

## COMMUNITY RESOURCES

### Medical Equipment Continued

Hear Now Program (hearing aides):  
1-800-328-8602 (All age groups)

HearUSA  
844-339-1726

LifeStation (KP approved vendor):  
800- 884-8888

Medic Alert and Safe Return:  
888-572-8566

### Mental Health Resources

SD Access and Crisis Line (24hrs):  
888-724-7240

NAMI of San Diego  
800-523-5933

Suicide Prevention Hotline:  
800-273-TALK (8255)

### Senior Centers

Many centers serve reduced cost lunches and provide socialization. Some centers provide transportation to lunch. Call Aging & Independence Services (AIS) for the center nearest you:  
800-339-4661

### Transportation Services

RideFACT:  
888-924-3228      [www.factsd.org](http://www.factsd.org)

MTS Access  
ADA certification 844-299-6326  
Schedule a ride 888-517-9627

NCTD LIFT (No Co, schedule ride):  
760-726-1111

Rides & Smiles (JFS, 60+):  
858-637-7320

San Diego Metropolitan Transit System (schedules):  
619-233-3004 or 511

### Vision Resources

Access to Independence Vision Program:  
619-293-3500 ext. 236

Braille Institute:  
800-272-4553      [www.brailleinstitute.org](http://www.brailleinstitute.org)

San Diego Center for the Blind:  
619-583-1543      North County: 760-758-5956

## KP MEMBER RESOURCES

<http://kaiserpermanente.org>

ADDICTION MEDICINE (CDRP):  
619-221-6550

AUDIOLOGY (self-referral):  
858-616-5100

CENTER FOR HEALTHY LIVING (HEALTH ED):  
619-641-4194

### CONTINUING CARE SERVICES:

<http://continuingcare-sandiego.kp.org>  
Caregiver Support Groups: 619-641-4456  
Long Term Care (Nursing Homes): 619-528-1245  
Placement (from home to SNF): 619-641-4452  
Senior Care Management: 619-641-4027  
Special Needs Program: 1-866-300-0019

DISABILITY CLAIMS:  
619-528-5280

DURABLE MEDICAL EQUIPMENT:  
855-805-7363

HOME HEALTH DEPARTMENT:  
619-641-4663

HOSPICE, PALLIATIVE CARE & BEREAVEMENT:  
619-641-4100

HOSPITALS:  
858-266-5000 (San Diego Medical Center)  
619-528-5000 (Zion Medical Center)

MEDICAL FINANCIAL ASSISTANCE:  
866-399-7696  
619-589-4920 (Financial Counselor)

PATIENT NOTIFICATION SYSTEM (lab results):  
888-457-8378

POSITIVE CHOICE INTEGRATIVE WELLNESS CT.  
858-573-0090      <http://www.positivechoice.org>

PSYCHIATRY DEPT (self-referral):  
877-496-0450

RELEASE OF INFORMATION (obtain records):  
619-583-4293      <http://kp.org/requestrecords>

SENIOR ADVANTAGE MEMBER SERVICE:  
800-443-0815 (members)  
800-777-1238 (to enroll)

TRANSPORTATION (MTM for KP Medi-Cal ONLY):  
844-299-6230

WELLNESS COACHING BY PHONE:  
866-862-4295

## Kaiser Permanente San Diego & Zion Medical Centers Inpatient Quality Management



## Helpful Resources Quick Reference Numbers

Appointment Call Center  
1-800-290-5000

24 Hour Advice Nurse  
1-888-KP-ON-CALL  
888-576-6225

EMERGENCY  
911

Membership Services  
1-800-464-4000

Behavioral Health Hotline  
1-800-900-3277 (24 hours)

Infoline of San Diego  
Dial 211 or 1-800-227-0997

This information is compiled from public sources or provided by the resources listed. Unless specifically identified as a Kaiser Permanente resource, there is no legal relationship or financial interest in any listed service. Kaiser Permanente makes no representations or judgments and assumes no responsibility for the quality of care provided by any service included. Members are encouraged to contact providers and agree upon terms and rates before accepting services. This should not be relied upon as an authorization for payment. Please contact Member Services at 1-800-464-4000 if you have any benefit or coverage questions.

### **Abuse Prevention**

**Adult Protective Services & County Senior Team:**  
800-339-4661

**Child Protective Services:**  
858-560-2191

**District Attorney's Office:**  
619-531-4041

**Domestic Violence Crisis Center:**  
888-385-4654

**San Diego Police:**  
619-531-2000

### **Adult Day Care / CBAS**

**Aging & Independence Services:**  
800-339-4661 [www.sandiego.networkofcare.org](http://www.sandiego.networkofcare.org)

### **Caregiver Resources**

**Elder Help of San Diego:**  
619-284-9281 or 858-748-9675

**Jewish Family Services:**  
858-637-3000

**Legacy Corps (respite for families of veterans):**  
858-505-6305

**Senior Companions (Lutheran Soc. Svs.):**  
858-483-4007

**San Diego County Veterans Services:**  
858-694-3222 (Aid and Attendance)

**Southern Caregiver Resource Center:**  
800-827-1008 [www.caregivercenter.org](http://www.caregivercenter.org)

### **Exercise Classes**

**County News Center:** Cox TV 24 or 19, Spectrum (Time Warner) 24 or 85 and AT&T U-verse 99  
[www.countynewscenter.com](http://www.countynewscenter.com) (put cursor on Videos, Click on "View CNC TV Schedule" to see schedule)

### **Exercise Classes Continued**

**Feeling Fit Club:**  
858-495-5500

**Silver Age Yoga:**  
844-234-3110 [www.silverageyoga.org](http://www.silverageyoga.org)

### **Government Phone #s:**

**Medi-Cal:**  
ACCESS (Customer Svs) . . . . . 866-262-9881  
Long Term Medi-Cal. . . . . 800-541-5555  
Medi-Cal Outreach Line . . . . . 888-747-1222  
[www.medi-cal.ca.gov](http://www.medi-cal.ca.gov)

**Medicare:**  
800-633-4227 [www.medicare.gov](http://www.medicare.gov)

**San Diego County Veterans Services:**  
858-694-3222

**Social Security:**  
800-772-1213 [www.ssa.gov](http://www.ssa.gov)

**State Disability (EDD Office):**  
800-480-3287

### **Grief and Bereavement**

**Kaiser Permanente Hospice (All Counties):**  
619- 641-4100

**Compassionate Friends:**  
619-583-1555

### **Health Associations & Foundations**

**Alzheimer's Association Helpline:**  
800-272-3900 [www.alz.org](http://www.alz.org)

**Alzheimer's San Diego:**  
858-492- 4400 [www.alzsd.org](http://www.alzsd.org)

**American Cancer Society:**  
800-227-2345 [www.cancer.org](http://www.cancer.org)

**American Diabetes Association:**  
800-342-2383 [www.diabetes.org](http://www.diabetes.org)

**American Heart Association:**  
858-410-3850 [www.heart.org](http://www.heart.org)

**American Macular Degeneration Foundation:**  
888-622-8527 [www.macular.org](http://www.macular.org)

### **Help at Home**

**Comfort Keepers (KP approved vendor):**  
866-450-3322 [www.comfortkeepers.com](http://www.comfortkeepers.com)

**In Home Support Services (Medi-Cal eligible):**  
800-339-4661

### **Housing Options**

**ElderHelp of San Diego (shared housing):**  
619-284-9281

**SD County Housing Authority (Housing Directory):**  
858-694-4801

**San Diego Housing Commission:**  
619-231-9400

### **Legal Services**

**Consumer Center for Health Education and Advocacy:**  
877-734-3258

**Elder Law & Advocacy:**  
858-565-1392

**HiCAP (health insurance counseling):**  
800-434-0222

**Legal Aid Society of SD:**  
877-534-2524

**Public Guardian's Office**  
858-694-3500

### **Meals and Food**

**Aging & Independence Services (for info on home delivered meals and nutrition sites):**  
800-339-4661

**Food Bank (USDA commodities):**  
866-350-3663 [www.sandiegofoodbank.org](http://www.sandiegofoodbank.org)

**Elder Help of San Diego (grocery shopping):**  
619-284-9281.

**Meals on Wheels:**  
Central 619-295-9501, East Co 619-447-8782,  
North Co 760-736-9900, South Co 619-420-2782

**Mom's Meals NourishCare: (KP approved vendor)**  
888-860-9424 [www.momsmealsnc.com](http://www.momsmealsnc.com)

**Salvation Army:**  
[www.sandiego.salvationarmy.org](http://www.sandiego.salvationarmy.org)

### **Medical Equipment**

**Apria Health Care (KP members):**  
888-452-4363 [www.apria.com](http://www.apria.com)

**The Alzheimer's Store: ...**  
800-752-3238 [www.alzstore.com](http://www.alzstore.com)

**Assisted Living Store, Inc.:**  
888-388-5862 [www.assistedlivingstore.com](http://www.assistedlivingstore.com)

**Byram Healthcare:**  
833-752-4737 [www.byramhealthcare.com/](http://www.byramhealthcare.com/)