..... **415-833-3475**  
HIV program voice mail..... **415-833-0018**  
Support groups ..... **415-833-2292**  
Walk-in support group ..... **415-833-8720**  
For immediate attention or acute medical  
need, including possible HIV exposure,  
call **415-833-2200**.

### Home Health Care

Information ..... **415-833-2770**

### Hospice

4131 Geary Blvd. 3rd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
Bereavement coordinator ..... **415-833-3173**  
Information ..... **415-833-3655**

### Hospital Information

2425 Geary Blvd., mezzanine  
Information ..... **415-833-2000**

### Hospital Medicine

2425 Geary Blvd.  
**Hours:** M-F, 8 a.m.-4 p.m.  
Information ..... **415-833-2850**  
Operator ..... **415-833-2000**

### Immunohistochemistry and Hematopathology (Regional)

350 St. Joseph's Ave., 1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **415-833-6477**

### Infusion Center *By referral only*

2238 Geary Blvd., 8th Floor  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Information ..... **415-833-3422**

### Injury Center and Sports Medicine

*By appointment only*  
2238 Geary Blvd., 3rd Floor SE  
**Office hours:** M-F, 8:30 a.m.-7:30 p.m.;  
Sa, Su, holidays, 9 a.m.-5 p.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **415-833-2291**

### Interpreter Services

On-site interpreter services in most  
languages are available. Request an  
interpreter when you make an appointment  
with your provider for any health care  
related services.

### Interventional Pain Clinic

*By referral only*  
2238 Geary Blvd., 7th Floor NW  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Information ..... **415-833-0095**

### Labor and Delivery

2425 Geary Blvd., 3rd Floor  
**Hours:** 7 days, 8 a.m.-8 p.m.  
Information ..... **415-833-2515**

### Laboratory

Results ..... **415-833-2200**  
Call requesting practitioner for test results  
or check lab results online at **kp.org**.

- **2238 Geary Blvd., 2nd Floor**  
Outpatient phlebotomy  
**Hours:** M-F, 6:15 a.m.-8 p.m.;  
Sa, Su, holidays, 7 a.m.-4 p.m.  
Information ..... **415-833-3580**
- **2425 Geary Blvd., 1st Floor**  
**Inpatient hours:** 7 days, 24 hours;  
no outpatient services  
Information ..... **415-833-3875**
- **4131 Geary Blvd., basement**  
**French Campus Presurgery Center**  
Outpatient phlebotomy  
**Hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.; closed holidays  
Information ..... **415-833-3283**
- **2200 O'Farrell St., 1st Floor**  
Outpatient phlebotomy  
**Hours:** M-F, 8 a.m.-6 p.m.; closed holidays  
Information ..... **415-833-3580**
- **350 St. Joseph's Ave., 1st Floor**  
Pathology Department  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **415-833-3870**

**Mammography**

2238 Geary Blvd., 3rd Floor  
**Hours:** M-F, 8 a.m.-8 p.m.;  
 Sa, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel/Info. .... **415-833-2200**

**Medical Records (Inpatient)**

Birth/death certificates..... **415-833-3825**

**Member Outreach  
 (Personal Physician Selection)**

2238 Geary Blvd., 1st Floor  
**Hours:** M-F, 9 a.m.-5 p.m.  
 Information ..... **415-833-2562**

**Member Services Office**

2238 Geary Blvd., 1st Floor  
**Office hours:** M-F, 9 a.m.-5 p.m.

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

**MRI** *By referral only*

- **2425 Geary Blvd., 2nd Floor**  
**Hours:** 7 days, 24 hours  
 Scheduling ..... **415-833-3345**
- **350 St. Joseph's Ave.**  
**Hours:** 7 days, 7 a.m.-7 p.m.  
 Scheduling ..... **415-833-3700**

**Nephrology** *By referral only*

Renal care and pre-transplant  
 2238 Geary Blvd., 2nd Floor SW  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **415-833-3828**

**Nephrology Specialty** *By referral only*

Post-transplant  
 450 6th Ave., 3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **415-833-8726**

**Neurology** *By referral only*

450 6th Ave., 3rd Floor  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Information ..... **415-833-2202**

**Nuclear Medicine** *By referral only*

2425 Geary Blvd., 2nd Floor  
**Hours:** M-F, 8 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Information ..... **415-833-4200**

**Nutrition Clinic** *By referral only*

2241 Geary Blvd.  
**Hours:** M-F, 9 a.m.-5 p.m.  
 Information ..... **415-833-3862**

**Obstetrics-Gynecology**

2238 Geary Blvd., 5th and 7th Floors  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Advice/Appts.  
 English ..... **415-833-2200**  
 Chinese dialects ..... **415-833-2239**  
 Spanish..... **415-833-2203**

▪ **Labor and Delivery**

2425 Geary Blvd., 3rd Floor  
**Hours:** 7 days, 8 a.m.-8 p.m.  
 Information..... **415-833-2515**

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

601 Van Ness Ave., Opera Plaza  
 Mezzanine level, Ste. 2008  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **415-674-7000**  
 Treatment for work-related injuries and  
 illnesses, preplacement, employment and  
 other exams.

**Oncology** *By referral only*

2238 Geary Blvd., 8th Floor SE  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **415-833-3692**

**Ophthalmology/Optical Center/Optometry**

See Vision Essentials by Kaiser Permanente.

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### **Orthopedic Surgery** *By referral only*

450 6th Ave., 5th Floor

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

Information ..... **415-833-3898**

### **Pathology**

350 St. Joseph's Ave., 1st Floor

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

Information ..... **415-833-3870**

### **Pediatrics**

2200 O'Farrell St., 5th and 6th Floors

Pediatric specialists, 8th Floor

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

Advice/Appts.

English ..... **415-833-2200**

Chinese dialects ..... **415-833-2239**

Spanish ..... **415-833-2203**

School/camp forms ..... **415-833-4647**

#### ▪ **Teen Clinic**

For teenagers 12½-18

2200 O'Farrell St., 5th Floor

Information ..... **415-833-TEEN**  
**(415-833-8336)**

#### ▪ **Urgent Care**

**Hours:** Sa, Su, holidays, 9 a.m.-1 p.m.

### **Perioperative Surgery (Cardiothoracic)**

*By referral only*

2425 Geary Blvd.

Information ..... **415-833-3800**

#### ▪ **Center for Perioperative Medicine**

2425 Geary Blvd., lobby level

Information ..... **415-833-2370**

### **Pharmacies**

EasyFill (refills by phone) ..... **415-833-8151**

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

#### ▪ **2238 Geary Blvd., Main Pharmacy**

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

Sa, 9 a.m.-6 p.m.; Su, 9:30 a.m.-6 p.m.

Information ..... **415-833-8150**

#### ▪ **2238 Geary Blvd., 4th Floor**

**Hours:** M-F, 9:30 a.m.-1 p.m.

and 2-5:30 p.m.

Information ..... **415-833-8450**

#### ▪ **2238 Geary Blvd., 6th Floor**

**Hours:** M-F, 9:30 a.m.-1 p.m.

and 2-5:30 p.m.

Information ..... **415-833-8650**

#### ▪ **4141 Geary Blvd.**

**French Campus Outpatient Pharmacy**

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

Information ..... **415-833-3295**

#### ▪ **2200 O'Farrell St., 1st Floor**

**O'Farrell St. Pharmacy**

**Hours:** M-F, 9:30 a.m.-1 p.m.

and 2-5:30 p.m.

Information ..... **415-833-4942**

### **Physical Medicine and Rehabilitation**

*By referral only*

Physical medicine, physical therapy,  
occupational therapy, speech therapy

#### ▪ **1635 Divisadero St.**

3rd Floor, Ste. 300

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

Appts./Info. .... **415-833-4325**

#### ▪ **Physical Therapy Satellite Office**

350 St. Joseph's Ave., 1st Floor

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

Appts./Info. .... **415-833-4325**

### **Podiatry** *By referral only*

450 6th Ave., 5th Floor

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

Information ..... **415-833-3898**



### Presurgery Center

2425 Geary Blvd., lobby level  
Information ..... **415-833-2370**

### Psychiatry

4141 Geary Blvd., 3rd and 4th Floors  
Registration on the 3rd Floor  
**Hours:** M-Th, 7:30 a.m.-7:30 p.m.;  
F, 7:30 a.m.-5 p.m.  
Information ..... **415-833-2292**

### Pulmonary Function Testing (PFT)

*By referral only*  
2350 Geary Blvd., 1st Floor  
**Hours:** 8 a.m.-4 p.m.  
Information ..... **415-833-3412**

### Pulmonology *By referral only*

2350 Geary Blvd.  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **415-833-1785**

### Radiology/Diagnostic Imaging

Information ..... **415-833-3700**

- **2238 Geary Blvd., 3rd Floor**

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

- **2425 Geary Blvd., 2nd Floor**

**Hours:** 7 days, 24 hours

- **4131 Geary Blvd., 1st Floor**

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

- **2200 O'Farrell St., 1st Floor**

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

### Release of Medical Information (ROMI)

2238 Geary Blvd., 2nd Floor  
**Hours:** M-F, 9 a.m.-4:30 p.m.  
Disability fax ..... **1-877-612-2937**  
Disability info. .... **415-833-2933**  
ROMI fax ..... **1-877-601-2476**  
ROMI info. .... **415-833-3778**

### Rheumatology *By referral only*

2238 Geary Blvd., 2nd Floor SW  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **415-833-0772**

### Sigmoidoscopy *By referral only*

2238 Geary Blvd., 2nd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Info./Msgs. .... **415-833-3514**

### Social Services

2425 Geary Blvd., mezzanine  
Information ..... **415-833-3530**

### Spine Clinic *By referral only*

1635 Divisadero St., Ste. 300  
**Hours:** M-F, 8 a.m.-5:30 p.m.  
Appts./Info. .... **415-833-4325**

### Surgery (Outpatient)

General, plastic, and vascular surgery  
2238 Geary Blvd., 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5:30 p.m.  
General surgery ..... **415-833-3385**  
Plastic surgery ..... **415-833-3385**  
Vascular surgery ..... **415-833-3383**

### Transportation

2190 O'Farrell St.  
Information ..... **415-833-3775**

### Travel Medicine *By appointment only*

2200 O'Farrell St., 7th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **415-833-2200**

### TTY for the Hearing or Speech Impaired

California Relay Service ..... **711**  
Fax ..... **415-356-0495**

### Ultrasound *By referral only*

Information ..... **415-833-3700**

- **2238 Geary Blvd., 3rd Floor**  
**Hours:** M-F, 8 a.m.-8 p.m.
- **2425 Geary Blvd., 2nd Floor**  
**Hours:** 7 days, 24 hours

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### Urgent Care

#### ▪ Adult Medicine

2238 Geary Blvd., 3rd Floor

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

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

Information..... **415-833-2200**

#### ▪ Pediatrics

2200 O'Farrell St.

**Hours:** Sa, Su, holidays, 9 a.m.-1 p.m.

Information..... **415-833-2200**

### Urology *By referral only*

450 6th Ave., 4th Floor

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

Information ..... **415-833-3239**

### Vision Essentials by Kaiser Permanente

1635 Divisadero St., 3rd and 4th Floors

#### ▪ Ophthalmology

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

Information..... **415-833-2020**

#### ▪ Optical Center

Eyeglasses, contact lenses

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

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

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

Appts./Info. .... **415-833-2799**

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

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

#### ▪ Optometry

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

Th, 8 a.m.-8 p.m.;

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

Appts./Info. .... **415-833-5665**

## 8

## San Rafael Medical Center

### Emergency

Hospital and Medical Offices

99 Montecillo Rd.

San Rafael, CA 94903

**kp.org/sanrafael**

*See page 23 for facility map.*

### After-Hours Care *By appointment only*

Medical Office One, 3rd Floor

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

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

Advice (24 hours)/

Appts. .... **415-444-2940**

#### ▪ Pediatrics

*By appointment only*

Medical Office Two, 1st Floor

Advice (24 hours)/

Appts. .... **415-444-4460**

### Emergency

**Hours:** 7 days, 24 hours

Information ..... **415-444-2400**

### General Information

Information ..... **415-444-2000**

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

### Admitting

Hospital, 3rd Floor

**Hours:** 7 days, 24 hours

Information ..... **415-444-2075**

### Advice Nurse

**Phone hours:** 7 days, 24 hours

Internal Medicine ..... **415-444-2940**

Ob-Gyn..... **415-444-4440**

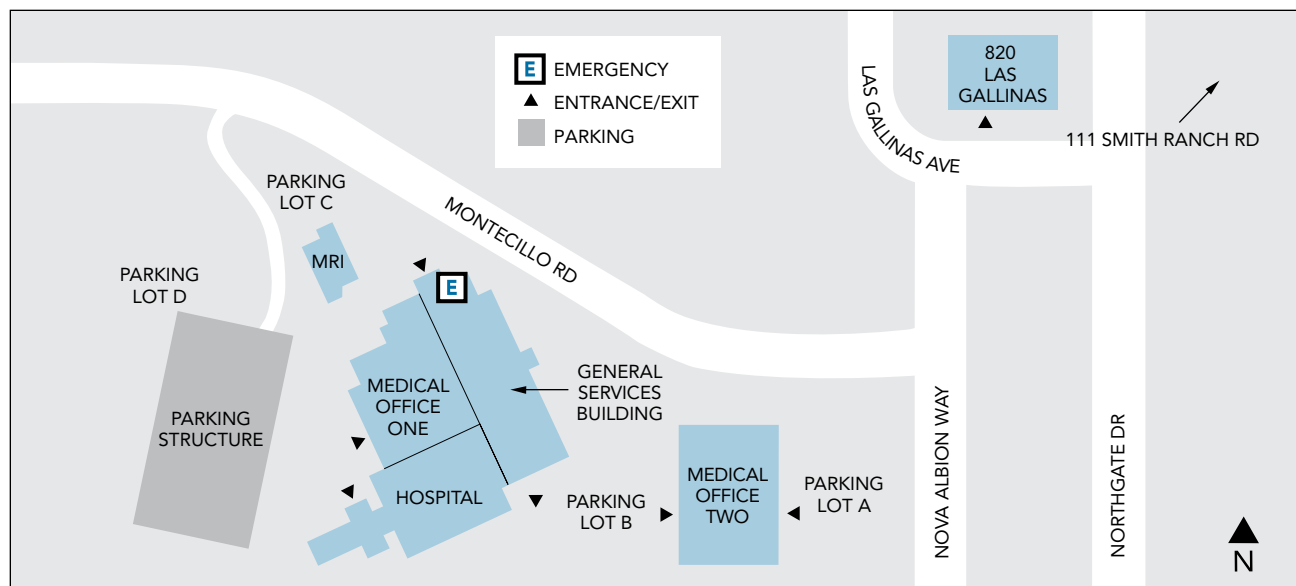
Pediatrics..... **415-444-4460**

### After-Hours Care *By appointment only*

Adult Medicine..... **415-444-2940**

Pediatrics..... **415-444-4460**

## San Rafael Medical Center (hospital and medical offices)



Map not to scale

### Asthma Care Management

**Hours:** M-F, 7:30 a.m.-4 p.m.  
 Information ..... **1-866-454-4918**  
 Located at Novato Medical Offices.

### Audiology

See Novato Hearing Center.

### Business Office

100 Smith Ranch Rd., 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information/Billing Office ..... **415-444-2100**  
 Financial Advisor ..... **415-444-2409**

### Cardiac Catheterization Lab *By referral only*

Medical Office One, 1st Floor  
**Hours:** M-F, 7:30 a.m.-3:30 p.m.  
 Information ..... **415-444-4957**

### Care Management *By referral only*

Asthma ..... **1-866-454-4918**  
 Congestive Heart Failure ..... **1-866-454-4918**  
 Chronic Pain ..... **1-866-454-4918**  
 Diabetes ..... **1-866-454-4918**  
 PHASE (Prevent Heart Attacks  
 and Strokes Everyday) ..... **1-866-454-4918**  
 MultiFit  
 (Cardiac Rehabilitation) ..... **1-866-454-4918**  
 See also Medicine.

### Case Management/ Complex Chronic Conditions *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **1-866-454-4918**  
 Located at Novato, Petaluma, and  
 Downtown San Rafael Medical Offices-3rd St.  
 See also Medicine.

### Chinese Interpreter Call Center

**Hours:** M-F, 7 a.m.-6 p.m.;  
 Sa, 8 a.m.-1 p.m.  
 Information ..... **1-877-393-2332**  
 Adult Medicine, Ob-Gyn,  
 Pediatric advice/Appts. .... **415-833-2239**

### Chronic Pain Management

*By referral only*  
 Medical Office Two, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **415-444-3116**

### Coordination of Benefits

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Patient Financial Services ..... **1-800-201-2123**

### CT Scan

See Radiology/Diagnostic Imaging.

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### **Dermatology** *By referral only*

Medical Office One, 4th Floor

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

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

Advice/Appts. .... **415-444-2939**

Toll free from Petaluma ..... **707-765-2062**

### **Discharge Planning**

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

Appts./Info. .... **415-444-2638**

### **Durable Medical Equipment (Northern California)**

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

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

### **Eye Care (Urgent)**

See Eye Care (Urgent) at Downtown  
San Rafael Medical Offices-3rd St.

### **General Surgery**

See Surgery (General).

### **Gynecology**

See Obstetrics-Gynecology.

### **Head and Neck Surgery** *By referral only*

Medical Office One, 4th Floor

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

Advice/Appts. .... **415-444-2919**

Toll free from Petaluma ..... **707-765-2101**

### **Health Education**

Medical Office One

3rd Floor, across from Pharmacy

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

Information ..... **415-444-2173**

### **Health Sciences Library**

Medical Office One, 1st Floor

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

Information ..... **415-444-2058**

### **HIV services** *By referral only*

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

HIV coordinator ..... **415-444-4572**

### **Home Health Care**

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

Information ..... **415-893-4132**

### **Interpreter Services**

On-site interpreter services in most  
languages are available. Request an  
interpreter when you make an appointment.

### **Laboratory**

Medical Office One, 1st Floor

**Hours:** M-F, 7 a.m.-6 p.m.; Sa, 8 a.m.-3 p.m.

Information ..... **415-444-4679**

Fasting blood work requires 12-14 hours  
of water-only diet. Call requesting  
practitioner for test results or check lab  
results online at **kp.org**.

### **Mammography**

See Radiology/Diagnostic Imaging.

### **Medicine**

Medical Office One, 3rd and 5th Floors

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

Advice (24 hours)/Appts. .... **415-444-2940**

- **After-hours Care** *By appointment only*

Medical Office One, 3rd Floor

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

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

Advice (24 hours)/Appts. .... **415-444-2940**

- **Anticoagulation** *By referral only*

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

Information..... **1-866-454-4917**

- **Cardiology** *By referral only*

Medical Office One, 3rd Floor

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

Advice/Appts. .... **415-444-4620**

Toll free from Petaluma ..... **707-765-3633**

- **Complex Chronic Conditions**

*By referral only*

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

Information..... **1-866-454-4918**

Located at Novato, Petaluma, and  
Downtown San Rafael Medical  
Offices-3rd St.

- **Congestive Heart Failure**  
**Care Management** *By referral only*  
**Hours:** M-Th, 8:30 a.m.-5 p.m.  
 Information..... **1-866-454-4918**  
 Located at San Rafael Medical Center.
- **Diabetes/Cardiovascular**  
**Risk Care Management** *By referral only*  
 PHASE (Prevent Heart Attacks  
 and Strokes Everyday)  
**Hours:** M-Th, 8:30 a.m.-5 p.m.  
 Information..... **1-866-454-4918**  
 Located at Novato, Petaluma, and  
 Downtown San Rafael Medical Offices-  
 3rd St., and San Rafael Medical Center.
- **Gastroenterology (GI)** *By referral only*  
 Medical Office One, 5th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice/Appts. .... **415-444-2291**
- **Hematology/Oncology** *By referral only*  
 Medical Office One, 5th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice/Appts. .... **415-444-2911**
- **Hepatitis C Services** *By referral only*  
 Treatment coordinator ..... **415-444-4572**
- **Infectious Disease** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5:30 p.m.  
 HIV coordinator ..... **415-444-4572**  
 Information..... **415-444-2497**  
 HIV services by referral only.
- **Infusion Therapy** *By referral only*  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Information..... **415-444-2319**
- **Insulin Pump Program** *By referral only*  
**Hours:** Tu, W, F, 9 a.m.-5:30 p.m.  
 Information..... **415-444-4742**  
 Located at San Rafael Medical Center.
- **Internal Medicine**  
 Medical Office One  
 3rd and 5th Floors  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice (24 hours)/Appts. .... **415-444-2940**

- **MultiFit (Cardiac Rehabilitation)**  
**Care Management** *By referral only*  
**Hours:** M-Th, 8:30 a.m.-5 p.m.  
 Information..... **1-866-454-4918**  
 Located at San Rafael Medical Center.
- **Oncology**  
 See Hematology/Oncology.

**Member Outreach**  
**(Personal Physician Selection)**

**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **415-492-6545**

**Member Services Office**

100 Smith Ranch Rd., 2nd Floor  
**Office hours:** M, W, Th, F, 8:30 a.m.-5 p.m.;  
 Tu, 9:30 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**

**Mohs/Dermatology Services** *By referral only*  
 Microscopic skin cancer surgery  
 Medical Office One, 4th Floor  
**Hours:** M-F, 7 a.m.-3 p.m.  
 Information ..... **415-444-2233**

**Neurology** *By referral only*  
 Medical Office Two, 1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice/Appts. .... **415-444-2905**

**Nuclear Medicine**  
 See Radiology/Diagnostic Imaging.

**Nutrition** *By referral only*  
 Information ..... **415-444-2255**

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### Obstetrics-Gynecology

Medical Office One, 2nd Floor

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

**Phone hours:** 7 days, 24 hours

Advice (24 hours)/

Appts./Cancel.....**415-444-4450**

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

Medical Office Two, 1st Floor

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

Appts./Info. ....**415-444-2900**

Medical treatment for work-related injuries and illnesses.

### Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente located at Petaluma Medical Offices and Downtown San Rafael Medical Offices-3rd St.

### Orthopedics *By referral only*

Medical Office Two, 2nd Floor

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

Advice/Appts. ....**415-444-4430**

### Orthopedic Surgery *By referral only*

Medical Office Two, 2nd Floor

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

Advice/Appts. ....**415-444-4430**

Toll free from Petaluma .....**707-765-6225**

### Patient Relations

100 Smith Ranch Rd., 2nd Floor

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

Tu, 9:30 a.m.-5 p.m.

Assistance/Info. ....**415-492-6723**

### Pediatrics

Medical Office Two, 1st Floor

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

#### After-hours Care:

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

Advice (24 hours)/

Appts./Msgs. ....**415-444-4460**

Toll free from Petaluma .....**707-762-2547**

School/camp forms submit directly

to pediatrician's office at San Rafael

Medical Center.

### Perioperative Medicine *By referral only*

Medical Office One, 4th Floor

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

Appts./Cancel/Info. ....**415-444-2579**

### Pharmacies

#### Pharmacy 1

Medical Office One, 3rd Floor

**Hours:** M-F, 8 a.m.-10 p.m.;

Sa, Su, major holidays, 8 a.m.-6:30 p.m.

EasyFill (refills by phone) .....**415-444-2844**

Information.....**415-444-2980**

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

#### Pharmacy 2

Medical Office Two, 1st Floor

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

and 1:45-5:30 p.m.; closed holidays

EasyFill (refills by phone) .....**415-444-4343**

Information.....**415-444-4335**

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

### Physical Medicine and Rehabilitation

*By referral only*

Medical Office Two, 2nd Floor

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

Advice/Appts./Msgs. ....**415-444-2988**

### Physical Therapy *By referral only*

Medical Office Two

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

Appts./Cancel

(24 hours)/Info. ....**415-444-2962**

### Plastic and Reconstructive Surgery

*By referral only*

Medical Office One, 4th Floor

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

Advice/Appts. .... **415-444-2633**

### Podiatry *By referral only*

Medical Office Two, 2nd Floor

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

Advice/Appts. .... **415-444-4430**

Toll free from Petaluma ..... **707-765-6225**

### Radiology/Diagnostic Imaging

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

Sa, Su, 8 a.m.-6 p.m.

Appts./Info. .... **415-444-2966**

- **Bone Density** *By referral only*

Located at Downtown San Rafael

Medical Offices-3rd Street.

- **CT Scan**

Medical Office One, 1st Floor

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

Appts./Info. .... **415-444-2966**

- **Interventional Radiology** *By referral only*

Medical Office One, 1st Floor

**Hours:** M-F, 7:30 a.m.-3:30 p.m.

Information..... **415-444-4957**

- **Mammography** *By appointment only*

Medical Office One, 1st Floor

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

Appts./Info. .... **415-444-2966**

- **MRI** *By referral only*

MRI trailer, Parking Lot B

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

Sa, Su, 8 a.m.-4 p.m.

Appts./Info. .... **415-444-2382**

- **Nuclear Medicine** *By referral only*

Medical Office One, 1st Floor

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

Appts./Info. .... **415-444-2363**

- **PET/CT Scan** *By referral only*

Information..... **415-444-2966**

See Petaluma Medical Offices.

- **Radiology** *By referral only*

Medical Office One, 1st Floor

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

Information..... **415-444-2966**

- **Ultrasound** *By referral only*

Medical Office One, 1st Floor

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

- **X-ray, Film Duplication/Pickup**

See Release of Medical Information.

### Release of Medical Information (Medical Secretaries)

100 Smith Ranch Rd., 2nd Floor

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

Information ..... **415-492-6317**

### Social Services

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

Appts./Info. .... **415-444-2638**

### Spanish Interpreter

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

Phone..... **415-492-6745**

Email..... **anamaria.d.grossman@kp.org**

Schedule may change due to  
appointment needs.

### Surgery (General) *By referral only*

Medical Office One, 2nd Floor

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

Advice/Appts./Msgs. .... **415-444-2950**

Toll free from Petaluma ..... **707-765-6225**

### Urology *By referral only*

Medical Office One, 4th Floor

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

Advice/Appts. .... **415-444-2919**

Toll free from Petaluma ..... **707-765-2101**

### Vascular Surgery *By referral only*

Medical Office One, 2nd Floor

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

Advice/Appts./Msgs. .... **415-444-2950**

Toll free from Petaluma ..... **707-765-6240**

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### Volunteers

Gift Shop ..... 415-444-4250  
Information ..... 415-444-2056  
Information Desk ..... 415-444-2054

### Wound Care *By referral only*

Medical Office One, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/Appts./Msgs. .... 415-444-2950  
Toll free from Petaluma ..... 707-765-6240

## ▲ 9 San Rafael Psychiatry and Chemical Dependency Services

111 Smith Ranch Rd.  
San Rafael, CA 94903  
[kp.org/sanrafael](http://kp.org/sanrafael)

### Chemical Dependency Services (CDS)

**Walk-in hours:** M-F, 9 a.m.-3 p.m.  
Advice/Appts. .... 415-491-3000  
Cancel (24 hours)..... 415-491-3000  
Toll free from Petaluma ..... 707-765-3565

### Psychiatry

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/Appts. .... 415-491-3000  
Cancel (24 hours)..... 415-491-3000

## ● 10 Downtown San Rafael Medical Offices-3rd St.

1033 3rd St.  
San Rafael, CA 94901  
[kp.org/sanrafael](http://kp.org/sanrafael)

### Advice Nurse

**Phone hours:** 7 days, 24 hours  
Family/Internal Medicine ..... 415-444-2940

### Asthma Care Management *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... 1-866-454-4918  
Located at Novato Medical Offices.

### Care Management *By referral only*

Diabetes..... 1-866-454-4918  
PHASE (Prevent Heart Attacks  
and Strokes Everyday) ..... 1-866-454-4918  
See also Internal Medicine.

### Case Management/ Complex Chronic Conditions *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... 1-866-454-4918  
Located at Novato, Petaluma, and  
Downtown San Rafael Medical Offices-3rd St.  
See also Internal Medicine.

### Eye Care (Urgent)

2nd Floor  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Advice/Appts./Msgs. .... 415-444-2990  
Cancel (24 hours)..... 415-444-2020  
Toll free from Petaluma ..... 707-765-6224

### Family Medicine

3rd Floor  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 6 a.m.-10 p.m.  
Advice (24 hours)/  
Appts./Cancel..... 415-444-2940

### Information

Operator ..... 415-482-6800



## Internal Medicine

3rd Floor

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

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

Advice (24 hours)/

Appts./Cancel.....**415-444-2940**

- **After-hours Care** *By appointment only*

**Hours:** 7 days, 6 a.m.-10 p.m.

Advice (24 hours)/

Appts./Msgs.....**415-444-2940**

After-hours, weekend, and holiday urgent care by appointment only at San Rafael Medical Center.

- **Anticoagulation** *By referral only*

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

Information ..... **1-866-454-4917**

- **Complex Chronic Conditions**

*By referral only*

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

Information..... **1-866-454-4918**

Located at Novato, Petaluma, and Downtown San Rafael Medical Offices-3rd St.

- **Congestive Heart Failure**

**Care Management**

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

Information..... **1-866-454-4918**

Located at San Rafael Medical Center.

- **Diabetes/Cardiovascular**

**Risk Care Management** *By referral only*

PHASE (Prevent Heart Attacks and Strokes Everyday)

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

Information..... **1-866-454-4918**

Located at Novato, Petaluma, and Downtown San Rafael Medical Offices-3rd St., and San Rafael Medical Center.

- **Insulin Pump Program** *By referral only*

**Hours:** Tu, W, F, 9 a.m.-5:30 p.m.

Information.....**415-444-4742**

Located at San Rafael Medical Center.

- **MultiFit (Cardiac Rehabilitation)**

**Care Management** *By referral only*

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

Information..... **1-866-454-4918**

Located at San Rafael Medical Center.

## Laboratory

1st Floor

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

Information .....**415-482-6770**

Fasting blood work requires 12-14 hours of water-only diet. Call requesting practitioner for test results or check lab results online at **kp.org**.

## Mammography

See Radiology/Diagnostic Imaging.

## Member Outreach

**(Personal Physician Selection)**

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

Information .....**415-492-6545**

## Member Services Office

100 Smith Ranch Rd., 2nd Floor

**Office hours:** M, W, Th, F, 8:30 a.m.-5 p.m.;

Tu, 9:30 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**

## Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

## Patient Relations

100 Smith Ranch Rd., 2nd Floor

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

Tu, 9:30 a.m.-5 p.m.

Assistance/Info. ....**415-444-2052**

## Pharmacy

1st Floor

**Hours:** M-F, 9 a.m.-6 p.m.; closed holidays

EasyFill (refills by phone).....**415-482-6905**

Information .....**415-482-6900**

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

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### Radiology/Diagnostic Imaging

General radiology and mammography  
1st Floor

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

Appts./Info. .... **415-444-2966**

- **Bone Density**

**Hours:** Tu-Th, 8:30 a.m.-4 p.m.

Appts./Info. .... **415-444-2966**

### Vision Essentials by Kaiser Permanente

- **Ophthalmology**

2nd Floor

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

Advice/Appts./Msgs. .... **415-444-2990**

Cancel (24 hours) ..... **415-444-2020**

Toll free from Petaluma..... **707-765-6224**

- **Optical Center**

Eyeglasses, contact lenses

1st Floor

**Hours:** M, Tu, Th, F, 8:45 a.m.-6 p.m.;

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

Sa, 9 a.m.-12:15 p.m. and 12:45-5 p.m.

Appts./Info. .... **415-444-2277**

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

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

- **Optometry**

2nd Floor

**Hours:** M-F, 8:10 a.m.-12:30 p.m.

and 1:30-5 p.m.; Sa, 8:30 a.m.-4:30 p.m.

Advice/Appts./Msgs. .... **415-482-6826**

Cancel ..... **415-444-2020**

Toll free from Petaluma..... **707-765-3616**

## ▲ 11 Santa Rosa Chronic Pain, Endocrinology, and Neurology

3559 Round Barn Blvd.

Santa Rosa, CA 95403

**kp.org/santarosa**

### Chronic Pain *By referral only*

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

Appts./Info. .... **707-571-3921**

Prescription refill..... **707-571-3937**

### Endocrinology *By referral only*

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

Appts./Info./Msgs. .... **707-571-3957**

Bone density ..... **707-571-3908**

### Neurology *By referral only*

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

Appts./Msgs. .... **707-571-3953**

EEG ..... **707-571-3940**

## ▲ 12 Santa Rosa Hearing Center and Plastic Surgery

3333 Mendocino Ave.

Santa Rosa, CA 95403

**kp.org/santarosa**

### Hearing Center

Ste. 240

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

and 1:30-5 p.m.

Information ..... **707-566-5201**

### Plastic Surgery *By referral only*

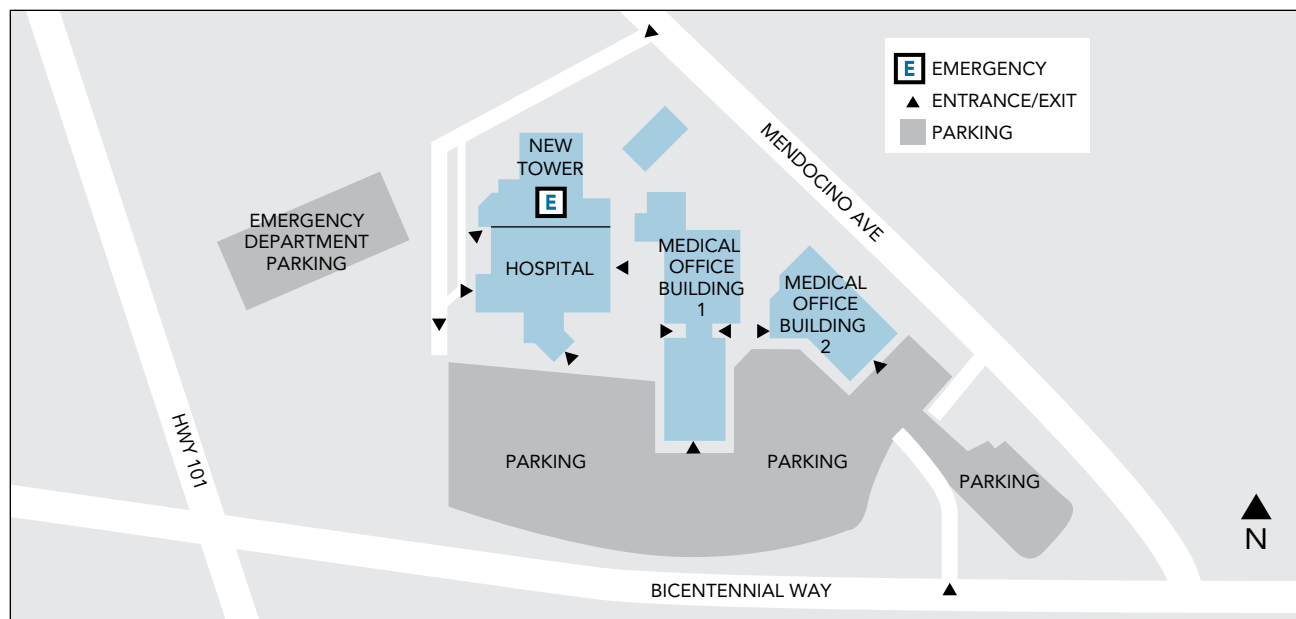
Ste. 130

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

and 1:30-5 p.m.

Appts./Info. .... **707-566-5288**

## Santa Rosa Medical Center (hospital and medical offices)



Map not to scale

### 13 Santa Rosa Medical Center

#### Emergency

Hospital and Medical Offices  
 401 Bicentennial Way  
 Santa Rosa, CA 95403  
[kp.org/santarosa](http://kp.org/santarosa)

#### General Information

Advice (24 hours) ..... 707-393-4044  
 Consejos en  
 Español (24 horas) ..... 707-393-CITA  
 (707-393-2482)  
 Operator ..... 707-393-4000  
 Poison Control ..... 1-800-222-1222

#### After-Hours Care *By appointment only*

**Hours:** M-F, 5:30-7:30 p.m.;  
 Sa, Su, 8:30 a.m.-12:20 p.m.  
 and 1:30-4:30 p.m.  
 Adult Medicine ..... 707-393-4044  
 Pediatrics ..... 707-393-4033  
 Consejos/Citas en  
 Español (24 horas) ..... 707-393-CITA  
 (707-393-2482)

#### Emergency

**Hours:** 7 days, 24 hours  
 Advice (24 hours) ..... 707-393-4044  
 Consejos en  
 Español (24 horas) ..... 707-393-CITA  
 (707-393-2482)

#### Admitting

**Hours:** 7 days, 24 hours  
 Information ..... 707-393-4666

#### Advice Nurse

**Phone hours:** 7 days, 24 hours  
 Family Medicine ..... 707-393-4044  
 Ob-Gyn ..... 707-393-4081  
 Consejos en  
 Español (24 horas) ..... 707-393-CITA  
 (707-393-2482)

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**After-Hours Care** *By appointment only*

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

Sa, Su, 8:30 a.m.-12:20 p.m.

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

Adult Medicine.....**707-393-4044**

Pediatrics.....**707-393-4033**

Consejos/Citas en Español

(24 horas)..... **707-393-CITA**

**(707-393-2482)**

**Allergy** *By referral only*

Allergy injections/Testing

**Hours:** M, F, 8:45 a.m.-12:30 p.m.

and 2-5 p.m.;

Tu, 7:15 a.m.-12:30 p.m. and 2-3:30 p.m.,

W, 10:30 a.m.-2 p.m. and 3-6:30 p.m.

Advice/Appts./Info./Msgs. .... **707-393-4130**

**Anesthesiology**

**Hours:** 7 days, 24 hours

Information ..... **707-393-4000**

Call the hospital operator and ask to have the on-call anesthesiologist paged.

**Anticoagulation** *By referral only*

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

Information ..... **707-566-5929**

**Audiology**

Medical Office Building 2, Ste. 180

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

and 1:30-5 p.m.

Appts./Msgs. .... **707-566-5201**

**Breast Care Center** *By referral only*

Medical Office Building 2, 2nd Floor, Ste. 270

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

Information ..... **707-393-4698**

**Business Office**

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

Information ..... **707-393-4690**

**Cardiac Lab (EKG)** *By referral only*

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

Information ..... **707-393-4232**

Includes EKG, ECHO, cardiac monitors, and

treadmill testing. Walk-in for EKG only.

ECHO, cardiac monitors, and treadmill

testing by appointment only.

**Cardiology** *By referral only*

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

Appts./Info. .... **707-393-4008**

**Care Management** *By referral only*

Asthma, CHF, Diabetes/PHASE,

MultiFit/CVRM

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

(hours may vary)

Information ..... **707-393-3457**

**Center for Memory Care** *By referral only*

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

Information ..... **707-393-3340**

**Chronic Conditions Management Programs**

▪ **Asthma Care Management**

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

Information..... **707-393-3689**

▪ **Blood Pressure Clinic**

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

Information..... **707-393-3321**

▪ **Complex Chronic Conditions**

Outpatient Social Workers/RNs

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

Sa, 9:30 a.m.-5:30 p.m.

Information..... **707-393-3151**

▪ **Congestive Heart Failure**

**Care Management** *By referral only*

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

Information..... **707-393-3174**

▪ **Diabetes Program**

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

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

Information..... **707-393-3457**

- **MultiFit Program** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information.....**707-393-3457**
- **Special Needs Plan**  
**Hours:** M, 8:30 a.m.-4 p.m.;  
 Tu-F, 8:30 a.m.-6 p.m.;  
 Sa, 9:30 a.m.-5:30 p.m.  
 Information.....**707-393-4860**

**Coordination of Benefits**

**Hours:** M-F, 8 a.m.-4 p.m.  
 Patient Financial Services..... **1-800-201-2123**

**Dermatology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Msgs. ....**707-393-4070**  
 Fax .....**707-393-4871**

**Family Medicine**

**Hours:** M-F, 8:30 a.m.-5:30 p.m.  
 Advice (24 hours)/  
 Appts./Msgs. ....**707-393-4044**

- **Evening and After-hours Care**  
**Hours:** M-F, 5:30-7:30 p.m.
- **Weekend After-hours Care**  
**Hours:** Sa, Su, 8:30 a.m.-12:20 p.m.  
 and 1:30-4:30 p.m.
- **Medicine Subspecialties** *By referral only*  
 Cardiology, gastroenterology (GI),  
 nephrology, oncology, pulmonary disease,  
 rheumatology, sleep medicine  
 Appts./Info. ....**707-393-4008**

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

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Info. ....**707-393-4008**

**Gift Shop**

Information .....**707-393-4643**

**Gynecology**

See Obstetrics-Gynecology.

**Head and Neck Surgery** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Msgs. ....**707-393-3154**  
 Fax .....**707-393-4322**

**Health Education Center**

Medical Office Building 1, Ste. 145  
**Hours:** M-F, 9 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Classes/Library resources/  
 Online support/Clinical Health  
 Educator appts. ....**707-393-4167**

**Health Sciences Library**

Hospital, lower level  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Medical information.....**707-393-4526**

**Hematology**

See Oncology/Hematology.

**HIV Services** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 HIV coordinator .....**707-393-4837**

**Home Health Care**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information .....**707-566-5488**  
 Weekends/Holidays .....**707-393-4044**

**Hospice**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information .....**707-566-5488**

**Infectious Disease** *By referral only*

**Hours:** M-F, 9 a.m.-12:30 p.m.  
 and 1:30-5:30 p.m.  
 Information .....**707-393-4704**

**Information**

Operator .....**707-393-4000**

**Interpreter Services**

On-site interpreter services in most languages are available. Request an interpreter when you make an appointment or email [sro-language@kp.org](mailto:sro-language@kp.org).

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## Laboratory

Information .....707-393-4650

### ▪ Hospital

**Hours:** M-F, 7 a.m.-1 p.m.;  
Su, 8 a.m.-12:30 p.m. and 1:30-4:30 p.m.

### ▪ Medical Office Building 2

Ste. 185  
**Hours:** M-F, 7 a.m.-8:30 p.m.;  
Sa, 7 a.m.-4:30 p.m.; closed holidays  
Fasting blood work requires 8-12 hours  
of water-only diet. Call requesting  
practitioner for test results or check  
lab results online at [kp.org](http://kp.org).

## Member Outreach (Personal Physician Selection)

**Hours:** M-F, 9 a.m.-5 p.m.  
Information .....707-393-3186

## Member Services Office

Medical Office Building 2, 1st Floor  
**Office hours:** M-F, 9 a.m.-5 p.m.

### ▪ Member Service Contact Center

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

## Nephrology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info. ....707-393-4194

## Nutrition *By referral only*

Appts./Info. ....707-393-4167  
By physician or nurse practitioner  
referral only.

## Obstetrics-Gynecology

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice (24 hours)/  
Appts./Msgs. ....707-393-4081  
Consejos (24 horas)/Citas/  
Mensajes en Español ..... 707-393-CITA  
(707-393-2482)

## Orthopedic Surgery *By referral only*

**Hours:** M-F, 8:30 a.m.-12:15 p.m.  
and 1:15-5 p.m.  
Appts./Msgs. ....707-393-4080  
Fax .....707-393-4559

## Oncology/Hematology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info. ....707-393-4008

## Palliative Care (Outpatient) *By referral only*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Information .....707-393-4482

## Pediatrics

See Santa Rosa Medical Office Building 4.

### ▪ Weekend and holiday urgent care

*By appointment only*  
Medical Office Building 1  
1st Floor  
**Hours:** Sa, Su, holidays, 9 a.m.-5 p.m.  
Advice (24 hours)/Appts. ....707-393-4033  
Consejos (24 horas)/  
Citas en Español..... 707-393-CITA  
(707-393-2482)

## Perioperative Medicine (POM)

*By referral only*  
**Hours:** M-F, 8:30 a.m.-4 p.m.  
Information .....707-393-4555

## Pharmacies

Online refills..... [kp.org/refill](http://kp.org/refill)

### ▪ Medical Office Building 1

1st Floor  
**Hours:** 7 days, 6 a.m.-1 a.m.  
EasyFill (refills by phone) .....707-393-4200  
Information.....707-393-4180

### ▪ Medical Office Building 1

2nd Floor  
**Hours:** M-F, 9 a.m.-5:30 p.m.  
EasyFill (refills by phone) .....707-393-4200  
Information.....707-393-4355

### ▪ Medical Office Building 2

1st Floor  
**Hours:** M-F, 8:30 a.m.-5:30 p.m.  
EasyFill (refills by phone) .....707-393-4448  
Information.....707-393-4440

**Pulmonology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Info. ....707-393-4008

**Radiology/Diagnostic Imaging**

**Office hours:** 7 days, 24 hours for inpatients and Emergency Department  
**Phone hours:** M-F, 8 a.m.-4:30 p.m.  
 Info./Appts. ....707-566-5560  
 Call your physician for test results.

- **CT scan** *By referral only*  
**Hours:** M-F, 8 a.m.-5 p.m.
- **Fluoroscopy** *By referral only*  
**Hours:** M-F, 8 a.m.-3 p.m.
- **Interventional Radiology** *By referral only*  
**Hours:** M-F, 7 a.m.-3:30 p.m.  
 Appts./Info. ....707-393-2633
- **MRI** *By referral only*  
**Office hours:** M-F, 7:30 a.m.-8 p.m.;  
 Sa, Su, 8 a.m.-4 p.m.  
**Phone hours:** M-F, 7:30 a.m.-8:30 p.m.  
 Appts./Info. ....707-393-2585
- **Nuclear Medicine** *By referral only*  
**Office hours:** M-F, 7 a.m.-5 p.m.  
**Phone hours:** M-F, 9 a.m.-6 p.m.  
 Appts./Info. ....707-393-4805
- **Ultrasound** *By referral only*  
**Hours:** M-F, 7:30 a.m.-9 p.m.;  
 Sa, Su, noon-8:30 p.m.
- **X-ray (Walk-in)**  
**Hours:** M-F, 7:30 a.m.-7:30 p.m.;  
 Sa, Su, 8:30 a.m.-5 p.m.

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

Hospital, 1st Floor, across from the elevators  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Info./Disability claims ....707-571-3770  
 Fax .....707-571-3767  
 Email.....SRO.ROI@kp.org

**Rheumatology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice/Appts./Msgs. ....707-393-4008

**Sleep Medicine** *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**After-hours:** M, W, Th, F, 5:15-8 p.m.;  
 Tu, 5:15-7:30 p.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Info. ....707-393-4008

**Social Services (Coordination of Care)**

**Hours:** M, 8 a.m.-4:30 p.m.;  
 Tu, F, 8 a.m.-6 p.m.; Sa, 10:30 a.m.-6 p.m.  
 Information .....707-393-3151

**Spanish Language Line (Línea de Asistencia en Español)**

Información..... 1-800-788-0616  
 Consejos (24 horas)/Citas..... 707-393-CITA  
 (707-393-2482)

**STD Testing** *Self-referral*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 HIV and STD Testing English....707-393-4874  
 HIV and STD Testing Spanish...707-393-4875

**Surgery** *By referral only*

General surgery, vascular surgery  
 Medical Office Building 2  
 2nd Floor, Ste. 270  
**Hours:** M-F, 8:30 a.m.-12:15 p.m.  
 and 1:15-5 p.m.  
 Advice/Appts./Msgs. ....707-393-4090

**Travel Clinic**

**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Advice/Appts./Msgs. ....707-393-4044

**TTY for the Hearing or Speech Impaired**

California Relay Service.....711

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### **Urology** *By referral only*

**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.; closed holidays  
Appts./Msgs. .... **707-393-4064**  
Fax ..... **707-393-4872**

### **Vascular Surgery**

See Surgery.

### **Volunteer Services**

Information ..... **707-393-4595**

### **Wound Care Clinic** *By referral only*

Appts./Info. .... **707-393-3368**

## **▲ 14 Santa Rosa Psychiatry and Chemical Dependency Offices**

Fountain Grove Center  
3554 and 3558 Round Barn Blvd.  
Santa Rosa, CA 95403  
**kp.org/santarosa**

### **Chemical Dependency**

3554 Round Barn Blvd., Ste. 100  
**Hours:** M, W, F, 8:30 a.m.-5:30 p.m.;  
Tu, Th, 8:30 a.m.-7 p.m.  
Appts./Cancel/Info. .... **707-571-3835**  
After-hours/Weekends ..... **707-571-3835**

### **Psychiatry**

**Hours:** M, W, F, 8:30 a.m.-5:30 p.m.;  
Tu, Th, 8:30 a.m.-7 p.m.  
Appts./Cancel/Info. .... **707-571-3778**  
After-hours/Weekends ..... **707-571-3778**  
Prescription refills ..... **707-571-3837**

- **Adult**  
3554 Round Barn Blvd., Ste. 100
- **Child and Family**  
3558 Round Barn Blvd., Ste. 106

## **● 15 Santa Rosa Medical Offices**

**Medical Office Building 4**  
3925 Old Redwood Hwy.

**Medical Office Building 5**  
3975 Old Redwood Hwy.  
Santa Rosa, CA 95403  
**kp.org/santarosa**

### **Advice Nurse**

**Phone hours:** 7 days, 24 hours  
Pediatrics ..... **707-393-4033**

### **Foot and Ankle Surgery** *By referral only*

Medical Office Building 4, Ste. 242  
**Hours:** M-F, 8:45 a.m.-5 p.m.  
Appts./Msgs. .... **707-566-5920**  
Fax ..... **707-566-5921**

### **Health Education Center**

Medical Office Building 4, Ste. 144  
**Hours:** M-Th, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Classes/Library resources/  
Online support/Clinical Health  
Educator appts. .... **707-566-5277**

### **Laboratory**

Medical Office Building 4  
**Hours:** M-F, 7 a.m.-6 p.m.  
Information ..... **707-566-5225**  
Fasting blood work requires 8-12 hours  
of water-only diet. Call requesting  
practitioner for test results or check  
lab results online at **kp.org**.

### **Mammography**

See Radiology/Diagnostic Imaging.

### **Member Outreach**

**(Personal Physician Selection)**  
**Hours:** M-F, 9 a.m.-5 p.m.  
Information ..... **707-393-3186**



**Member Services Office**

Medical Office Building 5

**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**

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

Medical Office Building 5, Ste. 152

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

Advice/ Appts./ Authorizations/

Info./ Transfers ..... **707-566-5555**  
 Fax ..... **707-566-5536**

Medical treatment for work-related  
injuries and illnesses.

**Ophthalmology/Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

**Pediatrics**

Medical Office Building 4

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

Advice (24 hours)/

Appts./Msgs. .... **707-393-4033**

▪ **Weekend and holiday urgent care**

*By appointment only*

Medical Office Building 1, 1st Floor

**Hours:** Sa, Su, holidays, 9 a.m.-5 p.m.

Advice (24 hours)/Appts. .... **707-393-4033**

**Pharmacy**

Medical Office Building 4

**Hours:** M-F, 8:30 a.m.-6:15 p.m.

EasyFill (refills by phone)..... **707-566-5300**  
 (option 3)

Information ..... **707-566-5349**

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

**Physical Medicine** *By referral only*

Medical Office Building 5, Ste. 152

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

Advice/ Appts. .... **707-566-5557**

Fax ..... **707-566-5604**

**Radiology/Diagnostic Imaging**

General X-ray

Medical Office Building 4

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

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

Information ..... **707-566-5560**

Call your physician for test results.

**Radiology/Diagnostic Imaging**

Medical Office Building 5, Ste. 153

▪ **CT scan** *By appointment only*

**Office hours:** M-F, 8 a.m.-4:30 p.m.

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

Appts./Info. .... **707-566-5560**

▪ **Mammography**

**Office hours:** M-F, 7:30 a.m.-7:30 p.m.

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

Appts./Info. .... **707-566-5560**

▪ **MRI** *By appointment only*

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

**Phone hours:** M-F, 7:30 a.m.-8:30 p.m.

Appts./Info. .... **707-393-2585**

▪ **Ultrasound** *By appointment only*

**Office hours:** M-F, 7:30 a.m.-4 p.m.

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

Appts./Info. .... **707-566-5560**

Call your physician for test results.

**Rehabilitation Services** *By referral only*

Physical Therapy, Occupational Therapy,

Speech Therapy, and Hand Therapy

Medical Office Building 5, Ste. 154

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

Appointments..... **707-566-5844**

*(continues on next page)*

(continued from previous page)

**Sports Medicine** *By referral only*

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

Information ..... **707-393-2255**

**Surgery (Outpatient)** *By referral only*

Medical Office Building 5

Nurses Station, 2nd Floor

Ambulatory surgery ..... **707-566-5592**

**TTY for the Hearing or Speech Impaired**

Appts./Info. .... **707-544-2149**

**Vision Essentials by Kaiser Permanente**

▪ **Ophthalmology** *By referral only*

Medical Office Building 4

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

Advice/Appts./Msgs. .... **707-566-5222**

▪ **Optical Center**

Eyeglasses, contact lenses

Medical Office Building 4

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

Tu, Th, 8:30 a.m.-7 p.m.;

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

Appts./Info. .... **707-566-5330**

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

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

▪ **Optometry**

Medical Office Building 4

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

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

Advice/Appts./Msgs. .... **707-566-6060**

# Coastal Health Alliance

**Information** ..... **415-899-7525**

## Primary Care

The following primary care is available from participating local providers:

- Routine adult primary care (except allergy and dermatology)
- Routine gynecology exams, including Pap tests
- Prenatal care
- Routine pediatric care, including well-child exams and childhood immunizations
- Evaluation and care for minor injuries, including initial treatment and follow-up care for sprains and minor fractures

## Urgent Care

Urgent care services are available from the following participating local providers for treatment of minor illnesses for adults and children.

## Participating local providers:

### ○ 16 | **Bolinas Family Practice**

Bolinas Community Health Center  
88 Mesa Rd.  
Bolinas, CA 94924

Office hours by appointment  
Appts./Info. .... **415-868-0124**

### ○ 17 | **Point Reyes Medical Clinic**

3 Sixth St.  
Point Reyes Station, CA 94956

Office hours by appointment  
Appts./Info. .... **415-663-8666**

### ○ 18 | **Stinson Beach Medical Center**

3419 State Rte. 1  
Stinson Beach, CA 94970

Office hours by appointment  
Appts./Info. .... **415-868-9656**

### ○ 19 | **West Marin Medical Center**

11150 State Rte. 1  
Point Reyes Station, CA 94956

Office hours by appointment  
Appts./Info. .... **415-663-1082**  
Fax ..... **415-663-9474**

### △ 20 | **West Marin Pharmacy**

11 Fourth St.  
Point Reyes Station, CA 94956

**Hours:** M-F, 9 a.m.-6 p.m.;  
Sa, 9 a.m.-4 p.m.  
Information ..... **415-663-1121**  
Fax ..... **415-663-1219**  
Online refills ..... **kp.org/refill**



# Your Care

## Choose or change your doctor

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

### Your choice of top doctors

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

### Personalized care

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

You can choose your personal physician from one of our primary care departments. Look for the department that best meets your needs.

- **Family Medicine**  
Family practitioners care for people of all ages, and often for members of the same family. They may also provide general gynecologic care for women.
- **Adult Medicine or Internal Medicine**  
These departments include general practitioners and internists who may focus on specific areas.
- **Pediatrics**  
Pediatricians care for infants, children, adolescents, and teens.
- **Obstetrics-Gynecology (Ob-Gyn)**  
This department provides comprehensive gynecologic and obstetric care. Women 18 to 64 should choose an ob-gyn as well as a personal physician. We encourage sexually active teenage girls to choose an ob-gyn too.

### Nurse Practitioners

At some facilities, you also have the option of choosing a nurse practitioner. Nurse practitioners are registered nurses who've completed advanced education and training. They can diagnose and treat a wide variety of conditions, write prescriptions, order lab and medical imaging tests, and more. They practice with doctor supervision and support, following standard guidelines.

## How to choose or change your doctor

### Online

Go to [kp.org/mydoctor/connect](https://kp.org/mydoctor/connect).

Find information on our available physicians and choose the one who's right for you.

### Phone

Call the Member Outreach or physician selection service number at the facility where you plan to get most of your care. See the facility directory beginning on page 1.

Keep in mind: Your family is free to choose different doctors at different locations.

## Need health advice?

If you have an illness or injury and you're not sure what kind of care you need, our advice nurses can help. They can view your electronic health record to assess your situation and help determine what type of care is most appropriate. In some cases, they can even help you handle the problem at home until your next appointment.

Don't call our advice nurse if you think you're having an emergency. If you aren't sure whether your condition is an emergency medical condition, they can help you decide whether you need emergency services or urgent care, and tell you how and where you can get that care.

## Call our appointment and advice line

To get advice or schedule an appointment, call **1-866-454-8855**. Our registered nurses can help you 24 hours a day, 7 days a week. They can:

- Answer questions about a health concern and instruct you on self-care at home, if appropriate
- Advise you about whether you need medical care, and how and where to get it
- Tell you what to do if you need care after hours when our offices are closed or you're out of your service area

## Care away from home

If you're traveling outside your Kaiser Permanente area, be ready in case you need care. Take a Travel Kit with you. It explains how to get care and what to do if you get care at a non-Kaiser Permanente facility. It includes the *Getting Care Away from Home* brochure, the *Emergency and Urgent Care Away from Home* brochure, and an emergency claims form. To order your Travel Kit, please contact our Member Service Contact Center at least 2 weeks before your trip.

Visit [kp.org/travel](https://kp.org/travel) to find helpful resources like downloadable travel brochures and claim forms in case you need to file a claim for reimbursement after your trip.

When you're visiting another Kaiser Permanente region, you may be covered as a visiting member. For more about visiting member coverage, visit [kp.org](https://kp.org). Always carry your Kaiser Permanente ID card with you when you travel.

# Types of care

Here are some common examples of the types of care available. They don't include all possible symptoms and conditions, but they give a helpful overview. If you're not sure what kind of care you need, call our advice nurses at **1-866-454-8855**.

Routine care	Urgent care	Emergency care
<p>An expected care need, like a scheduled visit to your doctor or a recommended preventive screening</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Scheduled visits</li> <li>• Follow-up visits</li> <li>• Routine checkups</li> <li>• Physical exams</li> <li>• Preventive screenings</li> <li>• Well-child checkups</li> </ul> <p><b>What to do:</b> Make an appointment on <a href="http://kp.org/myhealthmanager">kp.org/myhealthmanager</a> or call <b>1-866-454-8855</b>. Many of our locations often have same-day appointments available as well.</p>	<p>An illness or injury that requires prompt medical attention but is not an emergency medical condition</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Minor injuries, including sprains and falls</li> <li>• Minor wounds and cuts needing stitches</li> <li>• Mild to moderate backaches</li> <li>• Migraines or other headaches that keep coming back</li> <li>• Mild breathing issues</li> <li>• Minor stomach pain</li> <li>• Minor broken bones (fingers, toes)</li> </ul> <p><b>What to do:</b> Call <b>1-866-454-8855</b> for advice or to request a same-day or next-day appointment.</p>	<p>A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health*</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Chest pain or pressure that may move out to other parts of the body</li> <li>• Sudden, severe stomach pain</li> <li>• Severe shortness of breath</li> <li>• Severe bleeding that can't be stopped</li> <li>• Major injuries like gunshot or stab wounds</li> <li>• Being in labor when there isn't time to get to a plan hospital</li> </ul> <p><b>What to do:</b> Call <b>911</b> or go to the nearest hospital.</p>

\*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part. A mental health condition is an emergency medical condition when it meets the requirements of the last sentence or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: (1) The person is an immediate danger to himself or herself or to others, or (2) the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

# Timely access to scheduled appointments

Your health is our top priority. And we're committed to offering you a timely appointment when you need care.

The following standards for appointment availability were developed by the California Department of Managed Health Care (DMHC). This information can help you know what to expect when you request an appointment.

Type of appointment	Appointment offered
<b>Urgent care</b> (defined on page 42)	Within 48 hours
<b>Nonurgent primary care</b> (including adult/internal medicine, pediatrics, and family medicine)	Within 10 business days
<b>Nonurgent mental health care with a practitioner other than a physician</b>	Within 10 business days
<b>Nonurgent specialty care with a physician</b>	Within 15 business days

If you prefer to wait for a later appointment that will better fit your schedule or to see the practitioner of your choice, we'll respect your preference. In some cases, your wait may be longer than the time listed if a licensed health care professional decides that a later appointment won't have a negative effect on your health.

The standards for appointment availability don't apply to preventive care services. Your practitioner may recommend a specific schedule for these types of services, depending on your needs. Preventive care services may include physical exams, vision

and hearing tests, immunizations, health education, and prenatal care. The standards also do not apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

## Timely access to telephone assistance

In addition, the following standards for answering telephone inquiries were developed by the DMHC. These standards require health plans to answer the following telephone inquiries within specified time frames.

- For telephone advice about whether you need to get care and where to get care, plans must answer within 30 minutes, 24 hours a day, 7 days a week.
- For customer service inquiries, plans must answer within 10 minutes during normal business hours.

## Get ready for your visit

Get the most out of your appointments. Know what to expect and be ready. These guidelines can help you get started.

### Before your visit

- Make a list of your medications**  
Make a list of everything you take, including vitamins and herbal supplements. Have your list with you during your visit, or bring your original medication bottles.
- Know your test results**  
Ask your doctor how and when to get your test results, and what the test results mean. You can also view recent test results at [kp.org/myhealthmanager](http://kp.org/myhealthmanager).

☑ **Write down your concerns**

Talk to your doctor about any cultural, religious, or personal beliefs that could affect your care now or in the future.

## During your visit

☑ **Speak up if you have questions or concerns**

It's a good idea to ask questions before a medical test, when you're prescribed medication, and before you get any treatment.

☑ **Make sure you understand**

Before you leave, make sure you know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your care team if you're not sure about anything. You can also bring a friend or family member with you to help ask questions, remember answers, and speak for you if needed. If you don't get a printout of instructions for your care plan, ask for one.

## What to ask:\*

1. What is my main problem?
2. What do I need to do about it?
3. Why is it important for me to do this?

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

## When you check in

There are 2 ways to check in for appointments.

### 1. At the reception desk

Have your Kaiser Permanente ID card ready. We'll also ask you for a photo ID, like your driver's license. This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 59.)

### 2. At a self-service kiosk

Insert your Kaiser Permanente ID card or enter your name.

You can pay for your visit with a debit or credit card, update certain personal information, and get directions to your appointment (available in several languages). Kiosks may not be available at all locations.

If your plan includes a copay, coinsurance, or deductible, you'll make a payment when you check in. You can pay by credit card or debit card at the reception desk or at the kiosk. Later, you'll get a statement that shows what services you got, how much you paid, and whether you still owe anything. Ask the receptionist for details or refer to your *Evidence of Coverage* or *Certificate of Insurance*.

# Getting your prescriptions

Your doctor may write a prescription for you during your appointment. In most cases, it will be sent to our pharmacy electronically, and you can usually pick it up after your appointment. You can also refill your prescriptions at any of our pharmacies. Find a pharmacy near you in the directory starting on page 1.

## Refill prescriptions from home

You can also have most prescription drugs mailed right to your home at no extra cost. Just use our convenient mail-order service. We'll mail most prescription drugs within 10 days at no extra cost for standard U.S. postage.†

†Please see your *Evidence of Coverage* or *Certificate of Insurance* for information about your drug coverage, or check with your local Kaiser Permanente pharmacy if you have a question about mailing.



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

### 👉 Online

Visit [kp.org/refill](https://kp.org/refill) to see how easy it is to order refills and check the status of your orders. If it's your first online order, you'll need to register on our website.

### 📞 Phone

Call the pharmacy refill phone number on your prescription label. Have your medical record number, prescription number, home phone number, and credit or debit card information ready when you call.

## RETHINK REFILLS.

When you get care at our facilities, you can have most prescription refills mailed to you at no extra charge. To order online, visit [kp.org/refill](https://kp.org/refill) or use the Kaiser Permanente app on your mobile device. To order by phone, call the number on your prescription label.

## Have questions?

Call the pharmacy number printed at the top of your prescription label or find a local pharmacy in the directory beginning on page 1. For information about your benefits, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays):

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

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

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

**711** TTY for the hearing/speech impaired

## Need to transfer prescriptions?

- **From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy**  
Please complete our online form at [kp.org](https://kp.org), or call the Kaiser Permanente pharmacy you want to go to and give the pharmacist the prescription number and the phone number of the non-Kaiser Permanente pharmacy. Your Kaiser Permanente pharmacist will handle the rest. Please allow 2 or more working days for us to complete the transfer.
- **From one Kaiser Permanente pharmacy to another Kaiser Permanente pharmacy**  
Visit [kp.org/refill](https://kp.org/refill) and select your medication from our online list or call the Kaiser Permanente pharmacy where you'd like to pick up your prescription. Enter your current prescription number when prompted. Then we'll transfer your prescription to the new Kaiser Permanente pharmacy you requested. If you don't have any refills left, it may take 2 working days to complete your order.

## Prescription drug benefits

Most of our plans only cover prescriptions from:

- Kaiser Permanente or affiliated practitioners
- Practitioners we've referred you to
- Dentists

You'll generally pay full price for all other prescription drugs. If your coverage doesn't include a prescription drug benefit, you can still use a Kaiser Permanente pharmacy, but you'll need to pay the full price.

For new members, Kaiser Permanente will generally cover a temporary supply of non-formulary medication until you can transfer your care to a Kaiser Permanente or affiliated practitioner within the first 90 days of your membership.

Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information about your drug benefits.



## Prescription drug formulary

Our prescription drug formulary is a list of preferred drugs that have been carefully selected and approved by the Kaiser Permanente Pharmacy and Therapeutics Committee. For more information, see page 65.

## Over-the-counter offerings

Kaiser Permanente pharmacies also carry a variety of popular over-the-counter nonprescription medications and supplements, including vitamins, antacids, and cough and cold medicines. Prescriptions aren't required for any of these items.

### **Rx** OUT OF REFILLS?

If you don't have any prescription refills left when you order, we can request extra refills from your doctor. Please allow 2 or more working days for us to process your order.

# Managing chronic conditions

## Disease management programs

Our disease management programs help to ensure that our members get all the care they need to manage their chronic conditions and get the most out of life. Services include:

- Specialized care
- Medication monitoring
- Education to help prevent complications

We offer disease management programs for a variety of chronic conditions:

- Asthma
- Hepatitis C
- Hypertension
- Coronary artery disease
- Cardiac rehabilitation
- Diabetes
- Congestive heart failure
- Fracture prevention
- Chronic pain

Cardiac rehabilitation offers support and care management after a heart attack or other cardiovascular event. Our PHASE (Prevent Heart Attacks and Strokes Everyday) program is for members who are at increased risk for heart attack or stroke.

If you're ready to make lifestyle changes or want to be considered for a program, talk to your practitioner or call the number for Health Education at your local facility.

## Take control of your health

One of the keys to managing ongoing conditions is taking the right medications and using them only as prescribed. These tips can help.

### Coronary artery disease and heart failure:

A heart healthy lifestyle includes regular physical activity, stress management, and careful control of blood pressure and cholesterol. Your care team will help you determine if certain medications can make you and your heart feel better.

### Asthma help:

Prevent asthma flare-ups by taking your controller medications daily as prescribed. Manage asthma symptoms with quick-relief medication (like albuterol). If you're using quick-relief or rescue medication more than twice a week (except before exercising), talk with your asthma care provider about adjusting the type or amount of medication. With asthma under control, you'll breathe more easily, have more energy, and get more out of life.

### Diabetes ABCs:

- "A" is for A1c or average blood sugar. An A1c test gives a 3-month average of your blood sugar levels.
- "B" is for blood pressure. The goal is at least 139/89 or lower. Check with your practitioner for the goal that's right for you.
- "C" is for cholesterol. For most people with diabetes, using a statin medication at the right dose, along with healthy lifestyle changes, protects the heart and cardiovascular system.

Keep your ABCs under control and prevent heart attacks, strokes, and kidney disease.

## **i** DID YOU KNOW?

At **kp.org**, you have powerful resources at your fingertips:

- Browse wellness guides and drug and health encyclopedias.
- Get facility locations and information.
- Use our health calculators.
- View health plan information.
- Have our *Partners in Health* e-newsletter sent right to your inbox each month, and get wellness tips, health news, recipes, and more.

## Complex Chronic Conditions (CCC) Case Management Program

The Complex Chronic Conditions (CCC) Case Management Program helps members who have trouble managing more than one chronic condition. Nurses and social workers work with you and your doctor to address your needs. You'll learn self-care skills to properly manage your chronic conditions. The CCC Program is complimentary for Kaiser Permanente members. If you or your caregiver thinks you qualify for the program, call the Case Management number at your local facility. See the directory beginning on page 1.



# Health Resources

## Register on kp.org

Start using our secure website to manage your health on your time.

### Online access anytime, anywhere

As a Kaiser Permanente member, **kp.org** is your online gateway to great health. When you register on **kp.org**, you can securely access time-saving tools and resources to help you manage your care at our facilities. Visit **kp.org** anytime from anywhere. Go to **kp.org/myhealthmanager** to:

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

And your **kp.org** membership gives you access to many healthy living tools and tips as well as recipes and articles on a wide range of health topics. Even if you don't need care right away, we encourage you to register today and explore our tools so you can use them when you need them.

Registering on **kp.org** is very easy. You will

need to have your medical/health record number, which you can find on your member ID card. Go to **kp.org/registernow** from a computer (not a mobile device) and follow the sign-on instructions.

Once you've registered, you can download the Kaiser Permanente app to your smartphone. Then use your **kp.org** user ID and password to activate the app and start using the secure features anytime, anywhere.

\*Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.

### Your electronic health record

We store your health information electronically. When you need care, your care team connects to your electronic health record through our secure computer network. Every Kaiser Permanente facility in Northern California is linked to your health record – so you always get personalized care to meet your needs.

### How to connect to your health from home

When you register at **kp.org**, you can use My Health Manager to connect to your health information and use convenient online tools to stay on top of your care. You can even bookmark **kp.org** on your smartphone or mobile device for on-the-go access. If you haven't registered yet, visit **kp.org/registernow** from your home computer to get started.

# Healthy living resources

Choose from a wide variety of healthy living resources, including classes and online programs to help you manage and improve your health. You'll find inspiration and tools to help you feel your best.

## Wellness Coaching by Phone

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

Personalized sessions are complimentary for Kaiser Permanente members and available weekdays from 7 a.m. to 7 p.m. and Saturdays from 8:30 a.m. to 5 p.m. To schedule an appointment, call **1-866-251-4514**. To learn more about wellness coaching, go to [kp.org/mydoctor/wellnesscoaching](https://kp.org/mydoctor/wellnesscoaching).



**REGISTER AT KP.ORG.  
IT'S AS EASY AS 1-2-3.**

1. Have your medical record number handy.
2. From your computer, go to [kp.org/registernow](https://kp.org/registernow).
3. Enter some basic information and answer security questions. In 5 minutes you'll be able to access all the great things My Health Manager on [kp.org](https://kp.org) has to offer.

## Health on the go

For appointment reminders and preventive care alerts for you and your family, get the Northern California KP Preventive Care app today at [kp.org/mydoctor/mobile](https://kp.org/mydoctor/mobile). The app allows you to email your doctor, refill prescriptions, participate in video visits, and more. Managing your medications just got easier with the My KP Meds Mobile App. Get the app at [kp.org/mydoctor/mykpmeds](https://kp.org/mydoctor/mykpmeds). You can also download our general Kaiser Permanente app at your preferred app store.

## Connect with your doctor

With My Doctor Online, it's easy to keep in touch with your doctor between visits. Visit [kp.org/mydoctor](https://kp.org/mydoctor) and enter his or her information to get to your doctor's home page. From there, you can:

- Get to know your personal physician and specialists – read about their backgrounds, education, awards, and more.
- Email your doctor with nonurgent questions, view most lab results, schedule a routine appointment, refill most prescriptions, or get directions.<sup>†</sup>
- Check which immunizations and preventive screenings you or your family may need.
- Learn about things like diabetes, Parkinson's disease, or seasonal allergies with articles recommended by your doctor.
- Find classes on many topics at our medical centers, from managing an ongoing condition to cooking.<sup>‡</sup>
- Use interactive tools to help you manage headaches, cold and flu, and more.

Visit [kp.org/mydoctor/connect](https://kp.org/mydoctor/connect) to learn how to sign up for online services, transfer prescriptions, and schedule appointments as a new or existing member of Kaiser Permanente.

<sup>†</sup>Some features require registration on [kp.org](https://kp.org). If you're not registered, click on the feature to get started or visit your local health education department at a facility near you.

<sup>‡</sup>Classes may vary by location and some may have a fee.

# Your immunization information

Your immunization information is shared with the California Immunization Registry (CAIR), as well as the Regional Immunization Data Exchange (RIDE) in Stanislaus and San Joaquin counties and the San Diego Regional Immunization Registry in San Diego County. These secure databases are managed by state and county government agencies. Any California health care provider can see most immunizations received at any participating provider. Go to [cairweb.org/forms](https://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](https://cairweb.org/forms) and click "CAIR Patient Forms" for information about opting out.

# Preventive care guidelines

Kaiser Permanente helps you to stay healthy by focusing on prevention. Use our preventive care guidelines to learn about what you can do to be healthier and when to get immunizations and routine screening tests.

These guidelines are for people who are generally healthy. If you have ongoing health problems, special health needs or risks, or if certain conditions run in your family, your preventive care plan may be different. Talk with your personal physician or practitioner about a set of guidelines that fits your needs. To learn about which preventive care services are covered under your health plan, consult your *Evidence of Coverage, Certificate of Insurance*, or call our Member Service Contact Center.

## Preventive care guidelines for adults

TOPIC	ADULT
<b>Recommended Lifestyle Practices</b>	
Alcohol and drugs	Don't drive after drinking or using drugs. If drinking or using drugs is causing problems for you or someone you know, we can help.
Diet and nutrition	Enjoy a variety of healthy foods daily. Choose vegetables, fruit, and whole grains. Eat foods with healthy fats, like those from fish, lean meat or poultry, nuts or seeds, beans or peas, soy products, or olive oil. Avoid unhealthy fats like butter, fried foods, or high-fat meats. Limit foods high in salt and sugar. Women of childbearing age should take a daily multivitamin with 0.4 mg of folic acid. Get 1,000 mg of calcium a day. Most adults 50 or older need 1,200 mg of calcium a day and 1,000 to 2,000 IU of vitamin D a day from food and vitamin supplements.
Emotional health	Talk to your personal physician or health care professional to get help if you're depressed, anxious, or thinking of suicide, or if you're being threatened, abused, or hurt by anyone.
Exercise	Be physically active for a minimum of 150 minutes a week, or at least 30 minutes a day on most days of the week. Walk the dog, dance, take the stairs – it all counts!
Injury prevention	Always wear your seat belt every time you drive, and buckle in children. Don't text and drive. Wear a helmet when you're on a bike, motorcycle, skateboard, or skates.
Life care planning	We encourage all adults to select a health care agent, someone to speak for them if they are unable to have a conversation about future health care wishes, and to complete a written advance health care directive. For help, go to <a href="http://kp.org/lifecareplan">kp.org/lifecareplan</a> or call or visit your local Health Education Department.
Midlife choices (for women)	<b>Starting at age 45</b> , talk to your personal physician about options for managing menopausal symptoms and preventing serious medical conditions later in life.
Sexual practices	Practice safer sex and use condoms to avoid STDs. Some medications and chemicals in the home or in the workplace can be harmful to a pregnancy. Plan all pregnancies to reduce risk, and talk to your physician or health care professional about effective birth control (including emergency contraception) if you don't want to become pregnant.
Skin protection	Always protect your skin from the sun when you're outdoors. Wear a hat and sunscreen to reduce your risk of skin cancer.
Smoking	Don't smoke or use tobacco. If you do, we can help you quit. Don't allow anyone to smoke around you or your child.
TOPIC	ADULT
<b>Recommended Screening Tests</b>	
Abdominal aortic aneurysm (for men)	If you've ever smoked, have an abdominal ultrasound once between <b>ages 65 and 75</b> .
Breast cancer (for women)	Get a mammogram every 1 to 2 years <b>between ages 50 and 74</b> . If you have risk factors for breast cancer, talk to your doctor about starting mammograms earlier than 50. <b>Women ages 40 to 49 and 75 and older</b> , in collaboration with their doctor, should make a personal decision about getting a mammogram. Contact your doctor immediately if you find a lump in your breast.
Cervical cancer (for women)	Get a Pap test every 3 years <b>beginning at age 21</b> . Get a Pap and HPV test every 3 years <b>between ages 25 and 65</b> .
Cholesterol	Get your cholesterol levels checked every 5 years, <b>beginning at age 35 for men and 45 for women</b> , and more often if your cholesterol level is above normal or you have other risk factors for heart disease.
Colorectal cancer	<b>Between age 50 and 75</b> , do a fecal immunochemical test (FIT) once a year, or get a flexible sigmoidoscopy every 5 years, or a colonoscopy every 10 years. If you have close relatives who were diagnosed with colorectal cancer, talk to your doctor about whether to begin testing earlier than age 50. <b>After age 75</b> , discuss with your doctor.

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Diabetes	<b>After age 45</b> , or <b>between ages 18 and 44</b> if you have a body mass index (BMI) over 25, get tested every 5 years. Get tested more often if you have certain risk factors, such as prediabetes, high cholesterol, high blood pressure, or had diabetes during pregnancy.
Hepatitis B and C	Get screened for Hepatitis B if you or your parents were born in a country with a high rate of Hepatitis B, or you have other risk factors for it. Get screened once for Hepatitis C if you were born between 1945 and 1965, or more often if you have other risk factors for Hepatitis C.
HIV and other STDs	Get tested for HIV at least once, even if you think you're not at risk. Get tested for HIV and other STDs if you've had unprotected sex, are pregnant, or have any reason to think you may be at risk. Have a yearly chlamydia test if you're a sexually active woman <b>age 24 or younger</b> , or if you're older than 25 and at risk for STDs.
Hypertension	Have your blood pressure checked every 2 years, or annually if you have prehypertension or other risk factors for heart disease. A normal blood pressure is less than 120/80.
Osteoporosis	Talk to your physician about having a bone mineral density test at <b>age 65 for women</b> and <b>age 70 for men</b> , or before these ages if you have risk factors for early bone fractures.
Overweight and obesity	Have your body mass index (BMI) calculated every 1 to 2 years.
Prostate cancer (for men)	<b>Beginning at age 50</b> , discuss the prostate-specific antigen test and rectal exam with your physician.
Tuberculosis (TB)	Talk to your doctor about getting a TB test if you've been in close contact with someone who has infectious TB, are a recent immigrant from a country with a high rate of TB, or work in a hospital or nursing home.
<b>Immunizations</b>	
	Get your immunizations in a timely manner (see the chart on the next page).
Influenza (flu shot)	<b>All adults age 18 and older</b> should get an annual flu vaccination. This is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, or kidney or heart disease; and anyone <b>age 65 or older</b> .
Pneumococcal	All adults <b>age 65 years or older</b> should get this vaccine, which protects against ear infections, pneumonia, and meningitis. If you're <b>younger than 65</b> and smoke or have a chronic condition, discuss with your doctor if you should receive it.
Tdap (tetanus, diphtheria, and pertussis)	You should get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once <b>between age 18 and 64</b> . <b>After 65</b> , get a Tdap if you're in close contact with an infant. If you're <b>pregnant</b> , you should get a Tdap vaccination during each pregnancy, preferably between 27 and 36 weeks.
Zoster (shingles)	You should get this vaccine if you are <b>age 60 or older</b> and not at increased risk for infections, and even if you've had shingles in the past.



## Recommended immunizations for adults

As recommended by the Centers for Disease Control and Prevention

**Recommended for You:** This vaccine is recommended for you unless your health care professional tells you that you cannot safely receive it or that you don't need it.

**May Be Recommended for You:** This vaccine is recommended for you if you have certain risk factors due to your health, job, or lifestyle that aren't listed here. Talk to your health care professional to see if you need this vaccine.

Age	Flu Influenza	Td/Tdap Tetanus, diphtheria, and pertussis	Shingles Zoster	Pneumococcal (PCV13)	Meningococcal (PPSV23)	MMR Measles, mumps, rubella	HPV Human papillomavirus	Chickenpox Varicella	Hepatitis A	Hepatitis B	Hib <i>Haemophilus influenzae</i> type b
19-21 years							Women 3 doses				
22-26 years						1 or 2 doses	3 doses				
27-49 years	Flu vaccine every year	1 dose of Tdap*		1 dose	1 or more doses		3 doses				
50-59 years		Td booster every 10 years						2 doses	3 doses	1 or 3 doses	
60-64 years			1 dose								
65+ years				1 dose	1 dose						

**Recommended for you if you did not get it when you were a child.**

### More information

**Flu:** There are several flu vaccines available. Talk to your health care professional about which flu vaccine is right for you.

**Td/Tdap:** \*If you're pregnant, you should get a Tdap vaccine during the third trimester of every pregnancy to help protect your babies from pertussis (whooping cough).

**Shingles:** You should get a zoster vaccine even if you've had shingles before.

**Pneumococcal:** There are 2 different types of pneumococcal vaccine: PCV13 (conjugate) and PPSV23 (polysaccharide). Talk with your health care professional to find out if 1 or both pneumococcal vaccines are recommended for you.

**Meningococcal:** Your health care professional will let you know how many doses you need.

**MMR:** If you were born in 1957 or later, and don't have a record of being vaccinated or having had measles, mumps, and rubella, talk to your health care professional about how many doses you may need.

**HPV:** There are 2 HPV vaccines, but only 1 HPV vaccine (Gardasil®) should be given to men. If you're a male who is 22 through 26 years old and has sex with men, you should complete the HPV vaccine series if you haven't already done so.

**Hib:** Your health care professional will let you know how many doses you need.

If you're traveling outside the United States, you may need additional vaccines. Ask your health care professional about which vaccines you may need at least 6-8 weeks prior to your travel.

Visit [kp.org/mydoctor/travel](http://kp.org/mydoctor/travel) to learn how to prepare for your trip.

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



## Preventive care guidelines for children and teens

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
<b>Recommended Lifestyle Practices</b>		
<b>Activity</b>	Provide opportunities for at least 60 minutes of active play every day. Set limits on screen time (TV, video games, mobile devices, and computers). Limit your child to 1-2 hours a day. Children younger than 2 shouldn't watch any TV or videos. Keep TVs out of children's bedrooms.	<b>Teens:</b> Aim for 60 minutes of physical activity every day. Try different activities to find one that you enjoy. Limit screen time (TV, video games, mobile devices, and computers) to no more than 1-2 hours a day. Avoid temptation by keeping your electronic devices out of your bedroom.
<b>Alcohol and drugs</b>	Talk with older children about the dangers of alcohol and drugs. Set a good example.	<b>Parents:</b> Talk with older children about the dangers of alcohol and drugs, including prescription drugs, and set clear expectations. Your teen's provider will talk about drugs and alcohol at well-teen visits. Keep all medications out of reach – and out of easily accessible places like the medicine cabinet. <b>Teens:</b> 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.
<b>Dental care</b>	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. <b>Beginning at 6 months</b> , use a soft toothbrush to brush teeth with a tiny smear of toothpaste. During regular well-child visits, your child's pediatrician will check his or her teeth and gums to make sure they're healthy. Fluoride varnish may also be offered. Plan to schedule a first dental visit by your child's first birthday. <b>Starting at age 2</b> , use a pea-sized amount of toothpaste and help your child brush and floss their teeth daily.	<b>Parents:</b> Encourage good dental hygiene (regular brushing and flossing) at home and take your teen to the dentist for regular checkups (usually every 6 months).
<b>Diet and nutrition</b>	Offer 3 nutritious meals and 2 healthy snacks every day. Serve 5-9 servings of fruits and vegetables every day. Serve calcium-rich, iron-rich, and low-fat foods, and let your child decide how much to eat. Serve water and low-fat or nonfat milk. Limit sodas, sports drinks, juice, and other sweet drinks. Make sure your child eats a healthy breakfast every day. Eat together as a family as often as possible. Let your child help you shop and cook – limit fast food, sweets, and salty snacks.	
<b>Emotional health</b>	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.	<b>Teens:</b> 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.
<b>Environmental safety</b>	Children are more vulnerable than adults to harmful substances in the environment. Learn how to reduce your child's exposure to known toxins such as lead, tobacco smoke, and contaminated fish. Choose cleaning products and plastics with fewer harmful substances. Buy organic fruits and vegetables when possible. If your house was built before 1978, inspect it for possible lead toxicity.	
<b>Medical care</b>	Bring your child to all well-child visits. Protect your child from serious diseases by keeping up with all immunizations. Sign up for <a href="http://kp.org">kp.org</a> and add your child to your family list. Download our Preventive Care app to receive reminders when it's time for well-child visits and immunizations. Sign up for our online newsletters for parents.	<b>Parents:</b> 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. <b>Teens:</b> You can see a doctor or practitioner without your parents' permission for confidential concerns like pregnancy, birth control, sexually transmitted diseases (STDs), and drug and alcohol issues.

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
Safety	Keep children <b>younger than 12</b> out of the front seat of the car and always use age-appropriate safety seats and seat belts. Put medicines out of reach, install fences and self-latching gates around pools, and use guards on windows and stairs. Install smoke detectors and carbon monoxide detectors and change the batteries regularly. Never leave your child alone at home or in a car. Teach children never to go with strangers. Monitor your child's computer and mobile device use to limit inappropriate contact.	
Sexuality	Talk with older children about what changes to expect during puberty, including physical development and emotional changes. Answer your children's questions about sex in an honest, straightforward way.	<b>Teens:</b> Not having sex is the only certain way to protect against pregnancy and sexually transmitted diseases (STDs). Get information from a trusted adult about sexual decision-making, birth control, emergency contraception, and STD protection before starting to have sex. Information and services are available confidentially from your doctor.
Skin safety	Protect your child's skin from the sun. Children and teens should wear hats and long-sleeved shirts and should use sunscreen to reduce their risk of skin cancer. Choose a "broad-spectrum" sunscreen that has an SPF of at least 15. Provide sunglasses with at least 99 percent UV protection. Tanning is not safe.	
Smoking	Don't smoke or allow anyone else to smoke around your child. If you smoke, one of the most important things you can do for your own health and the health of your children is to quit. Kaiser Permanente has resources to help you quit smoking.	<b>Parents:</b> Encourage teens not to smoke or use chewing tobacco. <b>Teens:</b> Smoking is expensive, smelly, and hurts your health. Vaping is not a safe alternative. If you use tobacco, talk with your doctor or nurse practitioner about resources to help you quit. You can also call the California Smokers' Helpline at <b>1-800-662-8887</b> .
<b>Recommended Screening Tests</b>		
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 <b>age 3</b> .	
Chlamydia	<b>Teens:</b> 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 <b>age 2</b> , body mass index (BMI) is calculated to help determine if your child is at a healthy weight. We'll also ask regularly about eating and physical activity habits.	
Vision	Your child's doctor will examine your child's eyes at all well-child visits and screen for eyesight problems at <b>age 3</b> ; periodically as needed between <b>ages 4 and 17</b> .	
<b>Immunizations</b>		
Make sure your child gets his or her immunizations in a timely manner (see chart on pages 56-57).		
Measles	Measles outbreaks are a reminder that this serious, preventable disease is still circulating in our communities. If your child has <b>not</b> had 2 doses of MMR vaccine, he or she is at risk of getting measles, if exposed. The first dose of the MMR vaccine (measles, mumps, rubella) is recommended when a child is <b>12 months or older</b> . The second shot is usually given before starting kindergarten, between <b>ages 4 and 6</b> .	
Pertussis (whooping cough)	A state law requires all students entering seventh grade to show proof of Tdap (tetanus, diphtheria, and pertussis), a booster shot that protects against pertussis, or whooping cough.	
<b>Recommended Well-Child Visits</b>		
Visit schedule	<b>Babies and Toddlers:</b> Schedule visits at 2 days, 2 weeks, 2 months, 4 months, 6 months, 12 months, 18 months, and 21-24 months. <b>Children:</b> Schedule visits at 3 years, 4-5 years, 5-6 years, 6-8 years, 8-10 years, and 10-12 years. <b>Teens:</b> Schedule visits every 1-2 years, based on your doctor's or nurse practitioner's advice. Your child's doctor may recommend a slightly different schedule.	

## Recommended immunizations for children from birth through 6 years old

As recommended by the Centers for Disease Control and Prevention

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

BIRTH	1 MO	2 MOS	4 MOS	6 MOS	9 MOS	12 MOS	15 MOS	18 MOS	19-23 MOS	2-3 YRS	4-6 YRS
HepB	HepB					HepB					
	RV	RV	RV	RV							
	DTaP	DTaP	DTaP	DTaP			DTaP				DTaP
	Hib	Hib	Hib	Hib			Hib				
	PCV	PCV	PCV	PCV			PCV				
	IPV	IPV	IPV			IPV					IPV
						Influenza (Yearly)*					
						MMR					MMR
						Varicella					Varicella
							HepA†				

**Note:** If your child misses a shot, you don't need to start over; just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

\*Two doses given at least 4 weeks apart are recommended for children 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.

†Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who didn't receive the HepA vaccine and are at high risk should be vaccinated against HepA.

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

## Recommended immunizations for children from 7 through 18 years old

As recommended by the Centers for Disease Control and Prevention

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

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

These boxes indicate the vaccine is recommended for children with certain health conditions that put them at high risk for serious diseases. Note that healthy children can get the HepA series. See vaccine-specific recommendations at [www.cdc.gov/vaccines/pubs/ACIP-list.htm](http://www.cdc.gov/vaccines/pubs/ACIP-list.htm)

7-10 YEARS	11-12 YEARS	13-18 YEARS
Tdap	Tetanus, Diphtheria, Pertussis (Tdap) Vaccine	Tdap
	Human Papillomavirus (HPV) Vaccine (3 doses)	HPV
MCV4	Meningococcal Conjugate (MCV4) Vaccine Dose 1	(MCV4) Dose 1 Booster at 16 years
	Influenza (Yearly)	
	Pneumococcal Vaccine	
	Hepatitis A (HepA) Vaccine Series	
	Hepatitis B (HepB) Vaccine Series	
	Inactivated Polio Vaccine (IPV) Series	
	Measles, Mumps, Rubella (MMR) Vaccine Series	
	Varicella Vaccine Series	

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



THE FINE PRINT



HEALTH RESOURCES



YOUR CARE



FACILITY DIRECTORY



# The Fine Print

## Emergency services and coverage

### Emergency services

If you have an emergency medical condition, call **911** (where available) or go to the nearest hospital emergency department. An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of medical attention would result in any of the following:

- Placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true:

- The person is an immediate danger to himself or herself or to others.
- The person is immediately unable to provide for, or use, food, shelter, or clothing, due to the mental disorder.

### Emergency care coverage

When you have an emergency medical condition, we cover emergency services you receive from Plan providers or non-Plan providers anywhere in the world. You do not need prior authorization for emergency services.

### Emergency services include all of the following with respect to an emergency medical condition:

- A medical screening exam that is within the capability of the emergency department of a hospital, including ancillary services (such as imaging and laboratory services) routinely available to the emergency department to evaluate the emergency medical condition
- Within the capabilities of the staff and facilities available at the hospital, medically necessary examination and treatment required to stabilize you (once your condition is stabilized, services you receive are post-stabilization care and not emergency services)

"Stabilize" means to provide medical treatment for your emergency medical condition that is necessary to assure, within reasonable medical probability, that no material deterioration of your condition is likely to result from or occur during your transfer from the facility. With respect to a pregnant woman who is having contractions, when there is inadequate time to safely transfer her to another hospital before delivery (or the transfer may pose a threat to the health or safety of the woman or

her unborn child), “stabilize” means to deliver (including the placenta). For more information on emergency care coverage, see your *Evidence of Coverage* or *Certificate of Insurance*.

## Post-stabilization care

Post-stabilization care is medically necessary care related to your emergency medical condition that you receive in a hospital (including the Emergency Department) after your treating physician determines that this condition is stabilized. Kaiser Permanente covers post-stabilization care from a non-Plan provider, only if we provide prior authorization for the care or if otherwise required by applicable law (“prior authorization” means that we must approve the service in advance). To request authorization for post-stabilization care from a non-Plan provider, the provider must call us at **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card before you receive the care.

We will discuss your condition with the non-Plan provider. If we determine that you require post-stabilization care, and the care would be covered if you received it from a Plan provider, we will authorize your care from that provider or arrange to have a Plan provider or other designated provider administer care. Be sure to ask the non-Plan provider to tell you what care (including any transportation) we have authorized because we will not cover unauthorized post-stabilization care or related transportation provided by non-Plan providers, except as otherwise described in the *Evidence of Coverage* or *Certificate of Insurance*. If you receive care from a non-Plan provider that we have not authorized, you may have to pay the full cost of that care.

**NOTE:** If you are a Senior Advantage (HMO) or Medicare Cost member, you will only be held financially liable if you are notified by the non-Plan provider or us about your potential liability.

**Notify us that you have been admitted to a non-Plan hospital.** If you are admitted to a non-Plan hospital or get emergency care, please notify us as soon as possible by calling **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card.

## Protecting your privacy and security

We take protecting you, your medical information, and resources for your care very seriously. One way we protect your privacy is by checking your Kaiser Permanente ID card and asking to see a photo ID when you come in for care.

If you notice potential signs of misconduct, such as someone using another’s ID card or information improperly, a statement listing charges for care you didn’t receive, or your prescription medications have changed unexpectedly, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired). For more information about how we are working to protect you, visit [kp.org/protectingyou](https://kp.org/protectingyou).

We are committed to ethical conduct, integrity in our work, and compliance with all regulatory requirements. We train our employees and physicians to help protect your privacy and prevent fraud and identity theft. We monitor our systems and operations for indications of misconduct and take corrective action when needed.

# Your rights and responsibilities

## **Kaiser Permanente is your partner**

**in total health care.** Active communication between you and your physician as well as others on your health care team helps us to provide you with the most appropriate and effective care. We want to make sure you receive the information you need about your Health Plan, the people who provide your care, and the services available, including important preventive care guidelines. Having this information contributes to your being an active participant in your own medical care. We also honor your right to privacy and believe in your right to considerate and respectful care. This section details your rights and responsibilities as a Kaiser Permanente member and gives you information about member services, specialty referrals, privacy and confidentiality, and the dispute-resolution process.

As an adult member, you exercise these rights yourself. If you are a minor or are unable to make decisions about your medical care, these rights will be exercised by the person with the legal responsibility to participate in making these decisions for you.

## You have the right to:

### **Receive information about Kaiser Permanente, our services, our practitioners and providers, and your rights and responsibilities.**

We want you to participate in decisions about your medical care. You have the right, and should expect to receive as much information as you need to help you make these decisions. This includes information about:

- Kaiser Permanente
- The services we provide, including behavioral health services

- The names and professional status of the individuals who provide you with service or treatment
- The diagnosis of a medical condition, its recommended treatment, and alternative treatments
- The risks and benefits of recommended treatments
- Preventive care guidelines
- Ethical issues
- Complaint and grievance procedures

We will make this information as clear and understandable as possible. When needed, we will provide interpreter services.

### **Participate in a candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.**

You have the right to a candid discussion with your Plan physician about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage. Ask questions, even if you think they're not important. You should be satisfied with the answers to your questions and concerns before consenting to any treatment. You may refuse any recommended treatment if you don't agree with it or if it conflicts with your beliefs.

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

Medical emergencies or other circumstances may limit your participation in a treatment decision. However, in general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.





### **Participate with practitioners and providers in making decisions about your health care.**

You have the right to choose an adult representative, known as your agent, to make medical decisions for you if you are unable to do so, and to express your wishes about your future care. Instructions may be expressed in advance directive documents such as an advance health care directive. See page 72 for more information about advance directives.

For more information about these services and resources, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

**Have ethical issues considered.** You have the right to have ethical issues that may arise in connection with your health care considered by your health care team. Kaiser Permanente has a Bioethics/Ethics Committee at each of our medical centers to assist you in making important medical or ethical decisions.

**Receive personal medical records.** You have the right to review and receive copies of your medical records, subject to legal restrictions and any appropriate copying or retrieval charge(s). You can also designate someone to obtain your records on your behalf. Kaiser Permanente will not release your medical information without your written consent, except as required or permitted by law.

To review, receive, or release copies of your medical records, you'll need to complete and submit an appropriate written authorization or inspection request to our Medical Secretaries Department at the facility where you get your care. They can provide you with these forms and tell you how to request your records. Check your medical facility in this *Guidebook* or visit **kp.org** to find addresses and phone numbers for these departments. If you need help getting copies of your medical records, call our Member Service

Contact Center at **1-800-464-4000** or **711** (TTY).

**Receive care with respect and recognition of your dignity.** We respect your cultural, psychosocial, spiritual, and personal values; your beliefs; and your personal preferences. Kaiser Permanente is committed to providing high-quality care for you and to building healthy, thriving communities. To help us get to know you and provide culturally competent care, we collect race, ethnicity, language preferences (spoken and written), and religion data. This information can help us develop ways to improve care for our members and communities. This information is kept private and confidential and is not used in underwriting, rate setting, or benefit determination. Check your visit summary to make sure your information is correct. If you see an error, please tell us. We believe that providing quality health care includes a full and open discussion regarding all aspects of medical care and want you to be satisfied with the health care you receive from Kaiser Permanente.

**Use interpreter services.** When you call or come in for an appointment or call for advice, we will make every effort to communicate with you in the language you are most comfortable using. For more about our interpreter services, see page 74, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

**Be assured of privacy and confidentiality.** All Kaiser Permanente employees and physicians, as well as practitioners and providers with whom Kaiser Permanente contracts, are required to keep your protected health information (PHI) confidential. PHI is information that includes your name, Social Security number, or other information that reveals who you are, such as race, ethnicity, and language data. For example, your medical record is PHI because it includes your name and other identifiers.

Kaiser Permanente has strict policies and procedures regarding the collection, use, and disclosure of member PHI that includes the following:

- Kaiser Permanente’s routine uses and disclosures of PHI
- Use of authorizations
- Access to PHI
- Internal protection of oral, written, and electronic PHI across the organization
- Protection of information disclosed to Plan sponsors or employers

Please review the section titled “Privacy practices” on page 67.

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](http://kp.org), or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

**Participate in physician selection without interference.** You have the right to select and change your personal physician within the Kaiser Permanente Medical Care Program without interference, subject to physician availability. To learn more about nurse practitioners, physician assistants, and selecting a primary care practitioner, see page 40 in this *Guidebook*.

**Receive a second opinion from an appropriately qualified medical practitioner.** If you want a second opinion, you can either ask your Plan physician to help you arrange for one, or you can make an appointment with another Plan physician. Kaiser Foundation Health Plan, Inc., will cover a second opinion consultation from a non-Permanente Medical Group physician only if the care has been preauthorized by a Permanente Medical Group. While it is your right to consult with a physician outside the Kaiser Permanente Medical Care Program, without prior authorization you will be responsible for any costs you incur.

**Receive and use member satisfaction resources, including the right to voice complaints or make appeals about Kaiser Permanente or the care we provide.**

You have the right to resources such as patient assistance and member services, and the dispute-resolution process. These services are provided to help answer your questions and resolve problems.

A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Member Services Department to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy.

When necessary, we will provide you with interpreter services, including Sign language, at no cost to you. For more information about our services and resources, please contact our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

**Make recommendations regarding Kaiser Permanente’s member rights and responsibilities policies.** If you have any comments about these policies, please contact our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

## You are responsible for the following:

**Knowing the extent and limitations of your health care benefits.** A detailed explanation of your benefits is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Member Services office to request another copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy of your *Evidence of Coverage* booklet or *Certificate of Insurance*.

**Notifying us if you are hospitalized in a non-Kaiser Permanente hospital.** If you are hospitalized in any hospital that is not a Plan hospital, you are responsible for notifying us as soon as reasonably possible so we can monitor your care.

You can contact us by calling the number on your Kaiser Permanente ID card.

**Identifying yourself.** You are responsible for carrying your Kaiser Permanente identification (ID) card and photo identification with you at all times to use when appropriate, and for ensuring that no one else uses your ID card. If you let someone else use your card, we may keep your card and terminate your membership.

Your Kaiser Permanente ID card is for identification only and does not give you rights to services or other benefits unless you are an eligible member of our Health Plan. Anyone who is not a member will be billed for any services we provide.

**Keeping appointments.** You are responsible for promptly canceling any appointment that you no longer need or are unable to keep.

**Supplying information (to the extent possible) that Kaiser Permanente and our practitioners and providers need in order to provide you with care.** You are responsible for providing the most accurate information about your medical condition and history, as you understand it. Report any unexpected changes in your health to your physician or medical practitioner.

**Understanding your health problems and participating in developing mutually agreed-upon treatment goals, to the highest degree possible.** You are responsible for telling your physician or medical practitioner if you don't clearly understand your treatment plan or what is expected of you. You are also responsible for telling your physician or medical practitioner if you believe you cannot follow through with your treatment plan.

**Following the plans and instructions for care you have agreed on with your practitioners.** You are responsible for following the plans and instructions that you have agreed to with your physician or medical practitioner.

**Recognizing the effect of your lifestyle on your health.** Your health depends not only on care provided by Kaiser Permanente but also on the decisions you make in your daily life – poor choices, such as smoking or choosing to ignore medical advice, or positive choices, such as exercising and eating healthy foods.

**Being considerate of others.** You are responsible for treating physicians, health care professionals, and your fellow Kaiser Permanente members with courtesy and consideration. You are also responsible for showing respect for the property of others and of Kaiser Permanente.

**Fulfilling financial obligations.** You are responsible for paying on time any money owed to Kaiser Permanente.

**Knowing about and using the member satisfaction resources available, including the dispute-resolution process.** For more about the dispute-resolution process, see page 68 of this *Guidebook*. A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials.

If you need a replacement, contact our Member Service Contact Center to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy. Our Member Service Contact Center can also give you information about the various resources available to you and about Kaiser Permanente's policies and procedures. If you have any recommendations or comments about these policies, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at

**1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

## Policies and procedures

This section discusses the prescription drug formulary and policies on specialty referrals, new technology, confidentiality, and privacy practices. It also describes the dispute-resolution process and the procedures for decisions about coverage and medical treatment. Some common questions about treatment decisions and advance directives are answered beginning on page 71.

To speak with a representative about our policies and procedures, including benefits and coverage, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired). Senior Advantage and Medicare members can contact our Member Service Contact Center at **1-800-443-0815** (English), 7 days a week, 8 a.m. to 8 p.m.

### Disability access

It's our policy to make our facilities and services accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides (1) access to service-animal users except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-related disabilities, including qualified Sign language interpreter services and informational materials in alternative formats (examples include large print, audio tape/CDs, electronic

texts/disks/CD-ROMs, and Braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

### About your Kaiser Permanente identification (ID) card

Each member is assigned a unique medical record number, which we use to locate membership and medical information. Every member receives an ID card that shows his or her unique number.

If you are not sure when your coverage starts, call your employer's benefits office; individual plan members may call our Member Service Contact Center. If you were a member and have re-enrolled in our Health Plan, you will receive a new ID card that shows your original medical record number.

Whenever you receive a new ID card, destroy all old cards and begin using the new card. If you lose your ID card, or if we inadvertently issue you more than 1 medical record number, please call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

### Referrals for specialty care

Your primary care physician will refer you to a Plan specialist when he or she believes that you require specialty care. Some specialty departments such as Obstetrics-Gynecology, Psychiatry, and Chemical Dependency or Addiction Medicine don't require a referral. There may be instances when you require the services of a non-Plan physician. These services are covered only when authorized in writing by the Medical Group. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information.

### Notice of availability of Contracted Practitioners and Providers List

Kaiser Permanente is required by California law to provide members and prospective members, upon request, a list of medical practitioners and providers contracted to provide health care services to our members



in a general geographic area. The list includes certain information about these contracted health care practitioners and providers, including which primary care practitioners may be accepting new patients. The Contracted Practitioners and Providers List is not intended to replace other Kaiser Permanente physician directories, provider lists, or Guidebooks. To receive a copy of this list, call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY) and ask for the Contracted Practitioners and Providers List. Or request the Contracted Practitioners and Providers List by writing to:

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

## Prescription drug formulary

Our formulary is a list of covered drugs that have been carefully evaluated and approved by our Pharmacy and Therapeutics (P&T) Committee, primarily composed of Kaiser Permanente (Plan) physicians and pharmacists. The committee thoroughly reviews the medical literature and determines which drugs to include on the formulary based on a number of factors, including safety and effectiveness. The P&T Committee reviews and updates the formulary on a quarterly basis to ensure that it continues to include drugs that are safe and effective.

Plan physicians may prescribe generic or brand-name drugs that are on our formulary, or, in rare cases, drugs that are not on our formulary (non-formulary drugs), based on what is medically necessary for your condition.

A generic drug is a chemical copy of a brand-name drug and is equivalent to the brand-name drug in action, quality, and safety, but usually costs less. Generic drugs contain the same active ingredients in the same dosage as their brand-name counterparts and are approved by the

U.S. Food and Drug Administration. They become available only after the patent on a brand-name drug expires, at which point other companies are allowed to make the drug at cost savings ranging from 30 to 80 percent.

Generally, when a new generic drug becomes available, it is added to the formulary and the brand-name equivalent is removed. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generic drugs for the formulary.

If you have a prescription drug benefit and are prescribed a formulary drug, that drug will be covered under the terms of your benefits. Non-formulary brand medications are not covered unless your doctor determines that one is medically necessary and provides it through an exception process – for example, in the highly unusual situation that you do not tolerate or respond well to a generic drug. If your plan doesn't have a prescription drug benefit, you will be charged full price for both formulary and non-formulary drugs.

For more information on our prescription drug formulary, visit [kp.org/formulary](https://kp.org/formulary). Or call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

## New technology

Kaiser Permanente has an ongoing process for monitoring and evaluating the scientific evidence for new medical technologies, including medical procedures, pharmaceuticals, and medical devices. For new technologies that have been evaluated in scientific studies and shown to be effective and safe, Kaiser Permanente's physicians determine whether the procedures, drugs, or devices are medically appropriate for their patients.

## Coordination of Benefits (COB)

You and your family may be able to save on medical expenses if you are covered by more than 1 medical plan through an employer group (including Medicare Part A and/or B coverage held individually or assigned into a Medicare Advantage plan). Through our COB program, you may qualify for reimbursement of your cost share and out-of-pocket expenses. Through COB, your health care organizations and insurance companies work together to pay for your medical care. If you have coverage in addition to Kaiser Permanente through an employer group or Medicare and would like to find out if you qualify for COB, call one of our representatives. They are available Monday through Friday, 8 a.m. to 4 p.m., at **1-800-201-2123**. For more information about COB, please see your *Evidence of Coverage*.

## Claims status information

You have the right to track the status of a claim in the claims process and obtain the following information in 1 telephone contact with a representative from Member Services – the stage of the process, the amount approved, amount paid, member cost, and date paid (if applicable). To inquire about the status of a claim, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

## Coverage or service decisions

Managing how health care services and related resources are used is an important part of how Kaiser Permanente physicians and staff work together to help control costs and improve health care services for you.

Managing our resources effectively includes making decisions that help ensure that you receive the right care at the right time in the right care setting. Communicating openly with the members of your health care team is an important way to help ensure that you get the care you need.

Many agencies, accrediting bodies, and employers require managed care organizations and hospitals to detect and correct potential underuse and overuse of services. Among them are the National Committee for Quality Assurance, the Centers for Medicare & Medicaid Services (Medicare and Medi-Cal), and The Joint Commission. This monitoring of services is called “utilization management” (UM).

At Kaiser Permanente, we make UM decisions based only on appropriateness of care and service and the existence of coverage. Our physicians and other practitioners may use criteria or guidelines (information, tools, and other decision-making aids) to assist in service determinations. In the event of service-denial determinations in which criteria may have been used to assist in the determination, these criteria will be disclosed and provided to you. Also, we do not specifically reward practitioners or individuals conducting a utilization review for issuing denials of coverage or service. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. The type of coverage you have determines your benefits. Your Kaiser Permanente physician does not make decisions on your health care because of receiving a financial reward, or because they would be hired, fired, or promoted. Your Kaiser Permanente physician does not receive any financial reward if he or she does not provide the services you need. Kaiser Permanente makes sure that your physician provides the care you need at the right time and the right place.

For more information about policies regarding financial incentives and how we control utilization of services and expenditures, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).



## Assistance with utilization management (UM) issues and processes

For calls regarding UM issues, questions, or processes, please call the Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Member Services representatives and UM staff at each medical center are available during normal business hours to address your questions or concerns related to UM issues. Please call your local medical center number and request the Member Services or Utilization Management Department. Business hours are Monday through Friday (excluding holidays), 9 a.m. to 5 p.m. You can also inquire about UM processes or specific UM issues by leaving a voice mail after hours. Please leave your name, medical record number and/or birth date, telephone number where you can be reached, and your specific question. Messages will be responded to no later than the next business day.

### Quality

At Kaiser Permanente, we are proud of our delivery of high-quality health care and services to our members. Our commitment to quality is demonstrated through the recognition we've received from independent organizations for our internal improvement program and for our use of advanced technologies in providing medical care. You can request a complimentary copy of Quality Program at Kaiser Permanente, a document that explains our quality programs, by calling our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

You can also read this document online at **kp.org**. Scroll down to "Helpful links" at the bottom of the page and click "Quality and

safety at KP;" then "Measuring quality" from the left side of the page. Scroll down to the middle of the page and click "Quality Program at KP."

We participate in various activities that demonstrate the quality of care and service we provide. Information to better understand the quality of care we deliver at Kaiser Permanente in Northern California, as well as a way to compare our performance to other California health plans, is available. This clinical and patient experience information is reported through the public Office of the Patient Advocate and is available to view and print.

For clinical and patient-experience measures for all Kaiser Permanente locations and explanations of the scoring and rating methodologies used to demonstrate performance for clinical care and patient experience, visit [opa.ca.gov/report\\_card](https://opa.ca.gov/report_card).

### Privacy practices

Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers to protect your PHI. Your PHI is individually identifiable information (oral, written, or electronic) about your health, health care services you receive, or payment for your health care. You may generally see and receive copies of your PHI, correct or update your PHI, and ask us for an accounting of certain disclosures of your PHI. You can ask for confidential communications to be delivered to a location other than your usual address. You can also request a different delivery method than the method normally used.

We may use or disclose your PHI for treatment, payment, health research, and health care operations purposes, such as measuring the quality of services. We are sometimes required by law to give PHI to others, such as government agencies or in judicial actions. In addition, if you have coverage through an employer group, PHI is shared with your group only with your

authorization or as otherwise permitted by law. We will not use or disclose your PHI for any other purpose without your (or your representative's) written authorization, except as described in our Notice of Privacy Practices. Giving us authorization is at your discretion.

**This is only a brief summary of some of our key privacy practices. Our Notice of Privacy Practices, which provides additional information about our privacy practices and your rights regarding your PHI, is available and will be furnished to you upon request. To request a copy, please call our Member Service Contact Center at 1-800-464-4000 or 711 (TTY). You can also find the notice at your local Plan facility or on our website at [kp.org](http://kp.org).**

## Dispute resolution

We are committed to promptly resolving your concerns. The following sections describe some dispute-resolution options that may be available to you. Please refer to your *Evidence of Coverage* or *Certificate of Insurance*, or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, AIM, Federal Employee Health Benefits Program (FEHBP), or CalPERS member because you have different dispute-resolution options available. The information below is subject to change when your *Evidence of Coverage* or *Certificate of Insurance* is revised and the revised *Evidence of Coverage* or *Certificate of Insurance* replaces the information in this *Guidebook*.

We will confirm receipt of your complaint, grievance, or appeal within 5 days. We will send you our decision within 30 days from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. In the case of an expedited review, we will respond in less than 30 days, as described in this section.

## Complaints about quality of care or service, or access to facilities or services

If you have a complaint about your quality of care or service, or access to facilities or services, you may file a complaint online or you may contact a patient assistance coordinator or a Member Services representative at your local Plan facility, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY) to discuss your issue. To file a complaint online, go to [kp.org](http://kp.org) and click the "Locate our services" tab, then click "Member Services." On the left side of the screen, click "Submit a complaint." Our representatives will advise you about our resolution process and ensure that the appropriate parties review your complaint.

## The Joint Commission contact information

The Joint Commission is responsible for accreditation of health care organizations – for example, Kaiser Foundation Hospitals and Home Care and Hospice programs. Kaiser Permanente encourages the public to report any patient safety or quality-of-care concerns to hospital management. If the concerns cannot be resolved through the hospital, we encourage you to contact The Joint Commission's Office of Quality Monitoring at **630-792-5800**. The Joint Commission complaint email address is **[complaint@jointcommission.org](mailto:complaint@jointcommission.org)**. For more information about The Joint Commission, go to The Joint Commission website, **[jointcommission.org](http://jointcommission.org)**. You can send mail to:

Office of Quality Monitoring  
The Joint Commission  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181

## Who may file

The following people may file a grievance:

- You may file for yourself.
- You can ask a friend, relative, attorney, or any other person to file a grievance for you by appointing him or her in writing as your authorized representative.





- A parent may file for his or her child under age 18, except that the child must appoint the parent as authorized representative if the child has the legal right to control release of information that is relevant to the grievance.
- A court-appointed guardian may file for his or her ward, except that the ward must appoint the court-appointed guardian as authorized representative if the ward has the legal right to control release of information that is relevant to the grievance.
- A court-appointed conservator may file for his or her conservatee.
- An agent under a currently effective health care proxy, to the extent provided under state law, may file for his or her principal.
- Your physician may act as your authorized representative with your verbal consent to request an urgent grievance as described in the *Evidence of Coverage or Certificate of Insurance*.

### Expedited Review

If you want us to consider your grievance on an urgent basis, please tell us that when you file your grievance.

You must file your urgent grievance in 1 of the following ways:

- By calling our Expedited Review Unit toll free at **1-888-987-7247** (TTY users call **711**)
- By mailing a written request to:  
Kaiser Foundation Health Plan, Inc.  
Expedited Review Unit  
P.O. Box 23170  
Oakland, CA 94623-0170
- By faxing a written request to our Expedited Review Unit toll free at **1-888-987-2252**
- By visiting a Member Services office at a Plan facility (please see the facility directory beginning on page 1 for addresses)
- By going to **kp.org** – you can file a complaint or grievance, including a request for an expedited review, on our website.

We will decide whether your grievance is urgent or nonurgent unless your attending health care provider tells us your grievance is urgent. If we determine that your grievance is not urgent, we will use the procedure described under “Standard procedure” in the “Grievances” section of your *Evidence of Coverage or Certificate of Insurance*. Generally, a grievance is urgent only if 1 of the following is true:

- Using the standard procedure could seriously jeopardize your life, health, or ability to regain maximum function.
- Using the standard procedure would, in the opinion of a physician with knowledge of your medical condition, subject you to severe pain that cannot be adequately managed without extending your course of covered treatment.
- A physician with knowledge of your medical condition determines that your grievance is urgent.

If we respond to your grievance on an urgent basis, we will give you oral notice of our decision, as soon as your clinical condition requires, but not later than 72 hours after we received your grievance. We will send you a written confirmation of our decision within 3 days after we received your grievance.

If we do not decide in your favor, our letter will explain why and describe your further appeal rights.

**NOTE:** If you have an issue that involves an imminent and serious threat to your health (such as severe pain or potential loss of life, limb, or major bodily function), you can contact the California Department of Managed Health Care at any time at **1-888-HMO-2219 (1-888-466-2219)** or **1-877-688-9891** (TDD) without first filing a grievance with us.

### Binding arbitration

You have the right to voice complaints about Kaiser Permanente and the care we provide. Most member concerns are resolved through

our complaint and grievance process. However, if an issue is not resolved to your satisfaction through that process, you can ask for binding arbitration by a neutral third party.

We require that members use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. It's a legal proceeding that provides members with a fair, cost-effective, and confidential means of resolving disputes. The Office of the Independent Administrator is the neutral entity that administers Health Plan arbitrations. Typically, an arbitrator decides disputes within 18 to 24 months, and often in less than 1 year. The arbitrator's decision is binding for both members and the Health Plan. For more information about binding arbitration, please refer to your *Evidence of Coverage* or *Certificate of Insurance*.

If you need a current copy, call our Member Service Contact Center at **1-800-464-4000**.

### **Independent Medical Review (IMR)**

If you qualify, you or your authorized representative may have your issue reviewed through the Independent Medical Review (IMR) process managed by the California Department of Managed Health Care. The Department of Managed Health Care determines which cases qualify for IMR. This review is at no cost to you. If you decide not to request an IMR, you may give up the right to pursue some legal actions against us.

You may qualify for IMR if all of the following are true:

- One of these situations applies to you:
  - You have a recommendation from a provider requesting Medically Necessary Services
  - You have received Emergency Services, emergency ambulance Services, or Urgent Care from a provider who determined the Services to be Medically Necessary
  - You have been seen by a Plan Provider for the diagnosis or treatment of your medical condition

- Your request for payment or Services has been denied, modified, or delayed based in whole or in part on a decision that the Services are not Medically Necessary.
- You have filed a grievance and we have denied it or we haven't made a decision about your grievance within 30 days (or 3 days for urgent grievances). The Department of Managed Health Care may waive the requirement that you first file a grievance with us in extraordinary and compelling cases, such as severe pain or potential loss of life, limb, or major bodily function. If we have denied your grievance, you must submit your request for an IMR within 6 months of the date of our written denial. However, the Department of Managed Health Care may accept your request after 6 months if they determine that circumstances prevented timely submission.

You may also qualify for IMR if the Service you requested has been denied on the basis that it is experimental or investigational as described under "Experimental or investigational denials" in your *Evidence of Coverage* or *Certificate of Insurance*.

If the Department of Managed Health Care determines that your case is eligible for IMR, it will ask us to send your case to the Department of Managed Health Care's Independent Medical Review organization. The Department of Managed Health Care will promptly notify you of its decision after it receives the Independent Medical Review organization's determination. If the decision is in your favor, we will contact you to arrange for the Service or payment.

### **California Department of Managed Health Care**

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-464-4000** or **711** (TTY) and use your health plan's grievance process before contacting the department.



Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR).

If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **1-888-HMO-2219 (1-888-466-2219)** and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet website **hmohelp.ca.gov** has complaint forms, IMR application forms, and instructions online.

## Your medical treatment

We want you to know about your rights and your health care decisions. It is important for you to think about the types of treatments you may or may not choose if there comes a time when you cannot speak for yourself. These decisions are highly personal and are based on your values, beliefs, and what is important to you. We base this information on text from the California Consortium on Patient Self-Determination and adopted by the California Department of Health Care Services to implement Public Law 101-508.

The California Health Care Decision Law helps you control the kind of health care you receive if you lose the ability to speak for yourself.

Under the federal Patient Self-Determination Act, Kaiser Permanente must offer you written information about your right to make decisions regarding your medical care. We also want to make clear that you are not obligated to complete an advance directive. You will receive no change in other medical care whether or not you complete an advance directive stating your preferences or complete a Physician Orders for Life-Sustaining Treatment (POLST).

We hope this information will help you to receive the kind of medical treatment that is right for you.

### Treatment decisions

Your physician may offer you treatment for a medical condition. You can say "yes" to the treatment. Or you can say "no" to the treatment – even if the treatment might keep you alive longer. To help you know what you want, your physician will tell you about your medical condition and what different treatments (and their side effects) can do. Your physician must tell you about any serious problems that a particular medical treatment is likely to cause, and what your life might be like with and without the treatment. Your beliefs and values may guide you to decide whether to accept a treatment choice.

### Documenting your health care treatment preferences

In California, 2 complementary documents help to make your preferences clear: an advance directive and a Physician Orders for Life-Sustaining Treatment (POLST). Anyone 18 or older and of sound mind can complete them; legal help is not required. A POLST form is designed for people with serious illness, thus, should not be completed unless you are seriously ill. Your physician can help you decide if a POLST is right for you. With the POLST, your physician decides which treatment orders will benefit you and completes the POLST form with help from you or the person you choose to make health care decisions for you.

**An advance directive**, sometimes called an advance health care directive, documents your current preferences about your future medical care. These preferences guide your medical care if you lose the ability to make decisions for yourself. You can name someone as your decision-maker (surrogate decision-maker) to make health care decisions for you if you're too sick to make your own decisions. We recommend that you choose an adult relative or friend you trust, knows you, cares about you, and can support your treatment choices. Or you can fill out the form without naming a surrogate decision-maker. Your health care instructions help you express your wishes about receiving life support and other types of treatment. We will follow your wishes as stated in your advance directive in accordance with the law and in keeping with good medical practice. If your physician is unable to follow your stated wishes, we will attempt to transfer you to another physician who can comply with your instructions. We recommend you use an advance health care directive form, available from the Member Services, Patient Assistance, and Health Education Departments at your local Kaiser Permanente medical center or medical offices. You can also download a form at [kp.org](http://kp.org), under "Forms & publications."

After you complete the directive:

- Give a copy of the original to your authorized surrogate decision-maker.
- Ask your physician to attach your advance directive to your permanent medical record.
- Keep a copy of your advance directive in a safe place where it can be easily found if needed.
- Keep a card in your wallet or purse stating that you have an advance directive.

You can also register your advance directive with the California State Department of Justice Office of the Attorney General. For information, you can call **916-322-3360** or visit their website at [sos.ca.gov/ahcdr](http://sos.ca.gov/ahcdr).

**A POLST or Physician Orders for Life-Sustaining Treatment** form is a document that your physician completes with input from you or your surrogate decision-maker. The POLST contains physician orders about CPR, medical interventions, use of antibiotics, and use of artificially administered fluids and nutrition. A POLST orders treatment that reflects your wishes concerning end-of-life care. The POLST is voluntary and is intended only for people who are seriously ill. At any time, you or your surrogate decision-maker can discuss with a physician a change in those orders. This form assists physicians, nurses, health care facilities, and emergency personnel in honoring your wishes about life-sustaining treatment. A POLST complements your advance directive and is not intended to replace it. Once it's completed, it becomes a part of your medical record. It can be changed at any time by you or your surrogate decision-maker if your condition changes. For more information, visit [coalitionccc.org](http://coalitionccc.org).

#### **Do I have to fill out an advance directive or POLST?**

**No.** You can just talk with your physicians and ask them to write down what you've said in your medical record. And you can talk with your family. But people will be clearer about your treatment wishes – and your wishes are more likely to be followed – if you write them down.

You can also tell your provider what you prefer and have it documented in your medical record, or you can put it in writing, sign it, and have that document made a part of your medical record. Your physicians and family can use what you've written to decide on your treatment. A physician must follow your wishes when you say "no" to a treatment. The law provides legal protection for physicians who follow your wishes. If there is uncertainty, physicians can ask for guidance from the hospital's Ethics Consultation Service.



### What if I'm too sick to decide?

If you can't make treatment decisions, your physician may ask your family and significant others to help decide what is best for you. While this approach can be helpful, there are times when not everyone agrees on what you would want. That's why it's helpful to choose someone to make decisions for you in case you are sick, discuss with that someone the goals of your medical treatment, and fill out an advance directive or POLST in a way that reflects those goals. Some treatment decisions are hard to make, and knowing what you want helps your family and your physicians. The advance health care directive also gives them legal protection when they follow your wishes.

### What if I change my mind?

You can change or revoke an advance directive or POLST, as long as you can communicate your wishes.

### Will I still be treated if I don't fill out an advance directive or POLST?

The best medical care is care that you would want. While you will be treated regardless of whether you fill out an advance directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:

- An advance directive lets you name someone to make treatment decisions for you. That person can make most medical decisions – not just those about life-sustaining treatment – when you can't speak for yourself. Besides naming a surrogate decision-maker, you can also use the form to say when you would and would not want particular kinds of treatment.
- A POLST is a group of orders signed by a physician based on physician judgment in light of your individual health care preferences. The POLST is intended for persons who are seriously ill. This document contains orders about life-sustaining treatment.

- You can express your wishes to your provider and have them documented in your medical record, or you can put them in writing and have that made a part of your medical record.

### Where can I find more information about an advance directive and POLST?

Ask your physician, nurse, or social worker for more information. Or visit your local facility's Member Services Department. Some medical centers offer member classes about advance directives. You can contact your local Member Health Education Department.

### What if I want to be an organ donor?

A question on the advance health care directive form asks whether you want to be an organ donor. In addition, you can get a sticker for your driver's license that conveys your wishes or you can carry an organ donor card. For information about organ donation, visit [donatelifecalifornia.org](http://donatelifecalifornia.org) or call **1-866-797-2366**.

# Help in your language

We want to speak to you in the language that you're most comfortable with when you call us or come in for service. Interpreter services, including Sign language, are available at no cost, 24 hours a day, 7 days a week during all hours of operation.

Qualified interpreter services are available even when you're accompanied by a family member or friend who could interpret for you. We discourage using minors as interpreters.

Our call centers have interpreters who speak Spanish, Cantonese, and Mandarin, as well as other Chinese dialects. Most of our facilities have staff who speak more than one language and are specially trained to interpret and explain medical terms and procedures. Many of our practitioners also speak more than one language.

If you visit one of our facilities and no one speaks your language, we have interpreters for more than 140 languages available by phone. If you need a Sign language interpreter, we can preschedule the interpreter service for your appointment.

If you need health plan materials in your language, you can ask for translations. You can also get them in large text or other formats based on your vision or hearing needs. When needed, we can also give referrals to appropriate community-based resources, based on your language, culture, and any special needs. Just let us know how we can help.

To learn more about these services, call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

If you're Deaf, hard of hearing, or speech impaired, we have telephone-based services you can use to make appointments or get advice. When you call one of our TTY phone numbers, our staff will respond using a TTY telephone. The TTY telephone and the California Relay Service allow TTY and non-TTY users to communicate with each other.

Specially trained operators relay telephone conversations back and forth between a hearing party, who uses a standard voice telephone, and a person who is Deaf, hard of hearing, or speech impaired. If you're a TTY user and you need to reach a Kaiser Permanente facility that doesn't have a direct TTY phone number, dial **711** and have the operator relay the conversation.

## Ayuda en su idioma

Queremos hablarle en el idioma que le resulte más cómodo cuando nos llame o venga para recibir servicios. Se ofrecen servicios de intérprete, incluida la lengua de señas (sign language), sin costo alguno para usted, las 24 horas del día, los 7 días de la semana, durante todo el horario de atención.

Los servicios de un intérprete calificado están disponibles aunque usted esté acompañado por un familiar o amigo que le podría servir de intérprete. No recomendamos que use a menores de edad como intérpretes.

Nuestras centrales de llamadas cuentan con intérpretes que hablan español, cantonés y mandarín, así como otros dialectos chinos. La mayoría de nuestros centros cuentan con personal que habla más de un idioma y que está capacitado especialmente para interpretar y explicar los términos y procedimientos médicos. Muchos de nuestros profesionales médicos también hablan más de un idioma.

Si visita uno de nuestros centros y no hay nadie que hable su idioma, contamos con intérpretes de más de 140 idiomas que están a su alcance por teléfono. Si necesita un intérprete de lengua de señas podemos programar de antemano el servicio de intérprete para su cita.

Si lo necesita, puede pedir traducciones de los materiales del plan de salud en su idioma. También puede solicitarlos en letra grande u otros formatos, de acuerdo a sus necesidades de la vista o audición. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y cualquier necesidad especial que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios, llame a nuestra Central de Llamadas de Servicio a los Miembros las 24 horas del día, los 7 días de la semana (cerrada los días festivos), llamando al **1-800-788-0616**, o al **711** (TTY para personas con problemas auditivos o del habla).

Si es sordo o tiene problemas auditivos o del habla, contamos con servicios telefónicos que puede usar para programar citas u obtener consejo. Cuando llame a uno de nuestros números de teléfono TTY, nuestro personal le contestará a través de un teléfono TTY. El teléfono TTY y el Servicio de Retransmisión de California facilitan la comunicación entre usuarios de TTY y aquellos que no usan TTY.

Los operadores con capacitación especial transmiten conversaciones telefónicas entre una persona con nivel de audición normal que usa un teléfono de voz estándar y una persona sorda o con problemas auditivos o del habla. Si usted es usuario de TTY y necesita comunicarse con un centro de Kaiser Permanente que no tiene un número de teléfono TTY directo, llame al **711** y pida que el operador transmita la conversación.

## 以您的語言提供協助

當您來電或前來接受服務時，我們希望用您最感到自在的語言與您溝通。我們每週7天，每天24小時在所有辦公時間內免費為您提供口譯服務，包括手語在內。

即使您有可以替您口譯的家人或朋友陪同，您也能獲得合格的口譯服務。我們不鼓勵未成年人充當口譯員。

我們的電話中心有說西班牙語、粵語、國話及其他華語方言的口譯員。大多數的醫療設施都有工作人員能說一種以上語言，而且受過專門訓練能為您口譯及解釋醫學名詞及醫療程序。我們許多執業人員也能說一種以上的語言。

如果您前往我們某一家醫療設施而那裡沒有人能說您的語言，我們可以透過電話提供超過140種語言的口譯服務。如果您需要手語傳譯員，我們可以事先為您的約診安排手語傳譯服務。

如果您需要以您的語言閱讀保健計劃資料，您可以要求翻譯版本。您也可以根據您的視力或聽力需求獲得這些資料的大字版或其他格式。如果有需要，我們也可以根據您的語言、文化以及任何其他特殊需求而將您轉介給適當的社區資源。總之，無論您需要何種協助，請儘管告訴我們。

如需有關這些服務的更多資訊，請致電會員服務電話中心**1-800-757-7585**或**711** (TTY聽力與語言障礙者電傳專線)，每週7天，每天24小時為您服務。

如您失聰，重聽或有語言障礙，我們有電傳服務可為您約診或提供醫療建議。當您使用我們的TTY電傳專線服務時，我們的接線員亦會用TTY給您回話。TTY電話及加州中繼服務 (California Relay Service) 讓聽障/語障者及非聽障/語障者能互相溝通。

受過專門訓練的接線員，在聽力正常、使用普通語音電話者與失聰、聽障或語障者之間來回傳遞電話訊息。如您是TTY使用者，需要致電沒有直接TTY號碼的Kaiser Permanente醫療設施，請撥**711**，讓接線員為您傳遞訊息。

# Guide for members with disabilities

## Access to facilities and services

Kaiser Permanente is dedicated to providing accessible services for all members and visitors. The information presented here will guide you through available resources to help you plan your visit or hospital stay at any of our statewide facilities.

## Alternative formats

### Print documents are available in alternative formats

Large print, braille, audio (tape or CD), and electronic files (accessible PDF or Microsoft Word document) are available at no charge to members with disabilities. The amount of time required for production of written materials in alternative formats may vary depending upon the complexity, type, and length of the document requested, as well as whether the materials are prepared in-house or by third-party vendors. Generally, written materials in alternative formats can be produced within 2 weeks or less. Some documents, such as online PDFs that don't contain patient-specific information, are available for immediate viewing or downloading.

### Accessible PDFs online (without patient-specific information)

Non-patient-specific documents (for example, written materials that don't refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient) are available for immediate viewing or downloading in an accessible PDF online at [kp.org](http://kp.org). These documents can also be produced in alternative formats upon request: Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**. You can also contact us online at [kp.org](http://kp.org). Click the "Locate our services" tab. Then click "Member Services" and "Contact Member Services."

## Documents with patient-specific information

Written materials that refer or pertain to clinical visits by, or treatment of, a Kaiser member or patient can be produced in alternative formats upon request through your care provider or our Member Service Contact Center at the number in the previous paragraph.

## Auxiliary aids and services

### Communication aids

A variety of aids and services are available to help patients and visitors needing assistance in communicating. For individuals who are Deaf or hard of hearing, we offer Sign language interpreting services at no cost. Our interpreters are specialists in communicating health-related information. In addition to in-person, Sign language interpretation services, the following auxiliary aids and services are available:

- Type-to-text displays in real time – for example, Ubi Duo
- Assistive listening devices (ALDs) – for example, Pocket Talker (a hand-held amplifier to aid conversation for the hard of hearing)
- TDDs (telecommunication devices for the Deaf)
- VRI (video remote interpretation services)\*
- CART (Communication Access Realtime Translation)
- Tactile interpreting for members who are Deaf and blind

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

### Health Education – computer access software and services

Kaiser Permanente's Health Education Departments offer a number of options for members with limitations in hearing, vision, or mobility, including ZoomText screen magnifying software, WYNN Wizard scanning, text-to-audio software (for converting accessible documents into an audio CD), large print keyboards, and ergonomic trackballs.





To get the location of your local Health Education Department, you have 2 options:

- Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**.
- Visit **kp.org** and click the "Locate our services" tab. Then click "Find a facility" and enter your search criteria. Select the location you want. Then click "Services and amenities" and "Health Education."

### Our website and mobile apps

Kaiser Permanente strives to provide accessible and usable digital resources to all members, including people with disabilities. We continually review and modify our sites and applications to improve their accessibility for people who use assistive technologies.

Kaiser Permanente complies with version 2 of the Web Content Accessibility Guidelines (WCAG 2.0) Conformance Level AA Success Criteria, and thus Section 508 of the Rehabilitation Act.

#### Our website, **kp.org**

Accessibility is a big part of our Web development cycle. Development teams design sites to be accessible and usable, and our Digital Accessibility Team assesses all Web pages for accessibility using JAWS and NVDA screen-reading software.

#### The Kaiser Permanente mobile app

Accessibility is also a major part of our mobile application development cycle. Development teams design apps to be accessible and usable, and our Digital Accessibility Team and product quality testers assess all iOS app screens with VoiceOver. We also design all native apps (iPhone) to have appropriate contrast and text size for members with low vision.

#### Need help?

If you're having accessibility problems with our **kp.org** website or mobile applications, you can receive help by calling our Website

Support helpline at **1-800-556-7677**, Monday through Friday from 6 a.m. to 7 p.m., and Saturday and Sunday from 7 a.m. to 3 p.m. (closed holidays). This helpline offers real-time, one-on-one assistance and troubleshooting.

### Accessible wayfinding to Kaiser Permanente facilities

In keeping with our commitment to provide accessible services and programs, we offer 2 kinds of accessible wayfinding to Kaiser Permanente facilities.

- On **kp.org**, you'll find accessible directions. Click the "Locate our services" tab, then click the "Locate a facility" link. Enter your search criteria and click "Map and directions" for the location you want to visit.
- For iPhone users, our iPhone 3.1 mobile app has a fully accessible "Directions to Here" feature. Select the facility you want, and click the "Directions to Here" and "Start" buttons. It will then talk to you and guide you turn-by-turn (by car, bus, or foot) until you get to your desired location.

### Pharmacy services

Kaiser Permanente pharmacies provide a number of communication formats and assistive devices for members who are blind, have low vision, or may have difficulties with remembering, understanding, and/or hearing, including:

- Alternative formats (braille, large print, audio, CD/tape, accessible PDF documents).
- Large print prescription labels and Talking Rx, an audible prescription information device, available through medical center and online pharmacies (visually impaired members only).
- Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier.
- Language interpreters for American Sign Language (ASL), CART, and others.
- Additional staff assistance is available.

For additional information or assistance, you can contact a Kaiser Permanente pharmacy by:

- **Calling your local pharmacy.** You can get local pharmacy numbers by calling our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**. Or visit **kp.org** and click the "Locate our services" tab. Click the "Locate a facility" link and enter your search criteria. Select the facility you want, and then click "Departments and specialties" and "Pharmacy."
- **Accessing our online pharmacy center.** At **kp.org**, click the "Pharmacy center" option under "My health manager." Then choose from:
  - Pharmacy help
  - Contact a pharmacist
  - Drug encyclopedia
  - Drug formulary
  - Refill reminders
  - Refill by Rx number

## Programs and classes

Online programs, special rates, and classes are offered at our medical centers.\* To check your options, sign on to **kp.org** and select "Programs & classes" under the "Health & wellness" tab.

You can choose from:

- Classes
- Therapy and support groups
- Individual counseling
- Wellness products

Classes include, but are not limited to:

- Allergies and asthma
- Diabetes
- Fitness and exercise
- Pain management
- Parenting
- Quitting smoking

\*Check your local Health Education Department for class and schedule availability.

Upon request with reasonable prior notice, you or a companion can access communication accommodations, including, but not limited to documents in alternative formats (braille, large print, audio and accessible electronic documents), hearing amplification devices, Sign language interpreting services, captioned and/or audio-described videos; please contact your local Health Education Department.

You can also choose from several online healthy lifestyle programs, which can help you improve your health and well-being. For example, the Total Health Assessment gives you an overview of your current health, along with an action plan for making improvements.

Other programs can help you:

- Eat healthy
- Lose weight
- Quit smoking
- Reduce stress
- Sleep better
- Manage back pain
- Deal with ongoing conditions
- Manage chronic pain
- Manage depression
- Keep diabetes under control

## Member Service Contact Center

Member Services staff are available on-site at all primary medical center facilities for in-person assistance for all disability-related needs including alternative formats, wayfinding, facility and medical equipment access, interpreters, assistance devices and services, and grievances.

The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

### California

**1-800-464-4000** (English)

**1-800-788-0616** (Spanish)

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

**711** (TTY for the hearing/speech impaired)

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

## Medicare members

1-800-443-0815

711 (TTY for the hearing/speech impaired)

Hours: 7 days a week from 8 a.m. to 8 p.m.

## Online resources and documents

### Forms and publications

#### Plan services and information

Visit **kp.org** to view or download accessible plan services and information documents including:

- Coverage information
- Directories and *Guidebooks*
- Additional services like vision care, preventive services, and cosmetic services

Once you've signed on to our website, select "Forms & publications" under the "Locate our services" tab. Then click "Plan services and information."

### Newsletters and articles

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

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

From the **kp.org** home page, select "Forms and publications" under the "Locate our services" tab. Then click "Newsletters and articles."

### Forms

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

- Advance directives
- Claim forms
- Disclosure authorization
- Health Information Exchange
- Pharmacy authorizations

- Statement of Authorized Representative
- Student certification forms

From the **kp.org** home page, select "Forms & publications" under the "Locate our services" tab.

## Health and wellness

### Live healthy

To view or download accessible documents, or to get an online audio explanation of our collection of practical tools, tips, and information, sign on to **kp.org**. Under the "Health & wellness" tab, select "Live healthy." You'll find accessible health guides on many topics, including:

- Child and teen health
- Complementary and alternative care
- Emotional wellness
- Fitness
- Men's health
- Nutrition and recipes
- Pregnancy and new baby
- Preventive care
- Quit smoking
- Senior health
- Weight management
- Women's health

We also offer a number of videos and podcasts with downloadable transcripts.

Topics include:

- Advance care planning
- Asthma
- Diabetes
- Exercise

### Kaiser Permanente health tools

Get a picture of your health risks, and get help to make decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to **kp.org** and select "Live healthy" under the "Health & wellness" tab.

## Conditions and diseases

Get physician-approved articles on the common cold, rare conditions, and the many health concerns in between. Or connect with online communities and support groups and search our health encyclopedia. For a complete listing and to view this material, sign on to **kp.org** and select “Conditions & diseases” under the “Health & wellness” tab.

## Drugs and natural medicines

View material about prescriptions, over-the-counter drugs, and supplements like herbs and vitamins. You can learn how they work, possible side effects, and more. To view this material or use these tools, sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab.

## Formulary (covered drugs)

### California Marketplace formulary

Learn more about what drugs are covered at what level for plans offered by Kaiser Permanente through Covered California, the state’s Health Insurance Marketplace. Accessible PDFs are available in English, Spanish, and Chinese. Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs.”

### Medicare Part D formulary

Learn more about what drugs are covered at what levels for Senior Advantage (HMO) and Senior Advantage Medicare Medi-Cal (HMO SNP). Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs” and “Medicare Part D formulary.”

Accessible PDF documents include information on:

- 2015 Kaiser Permanente Medicare Part D formulary
- 2015 *Evidence of Coverage*
- Coverage determinations
- Extra help for Medicare Part D drugs
- Grievances and appeals

- Kaiser Permanente and affiliated pharmacies
- Medicare medication therapy management
- Pharmacy refills and mail-order services
- Quality assurance and drug utilization management
- Your options upon disenrollment
- Contact information

You can get braille, large print, or audio versions by contacting Member Services.

## My Health Manager

To locate online services related to medical records, messages from health care personnel, coverage, costs, appointments, or pharmacy services, sign on to **kp.org** and select “My health manager.”

## My medical record

My medical record allows you to view test results, vaccination history, health reminders, and more. You can download accessible PDFs related to your care for allergies, eyewear prescriptions, health care reminders, health summary, hospital stays and follow-up care, immunizations, ongoing health conditions, past visit information, personal action plans, questionnaires, and test results.

## My message center

Email your doctor’s office with routine questions, securely and conveniently. You can also contact Member Services and our Web manager.

## My coverage and costs

Get the facts about your plan and benefits, download forms, pay medical bills, and more with “My coverage and costs.”

## Appointment center

Make appointments online, quickly and easily. You can also view or cancel upcoming appointments, or view past visits in our Appointment center.

## Pharmacy center

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

# Glossary

**Behavioral health care services:** An umbrella term for the departments of Addiction Medicine and Psychiatry, which offer a wide range of services, from inpatient, outpatient, and day treatment programs to individual counseling, family counseling, and group therapy. No referral is needed.

**Certificate of Insurance:** A written explanation of an individual's coverage rights and benefits that are determined by the policy. It contains an explanation of benefits and limitations, definitions of important terms, and conditions of coverage, including information about deductibles and out-of-pocket expenses.

**Contracted provider:** Providers we contract with to provide services to members. They include contracted hospitals, contracted primary care providers, contracted physicians, contracted medical groups, contracted Plan medical offices, and contracted pharmacies.

**Evidence of Coverage:** Our booklet explaining benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

**Family medicine:** Provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

**Health Plan:** An abbreviated form of Kaiser Foundation Health Plan, Inc., the unit that operates the health plan portion of Kaiser Permanente.

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

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

**Kaiser Permanente:** The Kaiser Permanente Medical Care Program. Kaiser Permanente in Northern California is three separate entities: Kaiser Foundation Health Plan, Inc. (Health Plan), Kaiser Foundation Hospitals (KFH), and The Permanente Medical Group, Inc. (TPMG). Health Plan and Kaiser Foundation Hospitals are nonprofit benefit corporations. The Permanente Medical Group, Inc., is a for-profit professional corporation.

**Kaiser Permanente medical centers:** Kaiser Permanente-owned or leased facilities that include a hospital with inpatient services, an emergency department, medical offices, outpatient primary care services, and other support services, such as pharmacy and laboratory. Medical centers offer the widest range of health care services and are staffed by our Medical Group.

**Kaiser Permanente medical offices:** Medical offices usually offer primary care, outpatient treatment, psychiatric services, and support services such as pharmacy and laboratory.

**Non-Plan provider:** Any licensed health care provider, including hospitals, not listed in this *Guidebook*. Coverage for emergency services received by a Health Plan member from an out-of-Plan (non-Plan) provider is subject to the out-of-Plan emergency services provisions as defined in your *Evidence of Coverage* booklet or *Certificate of Insurance*.

# Glossary

**Obstetrics-Gynecology (Ob-Gyn):** Provides women’s health, family planning, pregnancy, and medical and surgical reproductive health services. Also listed as Women’s Health in this *Guidebook*.

**Pediatrics:** Provides children’s health care, usually from birth through age 18.

**Permanente Medical Group:** Also abbreviated as Medical Group, the Permanente Medical Group is the physician group that staffs our medical facilities and works exclusively for Kaiser Permanente. The group names vary by region: in Northern California, it’s The Permanente Medical Group, Inc. (TPMG).

**Plan:** Kaiser Permanente.

**Plan facility:** A facility owned, leased, or contracted by Kaiser Permanente to provide medical services to our members.

**Plan physician:** A licensed physician who is either an employee of The Permanente Medical Group, Inc. (TPMG), or a licensed physician who contracts with TPMG to provide services and supplies to Health Plan members.

**Primary care:** Basic or general health care services provided by family medicine, internal medicine, and pediatrics physicians and other health care practitioners.

**Referral only:** A referral from a primary care physician is needed to make an appointment in certain “by referral only” specialty departments.

**Service area:** That geographical area defined by ZIP codes within specified counties. Refer to your *Evidence of Coverage* or *Certificate of Insurance* for a list of ZIP codes.

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



# DHCS Physical Accessibility Survey

**We make our facilities and services accessible to individuals with disabilities,** in compliance with the federal and state laws that prohibit discrimination based on disability. In addition, we conduct physical accessibility surveys at certain facilities as required by the California Department of Health Care Services (DHCS). These surveys evaluate six areas of access: parking, building exterior, building interior, restrooms, exam rooms, and exam table/scale.

You can see the DHCS survey status in the list of facilities beginning on page 1. If the facility has been surveyed, you can see what level of accessibility is available. You can also see if the survey results are still pending, or if the survey is not required.

These are the levels of accessibility, as defined by the DHCS survey:

- **Basic access** – The facility demonstrates that it has met the standards for all six areas of physical accessibility surveyed (parking, outside building, inside building, restrooms, exam rooms, and exam table/scale).
- **Limited access** – The facility demonstrates that it has met the standards for some, but not all, of the six areas of physical accessibility surveyed.
- **Medical equipment access** – The facility demonstrates that patients with disabilities have access to height-adjustable exam tables and weight scales accessible to patients with wheelchairs and scooters.

These are the standards for accessibility for the six areas:

## **P = Parking**

Parking spaces, including spaces designated for vans, are accessible. Pathways have curb ramps between the parking lots, offices, and at drop-off locations.

## **E = Exam Room**

The entrance to the exam room is accessible with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.

## **EB = Exterior (outside) Building**

Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter. Handrails are provided on both sides of the ramp. There is an accessible entrance to the building. Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use.

## **IB = Interior (inside) Building**

Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if available, have handrails. If there is an elevator, it is available for public use at all times when the building is open. The elevator has enough room for a wheelchair or scooter to turn around. If there is a platform lift, it can be used without help.

## **R = Restroom**

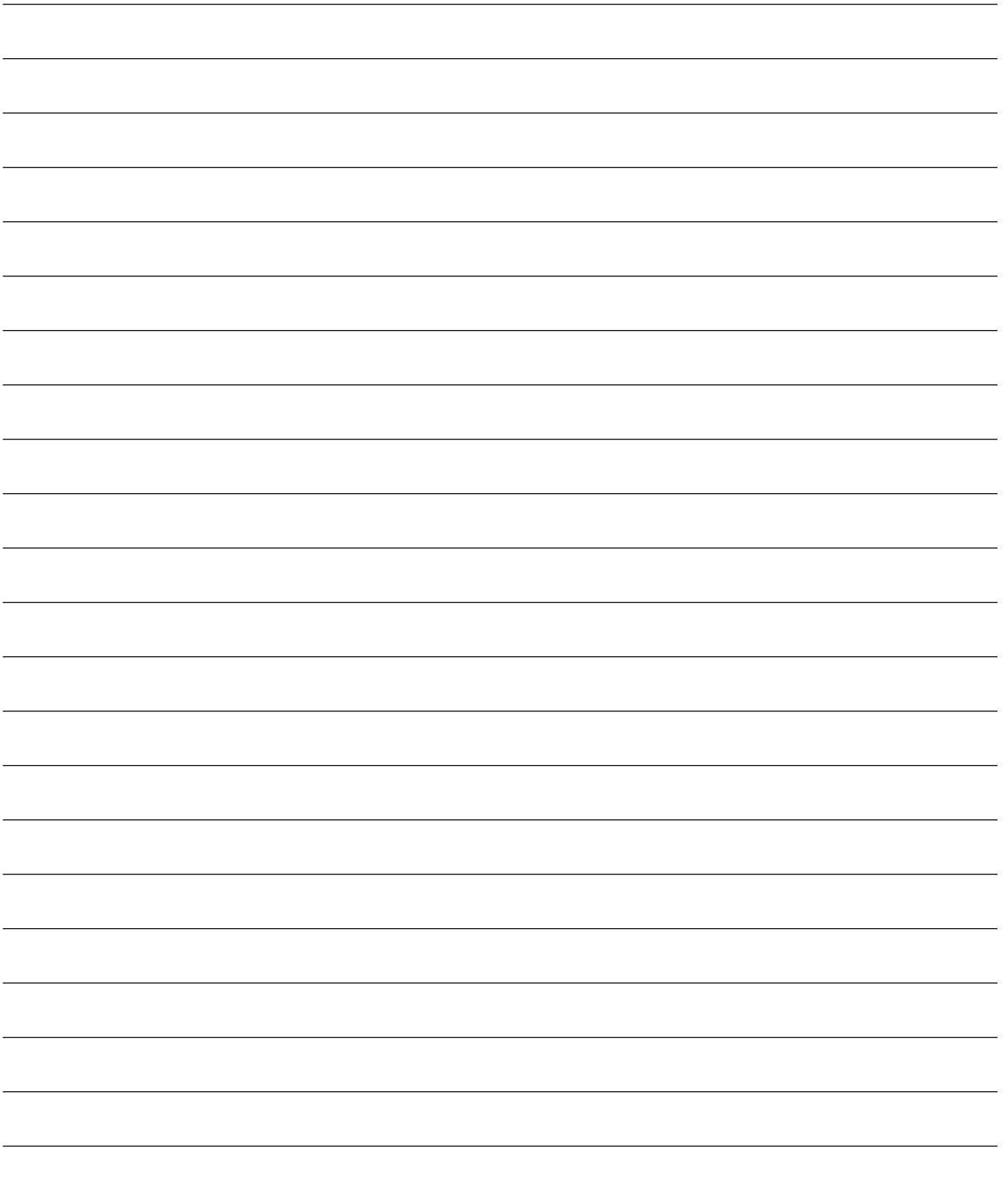
The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars that allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.

## **T = Exam Table/Scale**

The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.







# Medical Centers in Northern California

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## **CENTRAL CALIFORNIA**

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**Fresno Medical Center**  
Information..... 559-448-4500

**Manteca Medical Center**  
Information..... 209-825-3700

**Modesto Medical Center**  
Information..... 209-735-5000

## **DIABLO AND NAPA/SOLANO**

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**Antioch Medical Center**  
Information..... 925-813-6500

**Vacaville Medical Center**  
Information..... 707-624-4000

**Vallejo Medical Center**  
Information..... 707-651-1000

**Walnut Creek Medical Center**  
Information..... 925-295-4000

## **EAST BAY**

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**Fremont Medical Center**  
Information..... 510-248-3000

**Oakland Medical Center**  
Information..... 510-752-1000

**Richmond Medical Center**  
Information..... 510-307-1500

**San Leandro Medical Center**  
Information..... 510-454-1000

## **SACRAMENTO**

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**Roseville Medical Center**  
Information..... 916-784-4000

**Sacramento Medical Center**  
Information..... 916-973-5000

**South Sacramento Medical Center**  
Information..... 916-688-2000

## **SAN FRANCISCO, MARIN, AND SONOMA**

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**San Francisco Medical Center**  
Information..... 415-833-2000  
TTY ..... 415-833-8129

**San Rafael Medical Center**  
Information..... 415-444-2000

**Santa Rosa Medical Center**  
Information..... 707-393-4000  
TTY ..... 707-544-2149

## **SOUTH BAY AND PENINSULA**

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**Redwood City Medical Center**  
Information..... 650-299-2000  
TTY ..... 650-299-2207

**San Jose Medical Center**  
Information..... 408-972-3000  
TTY ..... 408-972-3323

**Santa Clara Medical Center**  
Information..... 408-851-1000  
TTY ..... 408-972-3323

**South San Francisco Medical Center**  
Information..... 650-742-2000  
TTY ..... 650-871-8533

### **TTY phone numbers**

Unless otherwise noted, most facilities use **711** for the Deaf, hard of hearing, or speech impaired.

# Member Services in the United States

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## CALIFORNIA

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Hours: 7 days a week, 24 hours a day; closed holidays; closed at 10 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve  
Information

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

TTY for the hearing/  
speech impaired ..... **711**

## COLORADO

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### Denver/Boulder area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information

from Denver metro area..... **303-338-3800**  
from other areas ..... **1-800-632-9700**

TTY..... **303-338-3820**

### Northern Colorado area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... **1-800-632-9700**

TTY..... **1-800-521-4874**

### Southern Colorado area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... **1-888-681-7878**

TTY..... **1-800-521-4874**

## DISTRICT OF COLUMBIA

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Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... **1-800-777-7902**

from D.C..... **301-468-6000**

TTY..... **301-879-6380**

## GEORGIA

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### Atlanta metro area

Hours: Mon-Fri, 7 a.m.-7 p.m.

Information

from Atlanta metro area..... **404-261-2590**  
from other areas ..... **1-888-865-5813**

TTY..... **1-800-255-0056**

## HAWAII

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### Islands of Oahu, Maui, Hawaii, Kauai, Lanai, and Molokai

Hours: Mon-Fri, 8 a.m.-5 p.m.;

Sat, 8 a.m.-noon

Information

from Oahu..... **808-432-5955**  
from outside Oahu..... **1-800-966-5955**

TTY..... **1-877-447-5990**

## IDAHO

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### Group Health

#### (northern area only)

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... **1-888-901-4636**

TTY..... **1-800-377-3529**

## MARYLAND

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### Baltimore and suburban D.C. area

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... **1-800-777-7902**

from suburban D.C. area ..... **301-468-6000**

TTY..... **301-879-6380**

## OREGON/SOUTHWEST WASHINGTON

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Hours: Mon-Fri, 8 a.m.-6 p.m.

Information

from Portland..... **503-813-2000**

from other areas ..... **1-800-813-2000**

### Medicare/Senior Advantage

Hours: 7 days a week, 8 a.m.-8 p.m.

from all areas..... **1-877-221-8221**

TTY..... **1-800-735-2900**

### Language interpreter services

from all areas..... **1-800-324-8010**

### Group Health

#### (Washington, western/central/eastern areas)

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... **1-888-901-4636**

TTY..... **1-800-833-6388**

## VIRGINIA

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### Northern area

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... **1-800-777-7902**

TTY..... **301-879-6380**

Note: TTY numbers require special telephone equipment and are only for people who have difficulties hearing or speaking.



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## At a glance

Use this table to keep track of your and your family's health care information in 1 convenient place.

Name	Medical record number	Physician	Phone number

### MEMBER SERVICE CONTACT CENTER

Questions or concerns? We're open 24 hours a day, 7 days a week (closed holidays).

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

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

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

TTY..... **711**