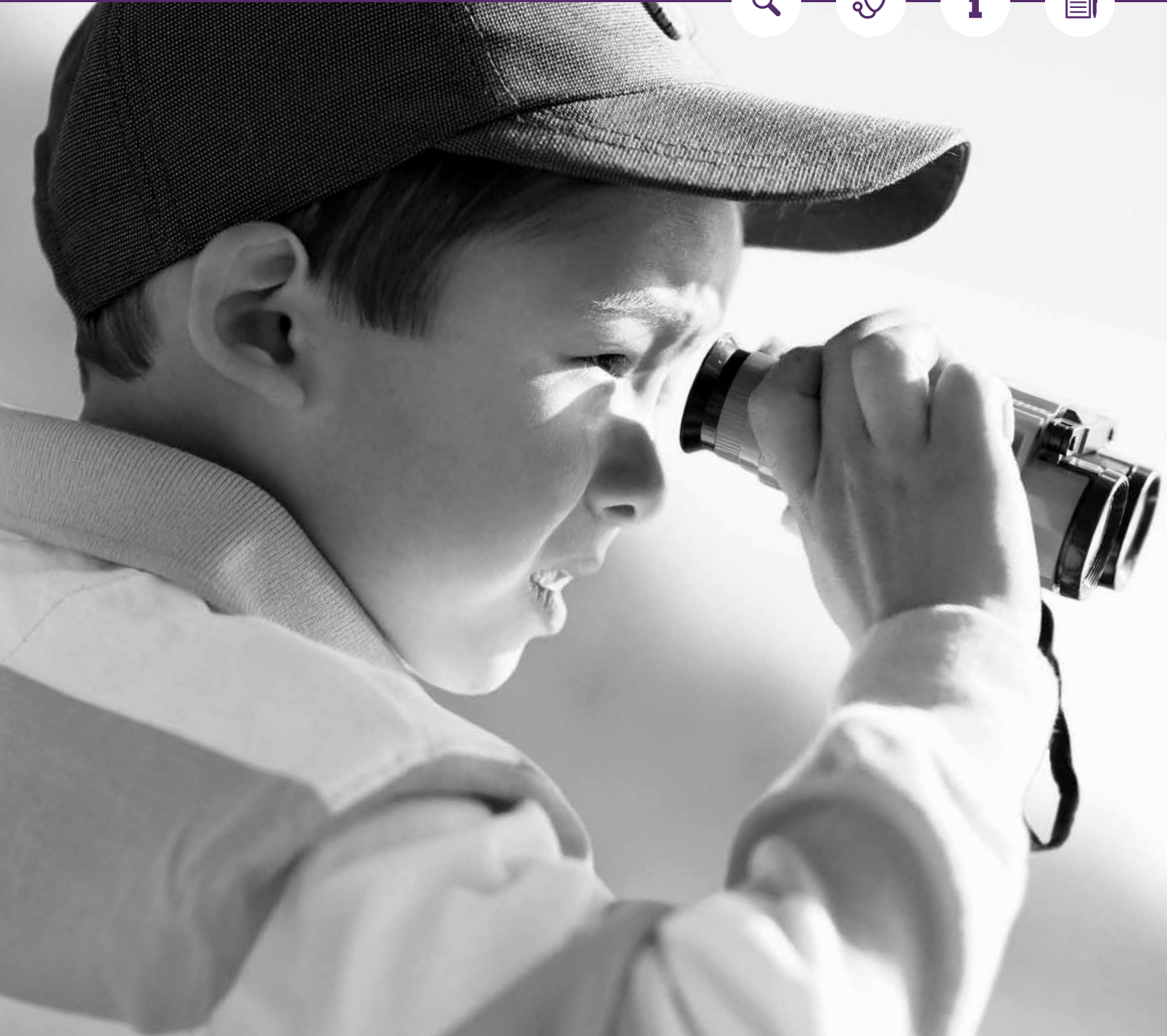


Your Guidebook

to Kaiser Permanente Services



**Good things
are inside**



Welcome to your Kaiser Permanente Guidebook

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

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



Find the most convenient facility for the care you need.

You have options for personalized care. See all the facilities in your area listed in alphabetical order with their departments, hours, locations, and phone numbers. (pages 1-29)



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 30-36)



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 37-46)



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 47-78)

Contents

	Facility Directory	1-29
	Your Care	30-36
	Choose or change your doctor	30
	Need health advice?	31
	Care away from home	31
	Types of care	32
	Timely access to scheduled appointments	33
	Get ready for your visit	33
	Getting your prescriptions	34
	Managing chronic conditions	36
	Health Resources	37-46
	Register on kp.org	37
	Healthy living programs	38
	Your immunization information	39
	Preventive care guidelines	39
	The Fine Print	47-78
	Emergency services and coverage	47
	Protecting your privacy and security	48
	Your rights and responsibilities	49
	Policies and procedures	53
	Your medical treatment	60
	Help in your language	63
	Guide for members with disabilities	66
	Glossary	71
	DHCS physical accessibility survey	73
	Medical Centers in Southern California	78
	Member Services in the United States	inside back cover

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



Facility Directory

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

Member Service Contact Center

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

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

Personal Physician Selection

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

- Information **1-888-956-1616**
- Website **kp.org**

TTY for the Hearing or Speech Impaired

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



CONNECT TO YOUR HEALTH

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



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 Diego County Area



Map not to scale

Area Locations

- ▲ 1 Blood Donor Center**6
 6511 Mission Gorge Rd.
 San Diego, CA 92120
- 6 Clairemont Mesa Medical Offices**9
 7060 Clairemont Mesa Blvd.
 San Diego, CA 92111
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 2 Bonita Medical Offices**6
 3955 Bonita Rd.
 Bonita, CA 91902
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 7 El Cajon Medical Offices** 11
 250 Travelodge Dr.
 El Cajon, CA 92020
 ♿ DHCS survey pending
- 3 Bostonia Medical Offices**7
 1630 E. Main St.
 El Cajon, CA 92021
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 8 Escondido Medical Offices** 11
 732 N. Broadway
 Escondido, CA 92025
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 4 Carlsbad Medical Offices**8
 6860 Avenida Encinas
 Carlsbad, CA 92011
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 9 Garfield Specialty Center** 12
 5893 Copley Dr.
 San Diego, CA 92111
- 5 Carmel Valley Medical Offices**8
 3851 Shaw Ridge Rd.
 San Diego, CA 92130
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 10 Kearny Mesa Rehabilitation Center** 13
 4510 Viewridge Ave.
 San Diego, CA 92123

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 73 for further explanation of abbreviations.**

- 11 **La Mesa Medical Offices** 13
 8080 Parkway Dr.
 La Mesa, CA 91942
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- 12 **Oceanside Medical Offices** 15
 1302 Rocky Point Dr.
 Oceanside, CA 92056
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- 13 **Otay Mesa Medical Offices** 15
Urgent Care
 4650 and 4660 Palm Ave.
 San Diego, CA 92154
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- 14 **Palomar Health Downtown Campus** 17
 555 E. Valley Pkwy.
 Escondido, CA 92025

- 15 **Palomar Medical Center** 18
Emergency
 2185 Citracado Pkwy.
 Escondido, CA 92029

- 16 **Point Loma Medical Offices** 18
 3250 Fordham St.
 3420 Kenyon St.
 San Diego, CA 92110
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- ▲ 17 **Positive Choice Wellness Center** 19
 7035 Convoy Ct.
 San Diego, CA 92111

- 18 **Rancho Bernardo Medical Offices** 19
 Excel Centre
 17140 Bernardo Center Dr.
 San Diego, CA 92128
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- 19 **Rancho San Diego Medical Offices** 20
 3875 Avocado Blvd.
 La Mesa, CA 91941
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building
 R = Restroom | T = Exam Table/Scale | See page 73 for further explanation of abbreviations.

- 20 San Diego Medical Center** 21
Kaiser Foundation Hospital Emergency
 4647 Zion Ave.
 San Diego, CA 92120
 ♿ DHCS survey pending
- ▲ 21 San Diego Mission Road** 24
 10990 San Diego Mission Rd.
 San Diego, CA 92108
- 22 San Marcos Medical Offices** 24
Urgent Care
 400 Craven Rd.
 San Marcos, CA 92078
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 23 Scripps Medical Office** 26
 HM Poole Building
 9834 Genesee Ave., Ste. 114
 San Diego, CA 92037
- ▲ 24 Target Clinic, care provided by Kaiser Permanente San Diego Mission Valley Target** 27
No emergency services
 1288 Camino Del Rio N.
 San Diego, CA 92108
- ▲ 25 Target Clinic, care provided by Kaiser Permanente Vista Target** 27
No emergency services
 1751 University Dr.
 Vista, CA 92083
- 26 Vandever Medical Offices** 27
 4405 Vandever Ave.
 San Diego, CA 92120
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 27 Vista Medical Offices** 29
 780 Shadowridge Dr.
 Vista, CA 92083
 ♿ DHCS survey pending

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building
 R = Restroom | T = Exam Table/Scale | See page 73 for further explanation of abbreviations.

Location Details

▲ 1 Blood Donor Center

6511 Mission Gorge Rd.
San Diego, CA 92120
kp.org/sandiego

Hours: M, Tu, Th, F, 8:30 a.m.–4:30 p.m.;
W, 11 a.m.–6 p.m.
Appts./Info. **619-528-6555**
Email..... blooddonor@kp.org
Donate blood by appointment or walk-in.
Blood drives at your place of employment,
church, or club can also be arranged.

● 2 Bonita Medical Offices

3955 Bonita Rd.
Bonita, CA 91902
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.–7 p.m.) **1-800-290-5000**
After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Endocrinology *By referral only*

Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Family Medicine/Internal Medicine

Office hours: M, Tu, Th, 8 a.m.–7 p.m.;
W, 8 a.m.–12:30 p.m.; F, 8 a.m.–5 p.m.
Phone hours: 7 days, 7 a.m.–7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

HearUSA/HEARx West Hearing Care Center

2220 Otay Lakes Rd., Ste. 503
Chula Vista, CA 91915
Hours: M–F, 8:30 a.m.–5 p.m.; after-hours
and weekends, by appointment only
Information **619-691-1108**

Information

Operator **619-528-5000**

Laboratory

Building B
Hours: M, Tu, Th, F, 7:30 a.m.–5 p.m.;
W, 7:30 a.m.–12:30 p.m.
EKG: M, Tu, Th, F, 8:30 a.m.–4:30 p.m.;
W, 8:30 a.m.–noon
Appointments **619-528-7722**
Results **1-888-4KPTEST**
(1-888-457-8378)

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

Mammography

See Radiology/Diagnostic Imaging.

Nurses Clinic

Building E, 2nd Floor
Hours: M, Tu, Th, F, 8:30 a.m.–12:15 p.m.
and 1:30–4:30 p.m.; W, 8:30 a.m.–12:15 p.m.
Information **1-800-290-5000**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Building E, 1st Floor
Office hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
W, 8:30 a.m.–12:30 p.m.
Phone hours: 7 days, 7 a.m.–7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Main Pharmacy, Building C
Hours: M–F, 8:30 a.m.–6 p.m.;
Sa, 9 a.m.–5 p.m.
Info./Refills by phone **1-866-370-1959**
Mail-order Pharmacy **1-866-206-2985**
Online refills kp.org/refill

Radiology/Diagnostic Imaging

Building B, 1st Floor

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

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

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

Appts./Cancel/Msgs. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

Optical Center

Eyeglasses, Building B

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

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

Information..... **619-409-9997**

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

Optometry

Building B, 2nd Floor

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

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

Appointments **619-409-9997**

3 Bostonia Medical Offices

1630 E. Main St.
El Cajon, CA 92021
kp.org/sandiego

Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) **1-800-290-5000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Family Medicine/Internal Medicine

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

Extended hours:

Every Monday, 8:30 a.m.-7:30 p.m.;

1st and 3rd Thursday each month,

8:30 a.m.-7:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 7 a.m.-5 p.m.

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

Extended hours:

Every Monday, 7 a.m.-7:30 p.m.; 1st and

3rd Thursday each month, 7 a.m.-7:30 p.m.

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results

or check lab results online at **kp.org**.

Mammography

Hours: M-F, 7:30 a.m.-3:15 p.m.

Appts./Cancel/Msgs. **1-800-290-5000**

Nurses Clinic

2nd Floor

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

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

Information **1-800-290-5000**

Pharmacy

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

Info./Refills by phone **1-866-385-2630**

Mail-order Pharmacy..... **1-866-206-2985**

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

Positive Choice Wellness Center

Information **858-573-0090**

Weight management programs. Biofeedback, creative arts therapy, exercise classes, fitness testing, healthy cooking, personal training, walking groups, and weight management.

Not all services available at all locations.

Some classes may require a fee.

Psychiatry

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

Appts./Info./Msgs. **1-877-496-0450**

Radiology/Diagnostic Imaging

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

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

Extended hours:

Every Monday, 8:30 a.m.-7:30 p.m.;

1st and 3rd Thursday each month,

8:30 a.m.-7:30 p.m.

Appts./Cancel/Msgs. **1-866-628-2006**

● 4 Carlsbad Medical Offices

6860 Avenida Encinas
Carlsbad, CA 92011
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 8 a.m.-5 p.m.
EKG hours: M, Tu, Th, F, 8:30 a.m.-4:30 p.m.
Appointments..... **619-528-7722**
North County..... **760-510-5374**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

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

Mammography

Hours: M-F, 7 a.m.-3:30 p.m.
Appointments..... **1-800-290-5000**

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.
Information **1-800-290-5000**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Hours: M-F, 8:30 a.m.-6:30 p.m.
Info./Refills by phone **1-866-385-2631**
Mail-order Pharmacy..... **1-866-206-2985**
Online refills..... kp.org/refill

Radiology/Diagnostic Imaging

Hours: M-F, 9 a.m.-12:45 p.m.
and 1:45-5 p.m.
Appts./Cancel/Info. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

■ Optical Center

Eyeglasses, contact lenses
Hours: M, Tu, Th, F, 8:30 a.m.-5:30 p.m.;
W, 7:30 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.
Information..... **760-931-0180**
Website..... kp2020.org

■ Optometry

Hours: M, Tu, Th, F, 8:30 a.m.-5:30 p.m.;
W, 7:30 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.
Appts./Cancel (24 hours) **760-931-0180**

● 5 Carmel Valley Medical Offices

3851 Shaw Ridge Rd.
San Diego, CA 92130
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Cardiology *By referral only*

Hours: M-Th, 8 a.m.-4:30 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Dermatology *By referral only*

Hours: Tu, Th, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Endocrinology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Info./Msgs. **1-877-236-0333**

Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Internal Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Laboratory

Hours: M-F, 7 a.m. to 5 p.m.
 (7:30-8:30 a.m. by appointment only)
 Appointments..... **619-528-7722**
 Results (24 hours)..... **1-888-457-8378**
 (1-888-4KPTEST)

Call requesting physician for test results
 or check most lab results online.

▪ **EKG**

Hours: M-F, 8:30 a.m.-1 p.m.
 and 1:30-4:30 p.m.
 Appointments **619-528-7722**

Mammography

Hours: M-F, 8 a.m.-12:30 p.m.
 and 1:30-4 p.m.
 Appointments..... **1-800-290-5000**

Neurology *By referral only*

Hours: M, Tu, 8:30 a.m.-5 p.m.
 Appts./Info./Msgs. **1-877-236-0333**

Nurses Clinic

Hours: M, Tu, Th, F, 8:30 a.m.-12:15 p.m.
 and 1:30-4:30 p.m.; W, 8:30 a.m.-12:15 p.m.
 Information **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Obstetrics-Gynecology

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m. to 12:30 p.m.;
 closed major holidays
 Appts./Info. **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Pediatrics

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m. to 12:30 p.m.;
 closed major holidays
 Advice/Appts. **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.
 Refills by phone..... **1-855-777-8072**
 Mail-order Pharmacy..... **1-866-206-2985**
 Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Appts./Cancel/Msgs. **1-866-628-2006**

● **6** | **Clairemont Mesa
 Medical Offices**

7060 Clairemont Mesa Blvd.
 San Diego, CA 92111
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
 (1-888-576-6225)

Allergy *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appointments..... **1-877-236-0333**

(continues on next page)

(continued from previous page)

Dermatology *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Family Medicine Residency Center

Family care: obstetrics-gynecology,
pediatrics, family practice, and geriatrics
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 8 a.m.-5:15 p.m.;
7:30-8 a.m. by appointment only
EKG hours: M-F, 8:30 a.m.-4:30 p.m.
Appointments **619-528-7722**
Results **1-888-4KPTEST**
(1-888-457-8378)

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

Mammography

See Radiology/Diagnostic Imaging.

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.
Information **1-800-290-5000**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatric Endocrinology/Diabetes Clinic

By referral only

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **858-573-5440**

Pediatric-John Richards Learning Center

By referral only

Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-940-2218**

Pediatrics

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Hours: M-Th, 8 a.m.-7:30 p.m.;
F, 8 a.m.-6:30 p.m.
Info./Refills by phone **1-866-385-2632**
Mail-order Pharmacy **1-866-206-2985**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-5 p.m.
Appointments **1-866-628-2006**
Mammography hours:
M-F, 7 a.m.-12:15 p.m. and 1:30-3:30 p.m.
Appointments **1-800-290-5000**

Vision Essentials by Kaiser Permanente

- **Optical Center**
Eyeglasses
Hours: M, W-F, 8 a.m.-5:30 p.m.;
Tu, 7:30 a.m.-8 p.m.
Information **858-573-0399**
Website **kp2020.org**
- **Optometry**
Hours: M, W-F, 8 a.m.-5:30 p.m.;
Tu, 7:30 a.m.-8 p.m.
Appointments **858-573-0399**

● 7

El Cajon Medical Offices

250 Travelodge Dr.
El Cajon, CA 92020
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Information

Operator **619-528-5000**

Gynecology

See Obstetrics-Gynecology.

Laboratory

Collection only
Hours: M-F, 8:30 a.m.-12:30 p.m.
Appointments..... **619-528-7722**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

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

Obstetrics-Gynecology

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Ophthalmology/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedic Surgical Care *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 7 a.m.-3 p.m.
Appts./Cancel/
Info. (24 hours)/Msgs. **1-866-459-2912**

Pharmacy

Hours: M-F, 8:30 a.m.-6 p.m.
Info./Refills by phone **1-866-385-2634**
Mail-order Pharmacy..... **1-866-206-2985**
Online refills..... kp.org/refill

Physical/Occupational Therapy

By referral only
Hours: M-F, 7:30 a.m.-5:30 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-5:15 p.m.
Appts./Cancel/Msgs. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-844-824-1867**
- **Optometry**
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel **619-589-7500**
Website..... kp2020.org

● 8

Escondido Medical Offices

732 N. Broadway
Escondido, CA 92025
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Information

Operator **619-528-5000**

(continues on next page)

(continued from previous page)

Laboratory

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

EKG hours: M, Tu, Th, F, 8:30 a.m.-4:30 p.m.

Appointments..... **619-528-7722**

North County..... **760-510-5374**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

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

Nurses Clinic

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

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

Information **1-800-290-5000**

Nutrition

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

Appts./Info./Msgs. **619-641-4194**

Pediatrics

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

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

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

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

Info./Refills by phone **1-866-385-2640**

Mail-order Pharmacy..... **1-866-206-2985**

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

Radiology/Diagnostic Imaging

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

and 1:45-5 p.m.

Appts./Cancel/Info. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

▪ Optical Center

Eyeglasses, contact lenses

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

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

Information..... **760-839-0899**

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

▪ Optometry

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

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

Appts./Cancel (24 hours) **760-839-0899**



Garfield Specialty Center

5893 Copley Dr.

San Diego, CA 92111

kp.org/sandiego

Audiology

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

Appts./Info./Msgs. **858-616-5100**

HearUSA/HEARx

hearing consultant **858-616-5112**

Comprehensive Pain (General)

By referral only

4th Floor

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

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

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

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Gastroenterology (GI) *By referral only*

3rd Floor

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

Appts./Cancel/Info./Msgs. ... **1-877-236-0333**

General Surgery

See Surgery (General).

Head and Neck Surgery *By referral only*

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

Appts./Info./Msgs. **858-616-5100**

Information

Operator **619-528-5000**

Interventional Anesthesiology

Pain Medicine By referral only

2nd Floor

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

Appts./Info./Msgs. **1-866-868-9022**

Laboratory

1st Floor
Hours: M-F, 7:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. **619-528-7722**
 Results..... **1-888-4KPTEST**
 (1-888-457-8378)

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

Orthopedics *By referral only*

1st Floor
Hours: M, Tu, 8:30 a.m.-8:30 p.m.;
 W, 7 a.m.-3 p.m. and 4-7 p.m.;
 Th, 8:30 a.m.-5 p.m.; F, 7 a.m.-3 p.m.
 Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

Pharmacy

1st Floor
Hours: M-F, 9 a.m.-5:30 p.m.
 Info./Refills by phone **1-877-842-9584**
 Mail-order Pharmacy..... **1-866-206-2985**
 Online refills..... **kp.org/refill**

Plastic Surgery *By referral only*

4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. **858-616-5001**

Radiology/Diagnostic Imaging

1st Floor
General Radiology hours:
 M-W, 8:30 a.m.-9 p.m.; Th, F, 8:30 a.m-5 p.m.
MRI hours: M-F, 6:45 a.m.-3:15 p.m.
 Appts./Cancel/
 Info./Msgs. **1-866-628-2006**

Surgery (General) *By referral only*

4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. **619-662-1222**

Urologic Surgery *By referral only*

3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. ... **1-888-694-7857**

▲ 10 Kearny Mesa Rehabilitation Center

4510 Viewridge Ave.
 San Diego, CA 92123
kp.org/sandiego

Nephrology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. ... **1-877-236-0333**

Physical Medicine *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Physical/Occupational Therapy

By referral only
Hours: M-F, 7:30 a.m.-5:30 p.m.
 Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Speech Pathology *By referral only*

Hours: M-F, 7:30 a.m.-6 p.m.
 Appts./Cancel/Info./Msgs. **858-694-7100**

● 11 La Mesa Medical Offices

8080 Parkway Dr.
 La Mesa, CA 91942
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
 (1-888-576-6225)

After-Hours Care (Adult Medicine)

Hours: M-F, 6-9 p.m.
 Advice/Appts. **1-800-290-5000**

(continues on next page)

(continued from previous page)

Business Services

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

Third-party liability claims,
other insurance billing..... **619-589-3099**

Dermatology *By referral only*

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

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Durable Medical Equipment

8010 Parkway Dr.

La Mesa, CA 91942

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

Information **1-855-80KPDME**
(1-855-805-7363)

Family Medicine/Internal Medicine

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

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

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

HearUSA/HEARx West Hearing Care Center

8066-68 La Mesa Blvd.

La Mesa, CA 91941

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only

Information **619-644-9515**

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 7:30 a.m.-8:15 p.m.

EKG hours: M, Tu, Th, F, 8:30 a.m.-4:30 p.m.

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

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

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

Nurses Clinic

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

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

Information **1-800-290-5000**

Nutrition

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

Appts./Info./Msgs. **619-641-4194**

Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pediatrics

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

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

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacies

■ Outpatient Pharmacy

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

Sa, Su, 9 a.m.-1 p.m.

Info./Refills by phone..... **1-866-385-2644**

Mail-order Pharmacy **1-866-206-2985**

Online refills **kp.org/refill**

■ Outpatient Anticoagulation

Clinic Pharmacy

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

Fax..... **619-589-3266**

Information..... **1-855-628-0554**

Radiology/Diagnostic Imaging

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

Appts./Cancel/Msgs. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

■ Optical Center

Eyeglasses, contact lenses

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

Tu, Th, 7:30 a.m.-8:30 p.m.

Contact lens information..... **619-528-3477**

Eyeglasses **619-589-7500**

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

■ Optometry

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

Tu, Th, 7:30 a.m.-8 p.m.

Appointments **619-589-7500**

● 12 Oceanside Medical Offices

1302 Rocky Point Dr.
Oceanside, CA 92056
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

HearUSA/HEARx West Hearing Care Center

3772 Mission Ave., Ste. 117
Oceanside, CA 92058
Hours: M-F, 9:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only
Information **760-721-1141**

Information

Operator **619-528-5000**

Laboratory

Limited services; by appointment only
Appointments **619-528-7722**
North County **760-510-5374**
Results **1-888-4KPTEST**
(1-888-457-8378)

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

Pediatrics

Hours: M, Tu, Th, F, 8 a.m.-5 p.m.;
W, 8 a.m.-noon
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.
Info./Refills by phone **1-844-424-1871**
Mail-order Pharmacy **1-866-206-2985**
Online refills kp.org/refill

Radiology/Diagnostic Imaging

Hours: M-F, 8:45 a.m.-12:45 p.m.
and 1:45-5 p.m.
Appts./Cancel/Info. **1-866-628-2006**

● 13 Otay Mesa Medical Offices

Urgent Care
4650 and 4660 Palm Ave.
San Diego, CA 92154
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Audiology

Hours: Tu, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **858-616-5100**

Cardiology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Family Medicine/Internal Medicine

Office hours: M-Th, 8 a.m.-7 p.m.;
F, 8 a.m.-5 p.m.; Sa, Su, 8:30 a.m.-noon
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Gastroenterology (GI) *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

General Surgery

See Surgery (General).

Gynecology

See Obstetrics-Gynecology.

Hematology/Oncology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Information

Operator **619-528-5000**

(continues on next page)

(continued from previous page)

Interventional Radiology

Hours: Vary
Information **1-866-868-9022**

Laboratory

Hours: M-F, 7 a.m.-9 p.m.;
Sa, Su, 8 a.m.-5 p.m.
Appointments..... **619-528-7722**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

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

Member Services Office

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

▪ Member Service Contact Center

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

Neurology *By referral only*

Hours: M-F, 8 a.m.-noon and 1-4:30 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.
Information **1-800-290-5000**

Nutrition

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info. **619-641-4194**

Obstetrics-Gynecology

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./Cancel/
Info./Msgs. **1-800-290-5000**

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

Hours: M-F, 9 a.m.-5 p.m.
Appts./Info./Msgs. **619-662-5006**
Medical treatment for work-related
injuries and illnesses.

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedic Surgical Care *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 7 a.m.-3 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

Pediatrics

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Urgent care hours: M, Tu, Th, 6-9 p.m.;
W, 1:30-9 p.m.
Advice/Appts. **1-800-290-5000**

Perioperative

- **Admitting**
Hours: M-F, 5:30 a.m.-3 p.m.
Information..... **619-662-5543**
- **Operating room**
Hours: M-F, 7 a.m.-5:30 p.m.
Information..... **619-662-5590**
- **Post-anesthesia care unit**
Hours: M-F, 7:30 a.m.-7:30 p.m.
Information..... **619-662-5596**
- **Preoperative**
Hours: M-F, 6 a.m.-3:30 p.m.
Information..... **619-662-5599**

Pharmacy

Hours: M-F, 8:30 a.m.-9:30 p.m.;
Sa, Su, 9 a.m.-5:30 p.m.
Info./Refills by phone **1-866-385-2645**
Mail-order Pharmacy..... **1-866-206-2985**
Online refills..... **kp.org/refill**

Physical Medicine *By referral only*

Hours: M-F, 8 a.m.-4:30 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Physical/Occupational Therapy

By referral only
Hours: M-F, 7:30 a.m.-5:30 p.m.
 Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Positive Choice Wellness Center

Building 4, 1st Floor
Hours: W, 3:30-7 p.m.
 Information **858-573-0090**
 Weight management programs. Biofeedback, creative arts therapy, exercise classes, fitness testing, healthy cooking, personal training, walking groups, and weight management. Not all services available at all locations. Some classes may require a fee.

Psychiatry

4660 Palm Ave., Building 4, 2nd Floor
Hours: M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.
 Appts./Info./Msgs. **1-877-496-0450**

- **Behavioral Health Care**
Member Help Line
 7 days, 24 hours..... **1-800-900-3277**

Pulmonology *By referral only*

Hours: M-F, 8 a.m.-noon and 1-4:30 p.m.
 Appts./Info./Msgs. **1-877-236-0333**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-9:30 p.m.
 Appts./Cancel/Msgs. **1-866-628-2006**

Surgery (General) *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. **619-662-1222**

Urgent Care Clinic

Hours: M-F, 10 a.m.-8 p.m.;
 Sa, Su, 9 a.m.-5 p.m.
 Walk-in Clinic..... **1-800-290-5000**

Urological Surgery *By referral only*

Hours: Vary
 Appts./Info./Msgs. **1-888-694-7857**

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel **1-844-824-1867**
- **Optical Center**
 Eyeglasses, contact lenses
Hours: M-W, F, 8:30 a.m.-5:30 p.m.;
 Th, 8:30 a.m.-8 p.m.
 Eyeglasses **619-662-5075**
 Contact lens information..... **619-662-5164**
 Website..... **kp2020.org**
- **Optometry**
Hours: M-W, F, 8:30 a.m.-5 p.m.;
 Th, 8:30 a.m.-8 p.m.
 Appts./Cancel **619-662-5075**

14 Palomar Health Downtown Campus

555 E. Valley Pkwy.
 Escondido, CA 92025
kp.org/sandiego/palomar
760-739-3000

Labor and Delivery

Palomar Birth Center, 4th Floor
Hours: 7 days, 24 hours
 Information **760-739-2400**
 Labor and Delivery care is provided by a Kaiser Permanente physician at this facility.

Specialty Services

Care is provided by a Kaiser Permanente physician at this facility for these specialties:
 Acute Rehabilitation
 Gynecological Surgery
 Labor and Delivery
 Inpatient Psychiatry
 Orthopedic Surgery
 Podiatry
 Urology

□ 15 | **Palomar Medical Center**
Emergency
 2185 Citracado Pkwy.
 Escondido, CA 92029
kp.org/sandiego/palomar
 442-281-5000

Specialty Services

Care is provided by a Kaiser Permanente physician at this facility for these specialties:

- Cardiology
- Gastroenterology (GI)
- General Surgery
- Hospital Medicine
- Infectious Disease
- Nephrology
- Neurology
- Oncology
- Orthopedic Surgery
- Pulmonology
- Rheumatology
- Urology

Additional inpatient specialty services will continue to be added.

● 16 | **Point Loma Medical Offices**
 3250 Fordham St.
 3420 Kenyon St.
 San Diego, CA 92110
kp.org/sandiego

Addiction Medicine

3420 Kenyon St., 1st Floor

Clinic hours: M-Th, 8 a.m.-8 p.m.;
 F, 9 a.m.-6 p.m.

Phone hours: M-Th 8 a.m.-6 p.m.;
 F, 8 a.m.-5:30 p.m.

Appts./Info./

Msgs./New patient **619-221-6550**

▪ **Behavioral Health Care**

Member Help Line

7 days, 24 hours **1-800-900-3277**

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

3250 Fordham St.

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m.-12:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Info. **1-800-290-5000**

Infectious Disease *By referral only*

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

hours and days may vary

Appts./Info./Msgs. **1-877-236-0333**

HIV patients may self-refer through
 the call center.

Information

Operator **619-528-5000**

Laboratory

3250 Fordham St.

Collection only

Office hours: M, Tu, Th, F, 8 a.m.-5 p.m.;

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

EKG hours: M, Tu, Th, F, 8:30 a.m.-4:30 p.m.

Appointments **619-528-7722**

Results **1-888-4KPTEST**
(1-888-457-8378)

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

Mammography

Hours: M, Tu, Th, F, 8 a.m.-noon
 and 1:15-4 p.m.; W, 8 a.m.-noon

Appts./Cancel/Msgs. **1-866-628-2006**

Nurses Clinic

3250 Fordham St.

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

and 1:30-4:30 p.m.; W, 8:30 a.m.-12:15 p.m.

Information **1-800-290-5000**

**Obstetrics-Gynecology:
(Infertility and Urogynecology)**

3250 Fordham St.
Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m.-12:30 p.m.
 Appts./Info./Msgs. **619-221-0350**
 Cancel (24 hours)..... **619-528-3002**

Pharmacy

3250 Fordham St.
Hours: M-F, 8:30 a.m.-6 p.m.
 Info./Refills by phone **1-866-385-2646**
 Mail-order Pharmacy..... **1-866-206-2985**
 Online refills..... **kp.org/refill**

Psychiatry

3420 Kenyon St., 2nd Floor
Hours: M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.
 Appts./Info./Msgs. **1-877-496-0450**
 Behavioral Health Care Member Help
 Line (7 days, 24 hours) **1-800-900-3277**

Radiology/Diagnostic Imaging

Hours: M, Tu, Th, F, 8:30 a.m.-12:45 p.m.
 and 1:45-5 p.m.; W, 8:30 a.m.-12:30 p.m.
 Appts./Cancel/Msgs. **1-866-628-2006**

Travel Advisory

Hours: M-F, 8:30 a.m.-noon and 1-4 p.m.
 Information **1-800-517-5556**

**▲ 17 Positive Choice
Wellness Center**

7035 Convoy Ct.
 San Diego, CA 92111
kp.org/sandiego

Positive Choice

Hours: M-Th, 8 a.m.-9 p.m.; F, 8 a.m.-4 p.m.
 Information **858-573-0090**
 Weight management programs.
 Biofeedback, creative arts therapy, exercise
 classes, fitness testing, healthy cooking,
 personal training, metabolic rate testing,
 and weight management. Some classes
 may require a fee.

**● 18 Rancho Bernardo
Medical Offices**

Excel Centre
 17140 Bernardo Center Dr.
 San Diego, CA 92128
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
 Advice/Appts./
 Cancel/Info. **1-800-290-5000**

Gynecology

See Obstetrics-Gynecology.

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 7 a.m.-5 p.m.;
 by appointment only, 7-8:30 a.m.
EKG hours: M-F, 8:30 a.m.-1 p.m.
 and 1:30-4:30 p.m.
 Appointments..... **619-528-7722**
 Results..... **1-888-4KPTEST**
(1-888-457-8378)

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

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
 and 1:30-4:30 p.m.
 Information **1-800-290-5000**

(continues on next page)

(continued from previous page)

Obstetrics-Gynecology

Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
W, 8:30 a.m.–12:30 p.m.
Phone hours: M-F, 8 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pediatrics

Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
W, 8:30 a.m.–12:30 p.m.
Advice/Appts. **1-800-290-5000**

Pharmacy

Hours: M-F, 8:30 a.m.–6 p.m.
Information **1-866-385-2647**
Mail-order Pharmacy **1-866-206-2985**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:45 a.m.–12:45 p.m.
and 1:45–5 p.m.
Appts./Cancel/Info. **1-866-628-2006**

Rheumatology *By referral only*

Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

● 19 Rancho San Diego Medical Offices

3875 Avocado Blvd.
La Mesa, CA 91941
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.–7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.–5 p.m.
Phone hours: 7 days, 7 a.m.–7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Information

Operator **619-528-5000**

Laboratory

Office hours: M, Tu, Th, F, 8 a.m.–4:30 p.m.;
W, 8 a.m.–noon
EKG hours: M, Tu, Th, F, 8:30 a.m.–4:30 p.m.
Appointments **619-528-7722**
Results **1-888-4KPTEST**
(1-888-457-8378)

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

Nurses Clinic

Hours: M-F, 8:30 a.m.–12:15 p.m.
and 1:30–4:30 p.m.
Information **1-800-290-5000**

Pediatrics

Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
W, 8:30 a.m.–12:30 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

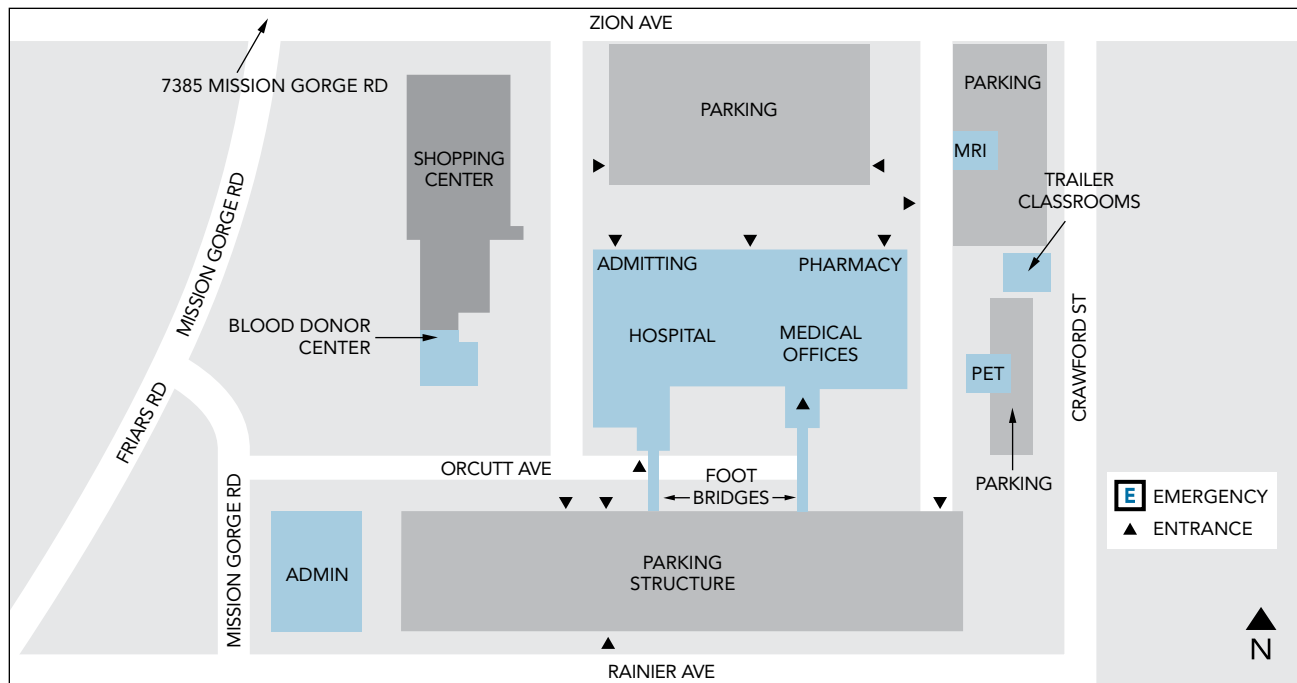
Pharmacy

Hours: M-F, 8:30 a.m.–6 p.m.
Info./Refills by phone **1-866-451-4956**
Mail-order Pharmacy **1-866-206-2985**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M, Tu, Th, F, 8:30 a.m.–4:30 p.m.;
W, 8:30 a.m.–noon
Appts./Cancel/Msgs. **1-866-628-2006**

San Diego Medical Center (hospital and medical offices)



Map not to scale

20 San Diego Medical Center

**Kaiser Foundation Hospital
Emergency**
Hospital and Medical Offices
4647 Zion Ave.
San Diego, CA 92120
kp.org/sandiego

Emergency

Hours: 7 days, 24 hours

Hospital

Patient information **619-528-5308**

Information

Operator **619-528-5000**

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

TTY for the Hearing or Speech Impaired

Advice/ Appts./Info. **619-528-5152**

North County coastal **760-436-6031**

North County inland **760-741-8855**

Admitting

Information **619-528-0140**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**

After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Cardiology *By referral only*

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

Appts./Info./Msgs. **1-877-236-0333**

Continuing Care

See San Diego Mission Road offices.

Disability Claims

7385 Mission Gorge Rd.

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

Information **619-528-5280**

Fax **619-229-7542**

(continues on next page)

(continued from previous page)

Gastroenterology (GI) *By referral only*

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

Appts./Info./Msgs. **1-877-236-0333**

General Surgery

See Surgery (General).

Genetics *Referral preferred*

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

Appts./Cancel/Info./Msgs. **619-528-5409**

Gynecology

See Obstetrics-Gynecology.

Healthy Living Store

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

W, 7 a.m.-4:30 p.m.

Information **619-528-5153**

Breast pumps available for purchase.

HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

▪ **Chula Vista**

2220 Otay Lakes Rd., Ste. 503

Chula Vista, CA 91915

Information..... **619-691-1108**

▪ **Hillcrest**

1244 University Ave.

San Diego, CA 92103

Information..... **619-291-0030**

▪ **La Jolla**

8915 Towne Centre Dr., Ste. 2-116

San Diego, CA 92122

Information..... **858-260-5615**

▪ **La Mesa**

8066-68 La Mesa Blvd.

La Mesa, CA 91941

Information..... **619-644-9515**

▪ **Oceanside**

3870 Mission Ave., Ste. D5

Oceanside, CA 92058

Information..... **760-721-1141**

▪ **Poway**

14845 Pomerado Rd.

Poway, CA 92604

Information..... **858-435-0190**

▪ **San Diego**

7910 Frost St., Ste. 420

San Diego, CA 92123

Information..... **858-569-6090**

▪ **Vista**

1611 S. Melrose Dr.

Vista, CA 92081

Information..... **760-597-0050**

Hematology/Oncology *By referral only*

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

Appts./Info./Msgs. **1-877-236-0333**

Infectious Disease *By referral only*

Appts./Info./Msgs. **1-877-236-0333**

Information

Operator **619-528-5000**

Labor and Delivery

See Obstetrics-Gynecology.

Laboratory

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

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

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

Medical Correspondence

7385 Mission Gorge Rd.

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

▪ **Continuing Care Records**

Record copies **619-583-4293**

Fax..... **619-229-7511**

Continuing Care records are processed at no cost to members.

▪ **Patient Records**

Record copies **619-528-5195**

Copies of records for personal use. There is a clerical and per-page copying fee.

Neonatology

Follow-up appts. **619-516-3627**
 Neonatal Intensive Care **619-528-5323**

Neurosurgery *By referral only*

Appts./Info./Msgs. **619-528-0501**

Nuclear Medicine *By referral only*

Appts./Info./Msgs. **619-528-5067**

Obstetrics-Gynecology

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

▪ Labor and Delivery

Hours: 7 days, 24 hours

Information..... **619-528-5036**

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

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

Appts./Info./Msgs. **619-528-5062**

Medical treatment for work-related injuries and illnesses.

Oncology

See Hematology/Oncology.

Orthopedic Surgical Care *By referral only*

Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

Ostomy

Appts./Info./Msgs. **619-662-1222**

Patient Access

7385 Mission Gorge Rd.

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

Information **619-229-7509**

Copies of records for personal use.

Pharmacy

Hours: 7 days, 24 hours

Info./Refills by phone **1-866-370-1958**

Mail-order Pharmacy..... **1-866-206-2985**

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

Psychiatry

Crisis intervention **1-877-496-0450**

▪ Behavioral Health Care

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Pulmonology/INH Clinic *By referral only*

TB screening

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

Appts./Info./Msgs. **1-877-236-0333**

Radiology/Diagnostic Imaging

Appointments..... **1-866-628-2006**

Surgery (General) *By referral only*

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

Appts./Cancel/Info./Msgs. **619-662-1222**

TTY for the Hearing or Speech Impaired

Advice/Appts./Info. **619-528-5152**

North County coastal..... **760-436-6031**

North County inland **760-741-8855**

Urology *By referral only*

Appts./Info./Msgs. **1-888-694-7857**

Vascular Lab Testing *By referral only*

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

Appts./Cancel/Info./Msgs. **619-662-1222**

Vascular Surgery *By referral only*

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

Appts./Cancel/Info./Msgs. **619-662-1222**

Wound Care *By referral only*

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

Appts./Cancel/Info./Msgs. **619-662-1222**

▲ 21 San Diego Mission Road

10990 San Diego Mission Rd.
San Diego, CA 92108
kp.org/sandiego

Continuing Care

Family Violence Program 619-641-4456
Long-term care..... 619-528-1245
Senior/Geriatric services..... 619-641-4456
Social Services 619-641-4456
Website xnet.kp.org/sandiego/ccs/

Health Education

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

Appts./Info./Msgs. 619-641-4194
Wellness Coaching
by Phone..... 1-866-862-4295

Depression, stress management, smoking cessation, and other programs. Information available online at kp.org.

Home Health Care

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

Information 619-641-4663

Hospice

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

Information (24 hours) 619-641-4100

Information

Operator 619-528-5000

Nutrition

Appts./Info. 619-641-4194

Surgery Scheduling

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

General Surgery 619-662-5446
Head and Neck 858-616-5103
Neurosurgery..... 858-616-5103
Ob-Gyn..... 619-641-2362
Ophthalmology 619-662-5480
Orthopedics 619-441-3140
Plastic Surgery 858-616-5493
Thoracic 619-662-5446
Urology..... 619-662-5690
Vascular 619-662-5458

● 22 San Marcos Medical Offices

Urgent Care

400 Craven Rd.
San Marcos, CA 92078
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) 1-800-290-5000
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... 1-888-KPONCALL
(1-888-576-6225)

Allergy

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

Information 1-877-236-0333

Audiology

1st Floor

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

Appts./Info./Msgs. 760-591-4276

HearUSA/HEARx

hearing consultant 760-510-4088

Cardiology *By referral only*

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

Appts./Info./Msgs. 1-877-236-0333

Dermatology *By referral only*

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

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... 1-800-290-5000

Endocrinology *By referral only*

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

Appts./Info./Msgs. 1-877-236-0333

Family Medicine/Internal Medicine

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

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Info. 1-800-290-5000

Gastroenterology (GI) *By referral only*

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

Appts./Info./Msgs. 1-877-236-0333

General Surgery

See Surgery (General).

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

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

Appts./Info./Msgs. **760-591-4276**

Hematology/Oncology *By referral only*

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

Appts./Info./Msgs. **1-877-236-0333**

Infectious Disease *By referral only*

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

hours and days may vary

Appts./Info./Msgs. **1-877-236-0333**

HIV patients may self-refer through the call center.

Information

Operator **619-528-5000**

Laboratory

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

Sa, 7 a.m.-5 p.m.;

Su, 8 a.m.-5 p.m.

Appointments **619-528-7722**

North County **760-510-5374**

Results **1-888-4KPTEST
(1-888-457-8378)**

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

Member Services Office

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

Member Service Contact Center

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

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

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

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

TTY **711**

Nephrology *By referral only*

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

Appts./Info./Msgs. **1-877-236-0333**

Neurology

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

Appts./Info./Msgs. **1-877-236-0333**

Nurses Clinic

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

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

Information **1-800-290-5000**

Obstetrics-Gynecology

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

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

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

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

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

Appts./Info./Msgs. **760-510-5350**

Medical treatment for work-related injuries and illnesses.

Orthopedic Surgical Care *By referral only*

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

Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

Outpatient Treatment Center (OTC)

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

Appts./Info./Msgs. **1-877-236-0333**

Pain Management *By referral only*

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

days and hours may vary

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

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Pediatrics

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

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-290-5000**

Pharmacy

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

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

Info./Refills by phone **1-866-385-2650**

Mail-order Pharmacy **1-866-206-2985**

Online refills **kp.org/refill**

(continues on next page)

(continued from previous page)

Physical Medicine *By referral only*

Office hours: M-F, 7 a.m.-5 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Physical/Occupational Therapy

By referral only
Office hours: M-F, 7 a.m.-5 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Plastic Surgery *By referral only*

Building 4, 3rd Floor, Area 342
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **858-616-5001**

Pulmonology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Radiology/Diagnostic Imaging

Hours: M-F, 8 a.m.-9 p.m.;
Sa, Su, 9 a.m.-5 p.m.
Appts./Cancel/Info. **1-866-628-2006**

Rheumatology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Sleep Clinic *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Speech Pathology

Limited services; by referral only
Office hours: M-F, 8:30 a.m.-5 p.m.;
days and hours may vary
Phone hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **858-694-7100**

Surgery (General) *By referral only*

Building 4, 3rd Floor, Area 342
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **619-662-1222**

Vascular Diagnostic Lab *By referral only*

Building 4, 3rd Floor, Area 342
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **619-662-1222**

Vascular Surgery *By referral only*

Building 4, 3rd Floor, Area 342
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **619-662-1222**

Urgent Care Clinic

Walk-ins, no appointments necessary
Office hours: M-F, 10 a.m.-8 p.m.;
Sa, Su, holidays, 9 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts. **1-800-290-5000**

▲ 23 | Scripps Medical Office

HM Poole Building
9834 Genesee Ave.
Ste. 114
San Diego, CA 92037
kp.org/sandiego

Cardiac Electrophysiology *By referral only*

Hours: M-F, 8 a.m.-4 p.m.
Appts./Info./Msgs. **1-877-236-0333**

▲ 24 | **Target Clinic,**
 care provided by
Kaiser Permanente
San Diego Mission Valley Target
No emergency services
 1288 Camino Del Rio N.
 San Diego, CA 921083
kp.org/scal/targetclinic

Hours: M-F, 9 a.m.-7 p.m.;
 Sa, Su, 11 a.m.-4 p.m.

Walk-in care available for over 85 services for you and your family, including:

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

▲ 25 | **Target Clinic,**
 care provided by
Kaiser Permanente
Vista Target
No emergency services
 1751 University Dr.
 Vista, CA 92083
kp.org/scal/targetclinic

Hours: M-F, 9 a.m.-7 p.m.;
 Sa, Su, 11 a.m.-4 p.m.

Walk-in care available for over 85 services for you and your family, including:

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

● 26 | **Vandever**
Medical Offices
 4405 Vandever Ave.
 San Diego, CA 92120
kp.org/sandiego

Vandever Medical Offices closed at 5 p.m. the evening before a holiday.

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

(continues on next page)

(continued from previous page)

Family Medicine/Internal Medicine

Office hours: M-Th, 7:30 a.m.-7 p.m.;
F, 7:30 a.m.-5 p.m.; Sa, Su, 8 a.m.-noon

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Info. **1-800-290-5000**

General Surgery

See Surgery (General).

Gynecology

See Obstetrics-Gynecology.

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 7 a.m.-9 p.m.;

Sa, Su, holidays, 7 a.m.-5 p.m.

EKG hours: M-F, 8 a.m.-4:30 p.m.;

Sa, Su, 8 a.m.-noon; closed holidays

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

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

Member Services Office

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

Member Service Contact Center

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

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

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

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

TTY **711**

Neurology *By referral only*

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

Appts./Info./Msgs. **1-877-236-0333**

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.

Information **1-800-290-5000**

Obstetrics-Gynecology

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatric Specialties

Appts./Info./Msgs. **619-516-3627**

Cardiology, circumcision, cystic fibrosis,
NICU follow-up, pulmonology, rheumatology,
and sports medicine.

Pediatrics

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

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

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

1st Floor Pharmacy

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

Sa, Su, 8:30 a.m.-7 p.m.

Info./Refills by phone **1-866-451-4942**

Mail-order Pharmacy..... **1-866-206-2985**

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

Radiology/Diagnostic Imaging

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

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

Appts./Cancel/Msgs. **1-866-628-2006**

Mammography hours:

M, W, 7:15 a.m.-8:45 p.m.;

Th, F, 7:15 a.m.-3:15 p.m.;

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

CT Scan hours: M-F, 8 a.m.-9 p.m.;

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

Sleep Clinic *By referral only*

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

Appts./Info./Msgs. **1-877-236-0333**

Surgery (General) *By referral only*

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

Appts./Info./Msgs. **619-662-1222**

Urology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Info./Msgs. **1-888-694-7857**

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/
 Info./Msgs. **1-844-824-1867**
- **Optical Center**
 Eyeglasses
Hours: M, W, 8 a.m.-8 p.m.;
 Tu, Th, F, 8 a.m.-5:30 p.m.;
 Sa, 8 a.m.-4:30 p.m.
 Information.....**619-516-7190**
 Website..... **kp2020.org**
- **Optometry**
Hours: M, W, 8 a.m.-8 p.m.;
 Tu, Th, F, 8 a.m.-5:30 p.m.;
 Sa, 8 a.m.-4:30 p.m.
 Appointments**619-516-7190**

▲ 27 Vista Medical Offices

780 Shadowridge Dr.
 Vista, CA 92083
kp.org/sandiego

HearUSA/HEARx West Hearing Care Center

Melrose Village Plaza
 1611 S. Melrose Dr.
 Vista, CA 92081
Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
 and weekends, by appointment only
 Information**760-597-0050**

Information

Operator**619-528-5000**

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.
 Info./Refills by phone **1-866-391-2672**
 Mail-order Pharmacy..... **1-866-206-2985**
 Online refills..... **kp.org/refill**

Psychiatry

Hours: M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.
 Appts./Info./Msgs. **1-877-496-0450**

- **Behavioral Health Care**
Member Help Line
 7 days, 24 hours..... **1-800-900-3277**

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/
 Info./Msgs. **1-844-824-1867**
- **Optical Center**
 Eyeglasses
Hours: M, Tu, W, F, 8:30 a.m.-5:30 p.m.;
 Th, 8:30 a.m.-8 p.m.
 Information.....**760-599-2210**
 Website..... **kp2020.org**
- **Optometry**
Hours: M, Tu, W, F, 8:30 a.m.-5 p.m.;
 Th, 8:30 a.m.-8 p.m.
 Appts./Cancel**760-599-2210**



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 may choose an ob-gyn as well as a personal physician. We encourage sexually active teenage girls to also choose an ob-gyn.

Nurse practitioners/physician assistants/certified nurse-midwives

Your health care team includes other licensed professionals who work with our doctors to care for members. Nurse practitioners and physician assistants diagnose and treat a wide variety of conditions, order prescriptions and tests, and answer questions about your care. Certified nurse-midwives provide women with obstetric and gynecologic care.

How to choose or change your doctor

Online

Search our directory for primary care practitioners who are accepting new patients. Then browse their profiles to find the right doctor for you. Follow these steps:

1. Go to **kp.org** and click "Find a doctor."
2. Choose your area, then select "Search doctors accepting new patients."
3. Narrow your search by city, doctor name, etc.
4. Click "Search."
5. Read about the doctor and click "Select me" when you find a good match.

Phone

Call our physician selection service at **1-888-956-1616**, weekdays from 7 a.m. to 7 p.m. We'll talk to you about your needs and help you make your choice. For TTY for the Deaf, hard of hearing, or speech impaired, call **711**.

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 to schedule an appointment, call the appointment and advice number for the facility that's most convenient for you. See the facility listing beginning on page 1 for phone numbers and hours. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)** from 7 p.m. to 7 a.m., 7 days a week. Our registered nurses can:

- Answer questions about a health concern and instruct you on self-care at home, if appropriate.
- Advise you about whether you need medical care, and how and where to get it.
- Tell you what to do if you need care after hours when our offices are closed or you're out of your service area.

Care away from home

If you're traveling outside your Kaiser Permanente area, be ready in case you need care. Take a Travel Kit with you. It explains how to get care and what to do if you get care at a non-Kaiser Permanente facility. It includes the *Getting Care Away from Home* brochure, the *Emergency and Urgent Care Away from Home* brochure, and an emergency claims form. To order your Travel Kit, please contact our Member Service Contact Center at least 2 weeks before your trip.

Visit **kp.org/travel** to find helpful resources like downloadable travel brochures and claim forms in case you need to file a claim for reimbursement after your trip.

When you're visiting another Kaiser Permanente region, you may be covered as a visiting member. For more about visiting member coverage, visit **kp.org**. Always carry your Kaiser Permanente ID card with you when you travel.

Types of care

Here are some common examples of the types of care available. They don't include all possible symptoms and conditions, but they give a helpful overview. If you're not sure what kind of care you need, call the appointment and advice center for the facility that's most convenient for you. See the facility listing beginning on page 1.

Routine care	Urgent care	Emergency care
<p>An expected care need, like a scheduled visit to your doctor or a recommended preventive screening</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Scheduled visits • Follow-up visits • Routine checkups • Physical exams • Preventive screenings • Well-child checkups <p>What to do: Make an appointment on kp.org/myhealthmanager or call the facility that you go to. Many of our locations often have same-day appointments available as well.</p>	<p>An illness or injury that requires prompt medical attention but isn't an emergency medical condition</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Minor injuries, including sprains and falls • Minor wounds and cuts needing stitches • Mild to moderate backaches • Migraines or other headaches that keep coming back • Mild breathing issues • Minor stomach pain • Minor broken bones (fingers, toes) <p>What to do: Call the facility that you go to for advice or to request a same-day or next-day appointment.</p>	<p>A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health*</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Chest pain or pressure that may move out to other parts of the body • Sudden, severe stomach pain • Severe shortness of breath • Severe bleeding that can't be stopped • Major injuries like gunshot or stab wounds • Being in labor when there isn't time to get to a plan hospital <p>What to do: Call 911 or go to the nearest hospital.</p>

*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part. A mental health condition is an emergency medical condition when it meets the requirements of the last sentence or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: (1) The person is an immediate danger to himself or herself or to others, or (2) the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

Timely access to scheduled appointments

The following standards for appointment availability were developed by the California Department of Managed Health Care (DMHC). This information can help you know what to expect when you request an appointment.

Type of appointment	Appointment offered
Urgent care (defined on page 32)	Within 48 hours
Nonurgent primary care (including adult/internal medicine, pediatrics, and family medicine)	Within 10 business days
Nonurgent mental health care with a practitioner other than a physician	Within 10 business days
Nonurgent specialty care with a physician	Within 15 business days

If you prefer to wait for a later appointment that will better fit your schedule or to see the practitioner of your choice, we'll respect your preference. In some cases, your wait may be longer than the time listed if a licensed health care professional decides that a later appointment won't have a negative effect on your health.

The standards for appointment availability don't apply to preventive care services. Your practitioner may recommend a specific schedule for these types of services, depending on your needs. Preventive care services may include physical exams, vision and hearing tests, immunizations, health education, and prenatal care. The standards also don't apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

Timely access to telephone assistance

In addition, the following standards for answering telephone inquiries were developed by the DMHC. These standards require health plans to answer the following telephone inquiries within specified time frames.

- For telephone advice about whether you need to get care and where to get care, plans must answer within 30 minutes, 24 hours a day, 7 days a week.
- For customer service inquiries, plans must answer within 10 minutes during normal business hours.

Get ready for your visit

Get the most out of your appointments. Know what to expect and be ready. These guidelines can help you get started.

Before your visit

- ☑ **Make a list of your medications**
Make a list of everything you take, including vitamins and herbal supplements. Have your list with you during your visit, or bring your original medication bottles.
- ☑ **Know your test results**
Ask your doctor how and when to get your test results, and what the test results mean. You can also view recent test results at kp.org/myhealthmanager.
- ☑ **Write down your concerns**
Talk to your doctor about any cultural, religious, or personal beliefs that could affect your care now or in the future.

During your visit

☑ **Speak up if you have questions or concerns**

It's a good idea to ask questions before a medical test, when you're prescribed medication, and before you get any treatment.

☑ **Make sure you understand**

Before you leave, make sure you know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your care team if you're not sure about anything. You can also bring a friend or family member with you to help ask questions, remember answers, and speak for you if needed. If you don't get a printout of instructions for your care plan, ask for one.

What to ask:*

1. What's 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 license. This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 48.)

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.[†]

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

➤ **Online**

Visit [kp.org/refill](https://www.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.

[†]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.

Phone

Call the pharmacy refill phone number on your prescription label. Have your medical record number, prescription number, home phone number, and credit or debit card information ready when you call.

RETHINK REFILLS.

When you get care at our facilities, you can have most prescription refills mailed to you at no extra charge. To order online, visit kp.org/refill or use the Kaiser Permanente app on your mobile device. To order by phone, call the number on your prescription label.

Have questions?

Call the pharmacy number printed at the top of your prescription label or find a local pharmacy in the directory beginning on page 1. For information about your benefits, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays):

- **1-800-464-4000** (English)
- **1-800-788-0616** (Spanish)
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY for the hearing/speech impaired)

Need to transfer prescriptions?

- **From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy**
Please complete our online form at kp.org, or call the Kaiser Permanente pharmacy you want to go to and give the pharmacist the prescription number and the phone number of the non-Kaiser Permanente pharmacy. Your Kaiser Permanente pharmacist will handle the rest. Please allow 2 or more working days for us to complete the transfer.

- **From one Kaiser Permanente pharmacy to another Kaiser Permanente pharmacy**
Visit kp.org/refill and select your medication from our online list or call the Kaiser Permanente pharmacy where you'd like to pick up your prescription. Enter your current prescription number when prompted. Then we'll transfer your prescription to the new Kaiser Permanente pharmacy you requested. If you don't have any refills left, it may take 2 working days to complete your order.

Prescription drug benefits

Most of our plans only cover prescriptions from:

- Kaiser Permanente or affiliated practitioners
- Practitioners we've referred you to
- Dentists

You'll generally pay full price for all other prescription drugs. If your coverage doesn't include a prescription drug benefit, you can still use a Kaiser Permanente pharmacy, but you'll need to pay the full price.

For new members, Kaiser Permanente will generally cover a temporary supply of non-formulary medication until you can transfer your care to a Kaiser Permanente or affiliated practitioner within the first 90 days of your membership.

Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information about your drug benefits.

Prescription drug formulary

Our prescription drug formulary is a list of preferred drugs that have been carefully selected and approved by the Kaiser Permanente Pharmacy and Therapeutics Committee. For more information, see page 54.

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

The Complex Case Management program helps make sure that our members with hard-to-control chronic conditions get all the care they need. For some members, managing more than one chronic condition may require specialized care, monitoring, and education.

Nurses and social workers work with you and your personal physician to address your specific needs. Specially trained case managers provide education, help you set up personal goals, and teach you self-care.

The Complex Case Management program is voluntary and complimentary for Kaiser Permanente members. If you or your caregiver thinks you qualify for the program, call **1-866-551-9619** (for more than one chronic condition that's hard to control) or **323-783-5151** (for members who have had a heart, liver, or lung transplant).



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 record number, which you can find on your Kaiser Permanente 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're 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.



REGISTER AT [KP.ORG](https://kp.org). IT'S AS EASY AS 1-2-3.

1. Have your medical record number handy.
2. From your computer, go to kp.org/registernow.
3. Enter some basic information and answer security questions. In 5 minutes you'll be able to access all the great things My Health Manager on kp.org has to offer.

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 Southern 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 programs

Choose from a wide variety of healthy living resources, including classes and programs – online, by phone, or in person. You'll find inspiration and tools to help you feel your best.

Wellness Coaching by Phone

A Kaiser Permanente wellness coach will give you personal guidance to help you achieve your wellness goals and create lasting changes in your life. You'll choose the health topic you want to focus on and start setting goals for healthy change. Together, you'll build a plan of action tailored just for you! Whether you need support to quit tobacco, get active, reduce stress, eat healthy, or manage your weight, you can connect with a wellness coach by phone at a time that's convenient for you. Sessions are

complimentary for Kaiser Permanente members. To schedule an appointment, call **1-866-862-4295** between 7 a.m. and 7 p.m., Monday through Friday.

More health resources

Visit kp.org/healthyliving to learn more about improving your health and well-being. You'll find our health encyclopedia, information on drugs and natural medicines, and classes for members.

Some classes are open to the public, too. Classes may vary by location and some may have a fee.

Get fit online

Whether you're 25 or 65, it's never too early – or too late – to start getting fit. As long as you do it regularly, any physical activity – walking, gardening, even doing laundry – can help you to look and feel your best. Learn more at kp.org/fitness.

Healthy lifestyle programs

As a Kaiser Permanente member, you have many wellness programs to choose from. Offered at no cost, each program is personalized to help you reach your health goals. Take the Total Health Assessment and have your results included in your electronic health record.

- Lose weight with Balance®.
- Lower stress with Relax®.
- Eat healthier with Nourish®.
- Stop smoking with Breathe®.
- Manage ongoing conditions with Care® for Your Health.*
- Control pain with Care® for Pain.*
- Manage diabetes with Care® for Diabetes.*
- Manage depression with Overcoming™ Depression.*
- Sleep better with Overcoming™ Insomnia.*
- Deal with back pain with Care® for Your Back.*

*Only available in English.

This list is current as of May 2015. For a complete list of programs or to get started, go to kp.org/healthylifestyles (English) or kp.org/vidasana (Spanish).

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.

Your immunization information

Your immunization information is shared with the California Immunization Registry (CAIR), as well as the Regional Immunization Data Exchange (RIDE) in Stanislaus and San Joaquin counties and the San Diego Regional Immunization Registry in San Diego County. These secure databases are managed by state and county government agencies. Any California health care provider can see most immunizations received at any participating provider. Go to cairweb.org/forms for more information.

Here are some benefits of sharing your information:

- You have a backup in case you lose your or your child’s yellow immunization card.
- Participating schools can easily view your child’s required immunizations.
- You’ll keep a consistent immunization record if you ever need to change health plans.

If you don’t want Kaiser Permanente to share your or your child’s immunization information with other California health care providers or participating schools through these registries, you can opt out at any time. Visit cairweb.org/forms and see “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.

The guidelines on the following pages 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 which preventive care services are covered under your health plan, consult your *Evidence of Coverage* or *Certificate of Insurance*, or call our Member Service Contact Center.

Preventive care guidelines for adults

TOPIC	ADULT
Recommended Lifestyle Practices	
Dental health	Floss daily and use fluoride toothpaste. See a dentist regularly.
Diet and nutrition	Limit fats, especially saturated fat and cholesterol. Eat fruits, vegetables, and whole grains. Make sure you're getting enough vitamin D and calcium. Recommended intake for calcium: Total daily intake of 1,000 mg/day for premenopausal women; 1,200 mg/day for women and men age 50 and older (in some adults, adequate intake may require supplementation). Recommended intake for vitamin D: 1,000 IU/day (total daily intake) for all pre- or post-menopausal women and men over age 50. From menarche through menopause, women should take a daily folic acid supplement >400 mcg.
Emotional health	Talk to your personal physician or other health care professional to get help if you're depressed, anxious, or thinking of suicide, or are being threatened, abused, or hurt by someone. Loneliness and isolation increase your risk of illness. Spend time with your friends and family and participate in activities that interest you.
Exercise	Try to be physically active on most days. Walk and do weight-bearing and muscle-building exercises. For adults 65 and older , talk to your physician before starting a vigorous exercise program.
Medical care	Talk with your physician about an advance health care directive, which makes your health care wishes known if you're unable to speak for yourself.
Medication	Discuss with your physician all medications you're taking, to be sure that there are no dangerous interactions.
Safety	Use seat belts and helmets. If you drink, always have a designated driver. Install and check smoke detectors. Lock up guns and keep ammunition separate. Set water heater temperature between 120 and 130 degrees Fahrenheit. Learn CPR. Avoid climbing ladders if you have trouble walking or keeping your balance.
Sexual practices	Use birth control to prevent unintended pregnancies. To prevent sexually transmitted diseases (STDs), use condoms and avoid having sex with high-risk partners such as known drug users. Discuss with your physician how often you should be tested for STDs, based on your personal risk factors.
Shared decision-making	Part of healthy living includes planning ahead for your future health and health care needs. Talking with your loved ones and filling out an advance directive is important for people of all ages. This document supports the right treatment plan for you based on your values and health wishes. See page 61 for more information or visit kp.org/advancedirectives .
Skin protection	Always protect your skin from the sun when outdoors. Wear a hat and sunscreen to reduce your risk of skin cancer.
Smoking	If you smoke or chew tobacco, talk with your physician about how to quit or call Kaiser Permanente Wellness Coaching by Phone at 1-866-862-4295 .
Substance abuse	Avoid using drugs and abusing alcohol. If drinking or using drugs is causing problems for you or others, talk with your physician.

TOPIC	ADULT		
Recommended Screening Tests			
Abdominal aortic aneurysm (for men)	Have an abdominal ultrasound once between ages 65 and 75 for men who have smoked at least 100 cigarettes in their lifetime.		
Breast cancer (for women)	For women between ages 40 and 49 , we offer mammography in the context of a shared decision-making approach, taking into consideration life expectancy, patient preference, existing comorbidities, and clinician judgment.	Routine mammography screening is recommended for asymptomatic women between ages 50 and 74 .	For women ages 75 and older , we offer mammography in the context of a shared decision-making approach, taking into consideration life expectancy, patient preference, existing comorbidities, and clinician judgment.
	The screening frequency for mammography is every 1 to 2 years. Contact your physician immediately if you find a lump in your breast.		
Cervical cancer (for women)	Get a Pap test every 3 years, starting at age 21 .	At age 30 , have a Pap and human papillomavirus (HPV) test every 5 years through age 65 .	Screening isn't recommended for women age 66 and older who have had adequate prior screening.
Cholesterol	Have your first cholesterol test between ages 20 and 39 .	Get tested every 5 years, between ages 40 and 79 .	
Colorectal cancer	Have a fecal immunochemical test (FIT) every year, and/or a flexible sigmoidoscopy every 5 years (with or without an annual FIT); or a colonoscopy every 10 years starting at 50. Screening may end at age 75 with a routine history of screening; patients with no screening history should end screening at age 80 .		
Diabetes	Get tested every 5 years, starting at age 45 .		
HIV and other STDs	Get tested for HIV and other STDs if you have had unprotected sex, are pregnant, or have any other reason to think you may be at risk. Have a yearly chlamydia test if you're a sexually active female and are age 24 or younger .		
Osteoporosis	Have a bone density test once starting at age 65 for women and age 70 for men .		
Overweight and obesity	Have your body mass index (BMI) calculated at every visit.		
Prostate cancer (for men)	Between ages 50 and 69 , discuss the benefits and risks of prostate cancer screening with your physician. Screening isn't recommended for men age 70 or older.		
Immunizations			
	Get your immunizations in a timely manner (see the chart on the next page).		
Influenza (flu shot)	All adults age 18 and older should get an annual flu vaccination. This is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, kidney disease, or heart disease; and anyone age 50 or older.		
Tdap (tetanus, diphtheria, and pertussis)	You should get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once after age 18 , especially if your family has a newborn or if you take care of newborns. If you're pregnant , you should get a Tdap vaccination with each pregnancy, ideally at 27–36 weeks into the pregnancy.		

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)	Pneumococcal (PPSV23)	Meningococcal	MMR Measles, mumps, rubella	HPV Human papillomavirus	Chickenpox Varicella	Hepatitis A	Hepatitis B	Hib <i>Haemophilus influenzae type b</i>											
19-21 years	Flu vaccine every year	1 dose of Tdap* Td booster every 10 years						Women Men															
22-26 years																							
27-49 years															1 dose	1 or 2 doses	1 or 2 doses	3 doses	3 doses	2 doses	2 doses	3 doses	1 or 3 doses
50-59 years																							
60-64 years																							
65+ years			1 dose	1 dose	1 dose																		

Recommended for you if you did not get it when you were a child.

More information

Flu: There are several flu vaccines available. Talk to your health care professional about which flu vaccine is right for you.

Td/Tdap: *If you're pregnant, you should get a Tdap vaccine during the third trimester of every pregnancy to help protect your babies from pertussis (whooping cough).

Shingles: You should get a zoster vaccine even if you've had shingles before.

Pneumococcal: There are 2 different types of pneumococcal vaccine: PCV13 (conjugate) and PPSV23 (polysaccharide). Talk with your health care professional to find out if 1 or both pneumococcal vaccines are recommended for you.

Meningococcal: Your health care professional will let you know how many doses you need.

MMR: If you were born in 1957 or later, and don't have a record of being vaccinated or having had measles, mumps, and rubella, talk to your health care professional about how many doses you may need.

HPV: There are 2 HPV vaccines, but only 1 HPV vaccine (Gardasil®) should be given to men. If you're a male who is 22 through 26 years old and has sex with men, you should complete the HPV vaccine series if you haven't already done so.

Hib: Your health care professional will let you know how many doses you need.

If you're traveling outside the United States, you may need additional vaccines. Ask your health care professional about which vaccines you may need at least 6-8 weeks prior to your travel.

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

Preventive care guidelines for children and teens

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
Recommended Lifestyle Practices		
Alcohol and drugs		Don't drink alcohol or use drugs, and never drive under the influence.
Dental care	Prevent baby bottle tooth decay – don't leave a bottle with your baby at nap time or nighttime. Brush your baby's teeth with water. Starting at age 2 , use a small amount of toothpaste and teach your child to brush and floss his or her teeth. Take your child to the dentist regularly. Fluoride use may also be recommended, based on risk factors like your primary water supply being deficient in fluoride. Your baby may need a routine addition of varnish between 9 and 18 months .	Visit the dentist regularly. Fluoride use may be recommended, based on risk factors like your primary water supply being deficient in fluoride.
Diet and nutrition	Breastfeed your baby up to 2 years of age . Breast milk is the best food for your baby and contains all the nutrition your baby needs for the first year of life. Give your child at least 5 servings of fruits and vegetables every day. Emphasize iron-enriched foods that contain calcium. Limit fat, cholesterol, sugar, and milk after age 2. Limit high-fat, non-nutritious foods such as fast foods, chips, sweets, and soda.	Choose foods low in fat, with 5 or more servings of fruits and vegetables every day.
Emotional health	Spend relaxed time with your children regularly and talk to them about school, friends, and any difficulties they may be having. Let them know you're there to help. Make sure your child is getting enough sleep and isn't over-scheduled with activities.	Eat healthy foods and get plenty of sleep. If you're depressed, thinking of suicide, or are being hurt by someone, talk to your physician or another adult you can trust.
Environmental safety	Use hats and sunscreen to protect your child from sun exposure. Protect your child from crime and violence by not allowing your child to play outside alone. If your house was built before 1978, ask your physician about signs of lead toxicity.	
Exercise	Make sure your child plays actively every day. Walk, run, and play with your child whenever possible. Limit TV, video games, and computer use.	Try to be physically active every day.
Medical care	Bring your child to all well-child visits. These visits are generally scheduled every few months from birth to age 2 , then every year or 2 until age 12 . Your physician will let you know when to bring your child in.	Attend all well-child visits at ages 13-15 and ages 16-17 , or more often as directed by your health care team.
Safety	Keep children out of the front seat of the car. Use safety seats for children age 8 or younger or who are less than 4'9" in height. Use a rear-facing car seat until age 2 or when your child has outgrown the highest weight or height allowed by the car seat's manufacturer. Wear seat belts. Use helmets when riding bikes. Don't leave children age 6 or younger unattended inside motor vehicles. Put medicines out of reach. Keep the Poison Control Center telephone number (1-800-222-1222) handy. Install fences and gates around pools, and use guards on windows and stairs. Put your baby to sleep on his or her back (the "back to sleep" position).	Use lap and shoulder seat belts, helmets, and safety gear.

(continues on next page)

(continued from previous page)

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
Sexuality		Postpone sex. If you're sexually active, talk with your physician about birth control and safer sex.
Smoking	Don't allow anyone to smoke around your child.	Avoid or quit smoking and chewing tobacco. Visit kp.org/healthylifestyles .
Recommended Screening Tests		
Autism	Your pediatrician will screen your toddler for signs of autism spectrum disorder, if you have concerns about speech or development delay, between 18-21 months .	
Blood pressure	Occurs at every well-child visit starting at age 2 .	
Chlamydia	Sexually active girls need an annual chlamydia test.	
Head circumference	Occurs at every well-child visit from birth to age 2 .	
Hearing	Audiogram occurs at birth, between ages 4 and 6 , and between ages 8 and 10 , and as recommended by your physician through age 17 .	
Height, weight, and BMI	Occurs at every well-child visit. Starting at age 3 , check body mass index (BMI). BMI is calculated to help determine if your child is at a healthy weight.	
Vision	Occurs once at age 4 , and at every well-child visit between ages 4 and 17 , as recommended by your physician.	
Additional tests	Your child is tested at birth for thyroid deficiencies, intolerance to milk sugar (galactosemia), hemoglobinopathies, and phenylketonuria. Your physician will let you know if your child needs additional tests for problems such as diabetes, high cholesterol, tuberculosis, anemia, or lead exposure.	Your physician will let you know if you need additional tests for problems such as diabetes, high cholesterol, tuberculosis, or sexually transmitted diseases.
Immunizations		
	Make sure your child gets his or her immunizations in a timely manner (see chart on pages 45-46).	
Influenza (flu shot)	For all children 6 months through 18 years and everyone in your household. This is especially important for children with chronic illnesses like asthma or diabetes.	
Pertussis (whooping cough)	A state law requires all students entering seventh grade to show proof of Tdap (tetanus, diphtheria, and pertussis), a booster shot that protects against pertussis, or whooping cough.	

Recommended 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				HepB					
		RV	RV	RV							
		DTaP	DTaP	DTaP			DTaP				DTaP
		Hib	Hib	Hib		Hib					
		PCV	PCV	PCV		PCV					
		IPV	IPV	IPV		IPV					IPV
					Influenza (Yearly)*						
						MMR					MMR
						Varicella					Varicella
											HepA†

Note: If your child misses a shot, you don't need to start over; just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

*Two doses given at least 4 weeks apart are recommended for children 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.

†Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who didn't receive the HepA vaccine and are at high risk should be vaccinated against HepA.

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



Recommended immunizations for children from 7 through 18 years old

As recommended by the Centers for Disease Control and Prevention

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

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

These boxes indicate the vaccine is recommended for children with certain health conditions that put them at high risk for serious diseases. Note that healthy children can get the HepA series. See vaccine-specific recommendations at www.cdc.gov/vaccines/pubs/ACIP-list.htm

7-10 YEARS	11-12 YEARS	13-18 YEARS
Tdap	Tetanus, Diphtheria, Pertussis (Tdap) Vaccine Human Papillomavirus (HPV) Vaccine (3 doses)	Tdap HPV
MCV4	Meningococcal Conjugate (MCV4) Vaccine Dose 1 Influenza (Yearly)	(MCV4) Dose 1 Booster at age 16 years
	Pneumococcal Vaccine	
	Hepatitis A (HepA) Vaccine Series	
	Hepatitis B (HepB) Vaccine Series	
	Inactivated Polio Vaccine (IPV) Series	
	Measles, Mumps, Rubella (MMR) Vaccine Series	
	Varicella Vaccine Series	

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



The Fine Print

Emergency services and coverage

Emergency services

If you have an emergency medical condition, call **911** (where available) or go to the nearest hospital emergency department. An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of medical attention would result in any of the following:

- Placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true:

- The person is an immediate danger to himself or herself or to others.
- The person is immediately unable to provide for, or use, food, shelter, or clothing, due to the mental disorder.

Emergency care coverage

When you have an emergency medical condition, we cover emergency services you receive from Plan providers or non-Plan providers anywhere in the world. You do not need prior authorization for emergency services.

Emergency services include all of the following with respect to an emergency medical condition:

- A medical screening exam that is within the capability of the emergency department of a hospital, including ancillary services (such as imaging and laboratory services) routinely available to the emergency department to evaluate the emergency medical condition
- Within the capabilities of the staff and facilities available at the hospital, medically necessary examination and treatment required to stabilize you (once your condition is stabilized, services you receive are post-stabilization care and not emergency services)

"Stabilize" means to provide medical treatment for your emergency medical condition that is necessary to assure, within reasonable medical probability, that no material deterioration of your condition is likely to result from or occur during your transfer from the facility. With respect to a pregnant woman who is having contractions, when there is inadequate time to safely transfer her to another hospital before delivery (or the transfer may pose a threat to the health or safety of the woman or

her unborn child), “stabilize” means to deliver (including the placenta). For more information on emergency care coverage, see your *Evidence of Coverage* or *Certificate of Insurance*.

Post-stabilization care

Post-stabilization care is medically necessary care related to your emergency medical condition that you receive in a hospital (including the Emergency Department) after your treating physician determines that this condition is stabilized. Kaiser Permanente covers post-stabilization care from a non-Plan provider, only if we provide prior authorization for the care or if otherwise required by applicable law (“prior authorization” means that we must approve the service in advance). To request authorization for post-stabilization care from a non-Plan provider, the provider must call us at **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card before you receive the care.

We will discuss your condition with the non-Plan provider. If we determine that you require post-stabilization care, and the care would be covered if you received it from a Plan provider, we will authorize your care from that provider or arrange to have a Plan provider or other designated provider administer care. Be sure to ask the non-Plan provider to tell you what care (including any transportation) we have authorized because we will not cover unauthorized post-stabilization care or related transportation provided by non-Plan providers, except as otherwise described in the *Evidence of Coverage* or *Certificate of Insurance*. If you receive care from a non-Plan provider that we have not authorized, you may have to pay the full cost of that care.

NOTE: If you are a Senior Advantage (HMO) or Medicare Cost member, you will only be held financially liable if you are notified by the non-Plan provider or us about your potential liability.

Notify us that you have been admitted to a non-Plan hospital. If you are admitted to a non-Plan hospital or get emergency care, please notify us as soon as possible by calling **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card.

Protecting your privacy and security

We take protecting you, your medical information, and resources for your care very seriously. One way we protect your privacy is by checking your Kaiser Permanente ID card and asking to see a photo ID when you come in for care.

If you notice potential signs of misconduct, such as someone using another’s ID card or information improperly, a statement listing charges for care you didn’t receive, or your prescription medications have changed unexpectedly, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired). For more information about how we are working to protect you, visit kp.org/protectingyou.

We are committed to ethical conduct, integrity in our work, and compliance with all regulatory requirements. We train our employees and physicians to help protect your privacy and prevent fraud and identity theft. We monitor our systems and operations for indications of misconduct and take corrective action when needed.



Your rights and responsibilities

Kaiser Permanente is your partner

in total health care. Active communication between you and your physician as well as others on your health care team helps us to provide you with the most appropriate and effective care. We want to make sure you receive the information you need about your Health Plan, the people who provide your care, and the services available, including important preventive care guidelines. Having this information contributes to your being an active participant in your own medical care. We also honor your right to privacy and believe in your right to considerate and respectful care. This section details your rights and responsibilities as a Kaiser Permanente member and gives you information about member services, specialty referrals, privacy and confidentiality, and the dispute-resolution process.

As an adult member, you exercise these rights yourself. If you are a minor or are unable to make decisions about your medical care, these rights will be exercised by the person with the legal responsibility to participate in making these decisions for you.

You have the right to:

Receive information about Kaiser Permanente, our services, our practitioners and providers, and your rights and responsibilities.

We want you to participate in decisions about your medical care. You have the right, and should expect to receive as much information as you need to help you make these decisions. This includes information about:

- Kaiser Permanente
- The services we provide, including behavioral health services

- The names and professional status of the individuals who provide you with service or treatment
- The diagnosis of a medical condition, its recommended treatment, and alternative treatments
- The risks and benefits of recommended treatments
- Preventive care guidelines
- Ethical issues
- Complaint and grievance procedures

We will make this information as clear and understandable as possible. When needed, we will provide interpreter services.

Participate in a candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.

You have the right to a candid discussion with your Plan physician about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage. Ask questions, even if you think they're not important. You should be satisfied with the answers to your questions and concerns before consenting to any treatment. You may refuse any recommended treatment if you don't agree with it or if it conflicts with your beliefs.

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

Medical emergencies or other circumstances may limit your participation in a treatment decision. However, in general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.

Participate with practitioners and providers in making decisions about your health care.

You have the right to choose an adult representative, known as your agent, to make medical decisions for you if you are unable to do so, and to express your wishes about your future care. Instructions may be expressed in advance directive documents such as an advance health care directive. See page 61 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 63, 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 56.

For more information about your rights regarding PHI as well as our privacy practices, please refer to our Notice of Privacy Practices on our website, kp.org, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Participate in physician selection without interference. You have the right to select and change your personal physician within the Kaiser Permanente Medical Care Program without interference, subject to physician availability. To learn more about nurse practitioners, physician assistants, and selecting a primary care practitioner, see page 30 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 57 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 60.

To speak with a representative about our policies and procedures, including benefits and coverage, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired). Senior Advantage and Medicare members can contact our Member Service Contact Center at **1-800-443-0815** (English), 7 days a week, 8 a.m. to 8 p.m.

Disability access

It's our policy to make our facilities and services accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides (1) access to service-animal users except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-related disabilities, including qualified Sign language interpreter services and informational materials in alternative formats (examples include large print, audio tape/CDs, electronic

texts/disks/CD-ROMs, and Braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

About your Kaiser Permanente identification (ID) card

Each member is assigned a unique medical record number, which we use to locate membership and medical information. Every member receives an ID card that shows his or her unique number.

If you are not sure when your coverage starts, call your employer's benefits office; individual plan members may call our Member Service Contact Center. If you were a member and have re-enrolled in our Health Plan, you will receive a new ID card that shows your original medical record number.

Whenever you receive a new ID card, destroy all old cards and begin using the new card. If you lose your ID card, or if we inadvertently issue you more than 1 medical record number, please call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Referrals for specialty care

Your primary care physician will refer you to a Plan specialist when he or she believes that you require specialty care. Some specialty departments such as Obstetrics-Gynecology, Psychiatry, and Chemical Dependency or Addiction Medicine don't require a referral. There may be instances when you require the services of a non-Plan physician. These services are covered only when authorized in writing by the Medical Group. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information.

Notice of availability of Contracted Practitioners and Providers List

Kaiser Permanente is required by California law to provide members and prospective members, upon request, a list of medical practitioners and providers contracted to provide health care services to our members

in a general geographic area. The list includes certain information about these contracted health care practitioners and providers, including which primary care practitioners may be accepting new patients. The Contracted Practitioners and Providers List is not intended to replace other Kaiser Permanente physician directories, provider lists, or Guidebooks. To receive a copy of this list, call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY) and ask for the Contracted Practitioners and Providers List. Or request the Contracted Practitioners and Providers List by writing to:

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

Prescription drug formulary

Our formulary is a list of covered drugs that have been carefully evaluated and approved by our Pharmacy and Therapeutics (P&T) Committee, primarily composed of Kaiser Permanente (Plan) physicians and pharmacists. The committee thoroughly reviews the medical literature and determines which drugs to include on the formulary based on a number of factors, including safety and effectiveness. The P&T Committee reviews and updates the formulary on a quarterly basis to ensure that it continues to include drugs that are safe and effective.

Plan physicians may prescribe generic or brand-name drugs that are on our formulary, or, in rare cases, drugs that are not on our formulary (non-formulary drugs), based on what is medically necessary for your condition.

A generic drug is a chemical copy of a brand-name drug and is equivalent to the brand-name drug in action, quality, and safety, but usually costs less. Generic drugs contain the same active ingredients in the same dosage as their brand-name counterparts and are approved by the U.S. Food and Drug Administration. They

become available only after the patent on a brand-name drug expires, at which point other companies are allowed to make the drug at cost savings ranging from 30 to 80 percent.

Generally, when a new generic drug becomes available, it is added to the formulary and the brand-name equivalent is removed. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generic drugs for the formulary.

If you have a prescription drug benefit and are prescribed a formulary drug, that drug will be covered under the terms of your benefits. Non-formulary brand medications are not covered unless your doctor determines that one is medically necessary and provides it through an exception process – for example, in the highly unusual situation that you do not tolerate or respond well to a generic drug. If your plan doesn't have a prescription drug benefit, you will be charged full price for both formulary and non-formulary drugs.

For more information on our prescription drug formulary, visit kp.org/formulary. Or call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

New technology

Kaiser Permanente has an ongoing process for monitoring and evaluating the scientific evidence for new medical technologies, including medical procedures, pharmaceuticals, and medical devices. For new technologies that have been evaluated in scientific studies and shown to be effective and safe, Kaiser Permanente's physicians determine whether the procedures, drugs, or devices are medically appropriate for their patients.

Coordination of Benefits (COB)

You and your family may be able to save on medical expenses if you are covered by more than 1 medical plan through an employer



group (including Medicare Part A and/or B coverage held individually or assigned into a Medicare Advantage plan). Through our COB program, you may qualify for reimbursement of your cost share and out-of-pocket expenses. Through COB, your health care organizations and insurance companies work together to pay for your medical care. If you have coverage in addition to Kaiser Permanente through an employer group or Medicare and would like to find out if you qualify for COB, call one of our representatives. They are available Monday through Friday, 8 a.m. to 4 p.m., at **1-800-201-2123**. For more information about COB, please see your *Evidence of Coverage*.

Claims status information

You have the right to track the status of a claim in the claims process and obtain the following information in 1 telephone contact with a representative from Member Services – the stage of the process, the amount approved, amount paid, member cost, and date paid (if applicable). To inquire about the status of a claim, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Coverage or service decisions

Managing how health care services and related resources are used is an important part of how Kaiser Permanente physicians and staff work together to help control costs and improve health care services for you.

Managing our resources effectively includes making decisions that help ensure that you receive the right care at the right time in the right care setting. Communicating openly with the members of your health care team is an important way to help ensure that you get the care you need.

Many agencies, accrediting bodies, and employers require managed care organizations and hospitals to detect and

correct potential underuse and overuse of services. Among them are the National Committee for Quality Assurance, the Centers for Medicare & Medicaid Services (Medicare and Medi-Cal), and The Joint Commission. This monitoring of services is called “utilization management” (UM).

At Kaiser Permanente, we make UM decisions based only on appropriateness of care and service and the existence of coverage. Our physicians and other practitioners may use criteria or guidelines (information, tools, and other decision-making aids) to assist in service determinations. In the event of service-denial determinations in which criteria may have been used to assist in the determination, these criteria will be disclosed and provided to you. Also, we do not specifically reward practitioners or individuals conducting a utilization review for issuing denials of coverage or service. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. The type of coverage you have determines your benefits. Your Kaiser Permanente physician does not make decisions on your health care because of receiving a financial reward, or because they would be hired, fired, or promoted. Your Kaiser Permanente physician does not receive any financial reward if he or she does not provide the services you need. Kaiser Permanente makes sure that your physician provides the care you need at the right time and the right place.

For more information about policies regarding financial incentives and how we control utilization of services and expenditures, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Assistance with utilization management (UM) issues and processes

For calls regarding UM issues, questions, or processes, please call the Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Member Services representatives and UM staff at each medical center are available during normal business hours to address your questions or concerns related to UM issues. Please call your local medical center number and request the Member Services or Utilization Management Department. Business hours are Monday through Friday (excluding holidays), 9 a.m. to 5 p.m. You can also inquire about UM processes or specific UM issues by leaving a voice mail after hours. Please leave your name, medical record number and/or birth date, telephone number where you can be reached, and your specific question. Messages will be responded to no later than the next business day.

Quality

At Kaiser Permanente, we are proud of our delivery of high-quality health care and services to our members. Our commitment to quality is demonstrated through the recognition we've received from independent organizations for our internal improvement program and for our use of advanced technologies in providing medical care. You can request a complimentary copy of Quality Program at Kaiser Permanente, a document that explains our quality programs, by calling our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

You can also read this document online at **kp.org**. Scroll down to "Helpful links" at the bottom of the page and click "Quality and

safety at KP," then "Measuring quality" from the left side of the page. Scroll down to the middle of the page and click "Quality Program at KP."

We also participate in various activities in the community to improve patient safety – one of our top priorities. For example, we participate in the Leapfrog Group survey. The Leapfrog Group is composed of Fortune 500 companies and other public and private organizations throughout the country that provide health care benefits. The group's goal is to improve the safety and quality of health care in the United States. One of its main programs is a voluntary, Web-based survey used to gather information about medical care in urban hospitals. All Kaiser Permanente medical centers in California and the majority of our contracted hospitals participated in the most recent survey. To see the survey results, visit **leapfroggroup.org**.

Privacy practices

Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers to protect your PHI. Your PHI is individually identifiable information (oral, written, or electronic) about your health, health care services you receive, or payment for your health care. You may generally see and receive copies of your PHI, correct or update your PHI, and ask us for an accounting of certain disclosures of your PHI. You can ask for confidential communications to be delivered to a location other than your usual address. You can also request a different delivery method than the method normally used.

We may use or disclose your PHI for treatment, payment, health research, and health care operations purposes, such as measuring the quality of services. We are sometimes required by law to give PHI to others, such as government agencies or in judicial actions. In addition, if you have coverage through an employer group, PHI is shared with your group only with your

authorization or as otherwise permitted by law. We will not use or disclose your PHI for any other purpose without your (or your representative's) written authorization, except as described in our Notice of Privacy Practices. Giving us authorization is at your discretion.

This is only a brief summary of some of our key privacy practices. Our Notice of Privacy Practices, which provides additional information about our privacy practices and your rights regarding your PHI, is available and will be furnished to you upon request. To request a copy, please call our Member Service Contact Center at 1-800-464-4000 or 711 (TTY). You can also find the notice at your local Plan facility or on our website at kp.org.

Dispute resolution

We are committed to promptly resolving your concerns. The following sections describe some dispute-resolution options that may be available to you. Please refer to your *Evidence of Coverage* or *Certificate of Insurance*, or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, AIM, Federal Employee Health Benefits Program (FEHBP), or CalPERS member because you have different dispute-resolution options available. The information below is subject to change when your *Evidence of Coverage* or *Certificate of Insurance* is revised and the revised *Evidence of Coverage* or *Certificate of Insurance* replaces the information in this *Guidebook*.

We will confirm receipt of your complaint, grievance, or appeal within 5 days. We will send you our decision within 30 days from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. In the case of an expedited review, we will respond in less than 30 days, as described in this section.

Complaints about quality of care or service, or access to facilities or services

If you have a complaint about your quality of care or service, or access to facilities or services, you may file a complaint online or you may contact a patient assistance coordinator or a Member Services representative at your local Plan facility, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY) to discuss your issue. To file a complaint online, go to **kp.org** and click the "Locate our services" tab, then click "Member Services." On the left side of the screen, click "Submit a complaint." Our representatives will advise you about our resolution process and ensure that the appropriate parties review your complaint.

The Joint Commission contact information

The Joint Commission is responsible for accreditation of health care organizations – for example, Kaiser Foundation Hospitals and Home Care and Hospice programs. Kaiser Permanente encourages the public to report any patient safety or quality-of-care concerns to hospital management. If the concerns cannot be resolved through the hospital, we encourage you to contact The Joint Commission's Office of Quality Monitoring at **630-792-5800**. The Joint Commission complaint email address is **complaint@jointcommission.org**. For more information about The Joint Commission, go to The Joint Commission website, **jointcommission.org**. You can send mail to:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Who may file

The following people may file a grievance:

- You may file for yourself.
- You can ask a friend, relative, attorney, or any other person to file a grievance for you by appointing him or her in writing as your authorized representative.

- A parent may file for his or her child under age 18, except that the child must appoint the parent as authorized representative if the child has the legal right to control release of information that is relevant to the grievance.
- A court-appointed guardian may file for his or her ward, except that the ward must appoint the court-appointed guardian as authorized representative if the ward has the legal right to control release of information that is relevant to the grievance.
- A court-appointed conservator may file for his or her conservatee.
- An agent under a currently effective health care proxy, to the extent provided under state law, may file for his or her principal.
- Your physician may act as your authorized representative with your verbal consent to request an urgent grievance as described in the *Evidence of Coverage or Certificate of Insurance*.

Expedited Review

If you want us to consider your grievance on an urgent basis, please tell us that when you file your grievance.

You must file your urgent grievance in 1 of the following ways:

- By calling our Expedited Review Unit toll free at **1-888-987-7247** (TTY users call **711**)
- By mailing a written request to:
Kaiser Foundation Health Plan, Inc.
Expedited Review Unit
P.O. Box 23170
Oakland, CA 94623-0170
- By faxing a written request to our Expedited Review Unit toll free at **1-888-987-2252**
- By visiting a Member Services office at a Plan facility (please see the facility directory beginning on page 1 for addresses)
- By going to **kp.org** – you can file a complaint or grievance, including a request for an expedited review, on our website.

We will decide whether your grievance is urgent or nonurgent unless your attending health care provider tells us your grievance is urgent. If we determine that your grievance is not urgent, we will use the procedure described under “Standard procedure” in the “Grievances” section of your *Evidence of Coverage or Certificate of Insurance*. Generally, a grievance is urgent only if 1 of the following is true:

- Using the standard procedure could seriously jeopardize your life, health, or ability to regain maximum function.
- Using the standard procedure would, in the opinion of a physician with knowledge of your medical condition, subject you to severe pain that cannot be adequately managed without extending your course of covered treatment.
- A physician with knowledge of your medical condition determines that your grievance is urgent.

If we respond to your grievance on an urgent basis, we will give you oral notice of our decision, as soon as your clinical condition requires, but not later than 72 hours after we received your grievance. We will send you a written confirmation of our decision within 3 days after we received your grievance.

If we do not decide in your favor, our letter will explain why and describe your further appeal rights.

NOTE: If you have an issue that involves an imminent and serious threat to your health (such as severe pain or potential loss of life, limb, or major bodily function), you can contact the California Department of Managed Health Care at any time at **1-888-HMO-2219 (1-888-466-2219)** or **1-877-688-9891** (TDD) without first filing a grievance with us.

Binding arbitration

You have the right to voice complaints about Kaiser Permanente and the care we provide. Most member concerns are resolved through our complaint and grievance process. However,



if an issue is not resolved to your satisfaction through that process, you can ask for binding arbitration by a neutral third party.

We require that members use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. It's a legal proceeding that provides members with a fair, cost-effective, and confidential means of resolving disputes. The Office of the Independent Administrator is the neutral entity that administers Health Plan arbitrations. Typically, an arbitrator decides disputes within 18 to 24 months, and often in less than 1 year. The arbitrator's decision is binding for both members and the Health Plan. For more information about binding arbitration, please refer to your *Evidence of Coverage* or *Certificate of Insurance*.

If you need a current copy, call our Member Service Contact Center at **1-800-464-4000**.

Independent Medical Review (IMR)

If you qualify, you or your authorized representative may have your issue reviewed through the Independent Medical Review (IMR) process managed by the California Department of Managed Health Care. The Department of Managed Health Care determines which cases qualify for IMR. This review is at no cost to you. If you decide not to request an IMR, you may give up the right to pursue some legal actions against us.

You may qualify for IMR if all of the following are true:

- One of these situations applies to you:
 - You have a recommendation from a provider requesting Medically Necessary Services.
 - You have received Emergency Services, emergency ambulance Services, or Urgent Care from a provider who determined the Services to be Medically Necessary.
 - You have been seen by a Plan Provider for the diagnosis or treatment of your medical condition.

- Your request for payment or Services has been denied, modified, or delayed based in whole or in part on a decision that the Services are not Medically Necessary.
- You have filed a grievance and we have denied it or we haven't made a decision about your grievance within 30 days (or 3 days for urgent grievances). The Department of Managed Health Care may waive the requirement that you first file a grievance with us in extraordinary and compelling cases, such as severe pain or potential loss of life, limb, or major bodily function. If we have denied your grievance, you must submit your request for an IMR within 6 months of the date of our written denial. However, the Department of Managed Health Care may accept your request after 6 months if they determine that circumstances prevented timely submission.

You may also qualify for IMR if the Service you requested has been denied on the basis that it is experimental or investigational as described under "Experimental or investigational denials" in your *Evidence of Coverage* or *Certificate of Insurance*.

If the Department of Managed Health Care determines that your case is eligible for IMR, it will ask us to send your case to the Department of Managed Health Care's Independent Medical Review organization. The Department of Managed Health Care will promptly notify you of its decision after it receives the Independent Medical Review organization's determination. If the decision is in your favor, we will contact you to arrange for the Service or payment.

California Department of Managed Health Care

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-464-4000** or **711** (TTY) and use your health plan's grievance process before contacting the department.

Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR).

If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **1-888-HMO-2219 (1-888-466-2219)** and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet website **hmohelp.ca.gov** has complaint forms, IMR application forms, and instructions online.

Your medical treatment

We want you to know about your rights and your health care decisions. It is important for you to think about the types of treatments you may or may not choose if there comes a time when you cannot speak for yourself. These decisions are highly personal and are based on your values, beliefs, and what is important to you. We base this information on text from the California Consortium on Patient Self-Determination and adopted by the California Department of Health Care Services to implement Public Law 101-508.

The California Health Care Decision Law helps you control the kind of health care you receive if you lose the ability to speak for yourself.

Under the federal Patient Self-Determination Act, Kaiser Permanente must offer you written information about your right to make decisions regarding your medical care. We also want to make clear that you are not obligated to complete an advance directive. You will receive no change in other medical care whether or not you complete an advance directive stating your preferences or complete a Physician Orders for Life-Sustaining Treatment (POLST).

We hope this information will help you to receive the kind of medical treatment that is right for you.

Treatment decisions

Your physician may offer you treatment for a medical condition. You can say "yes" to the treatment. Or you can say "no" to the treatment – even if the treatment might keep you alive longer. To help you know what you want, your physician will tell you about your medical condition and what different treatments (and their side effects) can do. Your physician must tell you about any serious problems that a particular medical treatment is likely to cause, and what your life might be like with and without the treatment. Your beliefs and values may guide you to decide whether to accept a treatment choice.

Documenting your health care treatment preferences

In California, 2 complementary documents help to make your preferences clear: an advance directive and a Physician Orders for Life-Sustaining Treatment (POLST). Anyone 18 or older and of sound mind can complete them; legal help is not required. A POLST form is designed for people with serious illness, thus, should not be completed unless you are seriously ill. Your physician can help you decide if a POLST is right for you. With the POLST, your physician decides which treatment orders will benefit you and completes the POLST form with help from you or the person you choose to make health care decisions for you.

An advance directive, sometimes called an advance health care directive, documents your current preferences about your future medical care. These preferences guide your medical care if you lose the ability to make decisions for yourself. You can name someone as your decision-maker (surrogate decision-maker) to make health care decisions for you if you're too sick to make your own decisions. We recommend that you choose an adult relative or friend you trust, knows you, cares about you, and can support your treatment choices. Or you can fill out the form without naming a surrogate decision-maker. Your health care instructions help you express your wishes about receiving life support and other types of treatment. We will follow your wishes as stated in your advance directive in accordance with the law and in keeping with good medical practice. If your physician is unable to follow your stated wishes, we will attempt to transfer you to another physician who can comply with your instructions. We recommend you use an advance health care directive form, available from the Member Services, Patient Assistance, and Health Education Departments at your local Kaiser Permanente medical center or medical offices. You can also download a form at kp.org, under "Forms & publications."

After you complete the directive:

- Give a copy of the original to your authorized surrogate decision-maker.
- Ask your physician to attach your advance directive to your permanent medical record.
- Keep a copy of your advance directive in a safe place where it can be easily found if needed.
- Keep a card in your wallet or purse stating that you have an advance directive.

You can also register your advance directive with the California State Department of Justice Office of the Attorney General. For information, you can call **916-322-3360** or visit their website at sos.ca.gov/ahcdr.

A POLST or Physician Orders for Life-Sustaining Treatment form is a document that your physician completes with input from you or your surrogate decision-maker. The POLST contains physician orders about CPR, medical interventions, use of antibiotics, and use of artificially administered fluids and nutrition. A POLST orders treatment that reflects your wishes concerning end-of-life care. The POLST is voluntary and is intended only for people who are seriously ill. At any time, you or your surrogate decision-maker can discuss with a physician a change in those orders. This form assists physicians, nurses, health care facilities, and emergency personnel in honoring your wishes about life-sustaining treatment. A POLST complements your advance directive and is not intended to replace it. Once it's completed, it becomes a part of your medical record. It can be changed at any time by you or your surrogate decision-maker if your condition changes. For more information, visit coalitionccc.org.

Do I have to fill out an advance directive or POLST?

No. You can just talk with your physicians and ask them to write down what you've said in your medical record. And you can talk with your family. But people will be clearer about your treatment wishes – and your wishes are more likely to be followed – if you write them down.

You can also tell your provider what you prefer and have it documented in your medical record, or you can put it in writing, sign it, and have that document made a part of your medical record. Your physicians and family can use what you've written to decide on your treatment. A physician must follow your wishes when you say "no" to a treatment. The law provides legal protection for physicians who follow your wishes. If there is uncertainty, physicians can ask for guidance from the hospital's Ethics Consultation Service.

What if I'm too sick to decide?

If you can't make treatment decisions, your physician may ask your family and significant others to help decide what is best for you.

While this approach can be helpful, there are times when not everyone agrees on what you would want. That's why it's helpful to choose someone to make decisions for you in case you are sick, discuss with that someone the goals of your medical treatment, and fill out an advance directive or POLST in a way that reflects those goals. Some treatment decisions are hard to make, and knowing what you want helps your family and your physicians. The advance health care directive also gives them legal protection when they follow your wishes.

What if I change my mind?

You can change or revoke an advance directive or POLST, as long as you can communicate your wishes.

Will I still be treated if I don't fill out an advance directive or POLST?

The best medical care is care that you would want. While you will be treated regardless of whether you fill out an advance directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:

- An advance directive lets you name someone to make treatment decisions for you. That person can make most medical decisions – not just those about life-sustaining treatment – when you can't speak for yourself. Besides naming a surrogate decision-maker, you can also use the form to say when you would and would not want particular kinds of treatment.
- A POLST is a group of orders signed by a physician based on physician judgment in light of your individual health care preferences. The POLST is intended for persons who are seriously ill. This document contains orders about life-sustaining treatment.

- You can express your wishes to your provider and have them documented in your medical record, or you can put them in writing and have that made a part of your medical record.

Where can I find more information about an advance directive and POLST?

Ask your physician, nurse, or social worker for more information. Or visit your local facility's Member Services Department. Some medical centers offer member classes about advance directives. You can contact your local Member Health Education Department.

What if I want to be an organ donor?

A question on the advance health care directive form asks whether you want to be an organ donor. In addition, you can get a sticker for your driver's license that conveys your wishes or you can carry an organ donor card. For information about organ donation, visit donatelifecalifornia.org or call **1-866-797-2366**.

Help in your language

We want to speak to you in the language that you're most comfortable with when you call us or come in for service. Interpreter services, including Sign language, are available at no cost, 24 hours a day, 7 days a week, during all hours of operation.

Qualified interpreter services are available even when you're accompanied by a family member or friend who could interpret for you. We discourage using minors as interpreters.

Our call centers have interpreters who speak Spanish, Cantonese, and Mandarin, as well as other Chinese dialects. Most of our facilities have staff who speak more than one language and are specially trained to interpret and explain medical terms and procedures. Many of our practitioners also speak more than one language.

If you visit one of our facilities and no one speaks your language, we have interpreters for more than 140 languages available by phone. If you need a Sign language interpreter, we can preschedule the interpreter service for your appointment.

If you need health plan materials in your language, you can ask for translations. You can also get them in large text or other formats based on your vision or hearing needs. When needed, we can also give referrals to appropriate community-based resources, based on your language, culture, and any special needs. Just let us know how we can help.

To learn more about these services, call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

If you're Deaf, hard of hearing, or speech impaired, we have telephone-based services you can use to make appointments or get advice. When you call one of our TTY phone numbers, our staff will respond using a TTY telephone. The TTY telephone and the California Relay Service allow TTY and non-TTY users to communicate with each other.

Specially trained operators relay telephone conversations back and forth between a hearing party, who uses a standard voice telephone, and a person who is Deaf, hard of hearing, or speech impaired. If you're a TTY user and you need to reach a Kaiser Permanente facility that doesn't have a direct TTY phone number, dial **711** and have the operator relay the conversation.

Ayuda en su idioma

Queremos hablarle en el idioma que le resulte más cómodo cuando nos llame o venga para recibir servicios. Se ofrecen servicios de intérprete, incluida la lengua de señas (sign language), sin costo alguno para usted, las 24 horas del día, los 7 días de la semana, durante todo el horario de atención.

Los servicios de un intérprete calificado están disponibles aunque usted esté acompañado por un familiar o amigo que le podría servir de intérprete. No recomendamos que use a menores de edad como intérpretes.

Nuestras centrales de llamadas cuentan con intérpretes que hablan español, cantonés y mandarín, así como otros dialectos chinos. La mayoría de nuestros centros cuentan con personal que habla más de un idioma y que está capacitado especialmente para interpretar y explicar los términos y procedimientos médicos. Muchos de nuestros profesionales médicos también hablan más de un idioma.

Si visita uno de nuestros centros y no hay nadie que hable su idioma, contamos con intérpretes de más de 140 idiomas que están a su alcance por teléfono. Si necesita un



intérprete de lengua de señas podemos programar de antemano el servicio de intérprete para su cita.

Si lo necesita, puede pedir traducciones de los materiales del plan de salud en su idioma. También puede solicitarlos en letra grande u otros formatos, de acuerdo a sus necesidades de la vista o audición. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y cualquier necesidad especial que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios, llame a nuestra Central de Llamadas de Servicio a los Miembros las 24 horas del día, los 7 días de la semana (cerrada los días festivos), llamando al **1-800-788-0616**, o al **711** (TTY para personas con problemas auditivos o del habla).

Si es sordo o tiene problemas auditivos o del habla, contamos con servicios telefónicos que puede usar para programar citas u obtener consejo. Cuando llame a uno de nuestros números de teléfono TTY, nuestro personal le contestará a través de un teléfono TTY. El teléfono TTY y el Servicio de Retransmisión de California facilitan la comunicación entre usuarios de TTY y aquellos que no usan TTY.

Los operadores con capacitación especial transmiten conversaciones telefónicas entre una persona con nivel de audición normal que usa un teléfono de voz estándar y una persona sorda o con problemas auditivos o del habla. Si usted es usuario de TTY y necesita comunicarse con un centro de Kaiser Permanente que no tiene un número de teléfono TTY directo, llame al **711** y pida que el operador transmita la conversación.

以您的語言提供協助

當您來電或前來接受服務時，我們希望用您最感到自在的語言與您溝通。我們每週7天，每天24小時在所有辦公時間內免費為您提供口譯服務，包括手語在內。

即使您有可以替您口譯的家人或朋友陪同，您也能獲得合格的口譯服務。我們不鼓勵未成年人充當口譯員。

我們的電話中心有說西班牙語、粵語、國話及其他華語方言的口譯員。大多數的醫療設施都有工作人員能說一種以上語言，而且受過專門訓練能為您口譯及解釋醫學名詞及醫療程序。我們許多執業人員也能說一種以上的語言。

如果您前往我們某一家醫療設施而那裡沒有人能說您的語言，我們可以透過電話提供超過140種語言的口譯服務。如果您需要手語傳譯員，我們可以事先為您的約診安排手語傳譯服務。

如果您需要以您的語言閱讀保健計劃資料，您可以要求翻譯版本。您也可以根據您的視力或聽力需求獲得這些資料的大字版或其他格式。如果有需要，我們也可以根據您的語言、文化以及任何其他特殊需求而將您轉介給適當的社區資源。總之，無論您需要何種協助，請儘管告訴我們。

如需有關這些服務的更多資訊，請致電會員服務電話中心**1-800-757-7585**或**711** (TTY聽力與語言障礙者電傳專線)，每週7天，每天24小時為您服務。

如您失聰，重聽或有語言障礙，我們有電傳服務可為您約診或提供醫療建議。當您使用我們的TTY電傳專線服務時，我們的接線員亦會用TTY給您回話。TTY電話及加州中繼服務 (California Relay Service) 讓聽障/語障者及非聽障/語障者能互相溝通。

受過專門訓練的接線員，在聽力正常、使用普通語音電話者與失聰、聽障或語障者之間來回傳遞電話訊息。如您是TTY使用者，需要致電沒有直接TTY號碼的Kaiser Permanente醫療設施，請撥**711**，讓接線員為您傳遞訊息。

Multi-language Interpreter Services

English: We provide interpreter service at no cost, 24 hours a day, 7 days a week, during all hours of operation. You can also have an interpreter help answer your questions about our health care coverage. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays).

Armenian: Մենք տրամադրում ենք բանավոր թարգմանություն անվճար ծառայություններ օրը 24 ժամ, շաբաթը 7 օր, բոլոր աշխատանքային ժամերի ընթացքում: Բանավոր թարգմանիչը կարող է նաև օգնել պատասխանել ձեր հարցերին ձեր առողջապահական խնամքի ապահովագրման մասին: Պարզապես զանգահարեք մեզ **1-800-464-4000** հեռախոսահամարով՝ օրը 24 ժամ, շաբաթը 7 օր (փակ է տոն օրերին):

Chinese: 營業時間·我們每週 7 天每天 24 小時全天候提供免費口譯服務。您還可以請口譯人員幫助回答您對於我們的醫療保險範圍的問題。致電 **1-800-757-7585** 即可,每週 7 天每天 24 小時提供服務(假期休業)。

Farsi: ما 24 ساعت شبانه روز، 7 روز هفته طی ساعات کاری خدمات مترجم شفاهی رایگان ارائه می دهیم. شما همچنین می توانید از کمک یک مترجم شفاهی برای دریافت پاسخ به پرسش های خود درباره بیمه خدمات درمانی بهره مند شوید. فقط کافی است که با شماره تلفن **1-800-464-4000** هر ساعتی در شبانه روز، 7 روز هفته (روزهای تعطیل) تماس بگیرید.

French: Un service d'interprétariat vous est accessible gratuitement, 24 heures sur 24, 7 jours sur 7, pendant toutes les heures d'ouverture. Un interprète peut également vous aider à répondre à toute question concernant notre couverture santé. Appelez simplement le **1-800-464-4000**, 24 heures sur 24, 7 jours sur 7 (à l'exception des jours fériés).

German: Wir stellen einen kostenlosen Dolmetscherdienst zur Verfügung, 24 Stunden täglich, 7 Tage pro Woche. Sie können auch einen Dolmetscher erhalten, der Ihnen bei der Beantwortung Ihrer Fragen bezüglich Ihrer Krankenversicherung hilft. Rufen Sie uns einfach unter **1-800-464-4000** an, 24 Stunden täglich, 7 Tage pro Woche (geschlossen an Feiertagen).

Hebrew: אנו מספקים שירותי מתרגמן ללא תשלום 24 שעות ביממה, 7 ימים בשבוע, משך כל שעות הפעילות. מתרגמן יכול גם לסייע לכם לקבל מענה לשאלותיכם אודות כיסוי הטיפול הרפואי שלכם. פשוט חייגו אלינו למספר **1-800-464-4000** 24 שעות ביממה, 7 ימים בשבוע (סגור בחגים).

Hindi: हम दोभाषिया-सेवा बगैर किसी खर्च के, दिन के 24 घंटे, हफ्ते के 7 दिन, सभी कार्यकारी घंटों के दौरान प्रदान करते हैं। आप हमारी हेल्थ केअर कवरेज के बारे में अपने सवालियों के जवाबों के लिये भी दोभाषिया सेवा प्राप्त कर सकते हैं। केवल हमें दिन के 24 घंटे, हफ्ते के 7 दिन (बन्द छुट्टियां) **1-800-464-4000** पर कॉल करें।

Japanese: 営業時間内はいつでも年中無休の通訳サービスを無料でご利用いただけます。医療保障についてのご質問について通訳者が必要な場合は、**1-800-464-4000** までご連絡ください(年中無休、休日を除く)。

Khmer: យើងផ្តល់សេវាបកប្រែដោយគ្មានយកថ្លៃ 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយអាទិត្យ នៅគ្រប់ម៉ោងទាំងអស់នៃការរៀនរាំ។ អ្នកក៏អាចមានអ្នកបកប្រែជួយឆ្លើយសំណួររបស់អ្នកអំពី ការធានាការថែទាំសុខភាព របស់យើង។ គ្រាន់តែទូរស័ព្ទមកយើងតាមរយៈលេខ **1-800-464-4000** 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយអាទិត្យ (ថ្ងៃឈប់សម្រាកបិទ)។

Korean: 연중 무휴로 모든 영업 시간 동안 통역 서비스를 무료로 제공해 드립니다. 건강 관리 커버리지와 관련된 귀하의 질문에 대한 답변에 도움을 얻을 수 있도록 귀하께서 통역가를 준비하실 수도 있습니다. 언제라도 **1-800-464-4000** 에 전화를 주십시오(휴일 이용 불가)

Punjabi: ਅਸੀਂ ਦੇਭਾਸ਼ੀਆ-ਸੇਵਾ ਬਗੈਰ ਕਿਸੇ ਖਰਚ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਸਾਰੇ ਕੰਮਕਾਜੀ ਘੰਟਿਆਂ ਦੇ ਦੌਰਾਨ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ। ਤੁਸੀਂ ਸਾਡੀ ਹੈਲਥ ਕੇਅਰ ਕਵਰੇਜ ਬਾਰੇ ਆਪਣੇ ਸਵਾਲਾਂ ਦੇ ਜਵਾਬਾਂ ਲਈ ਵੀ ਦੋਭਾਸ਼ੀਆ ਸੇਵਾ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਸਿਰਫ ਸਾਨੂੰ ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਬੰਦ ਛੁੱਟੀਆਂ) **1-800-464-4000** ਉੱਤੇ ਕਾਲ ਕਰੋ।

Russian: Мы бесплатно предоставляем услуги переводчика круглосуточно и без выходных в течение всего времени работы. Вы также можете воспользоваться помощью переводчика при получении ответов на вопросы относительно страхового покрытия медицинского обслуживания. Звоните нам по телефону **1-800-464-4000** круглосуточно и без выходных (за исключением праздничных дней).

Spanish: Ofrecemos servicios de interpretación sin ningún costo, las 24 horas del día, los 7 días de la semana, durante todo el horario de atención. También puede obtener la ayuda de un intérprete para que responda sus preguntas sobre nuestra cobertura de atención médica. Solo llámenos al **1-800-788-0616**, las 24 horas del día, los 7 días de la semana (cerrado los días feriados).

Tagalog: Nagbibigay kami ng walang bayad na serbisyo ng interpreter, nang 24 oras sa isang araw, 7 araw sa isang linggo, sa mga oras ng negosyo. Maaari rin kayong humingi ng tulong sa isang interpreter para sagutin ang inyong mga tanong tungkol sa pagsakop sa pangangalaga ng kalusugan. Tawagan lang kami sa **1-800-464-4000**, nang 24 oras sa isang araw, 7 araw sa isang linggo (sarado sa mga piyesta opisyal).

Thai: เราให้บริการจัดหาล่ามโดยไม่มีค่าใช้จ่ายใดๆ ตลอด 24 ชั่วโมง ทุกวัน ในระหว่างชั่วโมงปฏิบัติการทั้งหมด นอกจากนี้ ท่านยังสามารถขอให้ล่ามช่วยตอบคำถามคำถามต่างๆ เกี่ยวกับการคุ้มครองสุขภาพของเราได้ อีกด้วย เพียงโทรหาเราที่หมายเลข **1-800-464-4000** ตลอด 24 ทุกวัน (ปิดวันหยุดนักขัตฤกษ์)

Vietnamese: Chúng tôi cung cấp miễn phí dịch vụ thông dịch viên, 24 giờ trong ngày, 7 ngày trong tuần, trong mọi giờ làm việc. Quý vị cũng có thể nhờ một thông dịch viên trợ giúp trả lời những câu hỏi của quý vị về bảo hiểm chăm sóc sức khoẻ của chúng tôi. Chỉ cần gọi cho chúng tôi theo số **1-800-464-4000**, 24 giờ trong ngày, 7 ngày trong tuần (đóng cửa ngày lễ).

Guide for members with disabilities

Access to facilities and services

Kaiser Permanente is dedicated to providing accessible services for all members and visitors. The information presented here will guide you through available resources to help you plan your visit or hospital stay at any of our statewide facilities.

Alternative formats

Print documents are available in alternative formats

Large print, braille, audio (tape or CD), and electronic files (accessible PDF or Microsoft Word document) are available at no charge to members with disabilities. The amount of time required for production of written materials in alternative formats may vary depending upon the complexity, type, and length of the document requested, as well as whether the materials are prepared in-house or by third-party vendors. Generally, written materials in alternative formats can be produced within 2 weeks or less. Some documents, such as online PDFs that don't contain patient-specific information, are available for immediate viewing or downloading.

Accessible PDFs online (without patient-specific information)

Non-patient-specific documents (for example, written materials that don't refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient) are available for immediate viewing or downloading in an accessible PDF online at kp.org. These documents can also be produced in alternative formats upon request: Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**. You can also contact us online at kp.org. Click the "Locate our services" tab. Then click "Member Services" and "Contact Member Services."

Documents with patient-specific information

Written materials that refer or pertain to clinical visits by, or treatment of, a Kaiser member or patient can be produced in alternative formats upon request through your care provider or our Member Service Contact Center at the number in the previous paragraph.

Auxiliary aids and services

Communication aids

A variety of aids and services are available to help patients and visitors needing assistance in communicating. For individuals who are Deaf or hard of hearing, we offer Sign language interpreting services at no cost. Our interpreters are specialists in communicating health-related information. In addition to in-person, Sign language interpretation services, the following auxiliary aids and services are available:

- Type-to-text displays in real time – for example, Ubi Duo
- Assistive listening devices (ALDs) – for example, Pocket Talker (a hand-held amplifier to aid conversation for the hard of hearing)
- TDDs (telecommunication devices for the Deaf)
- VRI (video remote interpretation services)*
- CART (Communication Access Realtime Translation)
- Tactile interpreting for members who are Deaf and blind

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

Health Education – computer access software and services

Kaiser Permanente's Health Education Departments offer a number of options for members with limitations in hearing, vision, or mobility, including ZoomText screen magnifying software, WYNN Wizard scanning, text-to-audio software (for converting accessible documents into an audio CD), large print keyboards, and ergonomic trackballs.

To get the location of your local Health Education Department, you have 2 options:

- Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**.
- Visit **kp.org** and click the “Locate our services” tab. Then click “Find a facility” and enter your search criteria. Select the location you want. Then click “Services and amenities” and “Health Education.”

Our website and mobile apps

Kaiser Permanente strives to provide accessible and usable digital resources to all members, including people with disabilities. We continually review and modify our sites and applications to improve their accessibility for people who use assistive technologies.

Kaiser Permanente complies with version 2 of the Web Content Accessibility Guidelines (WCAG 2.0) Conformance Level AA Success Criteria, and thus Section 508 of the Rehabilitation Act.

Our website, **kp.org**

Accessibility is a big part of our Web development cycle. Development teams design sites to be accessible and usable, and our Digital Accessibility Team assesses all Web pages for accessibility using JAWS and NVDA screen-reading software.

The Kaiser Permanente mobile app

Accessibility is also a major part of our mobile application development cycle. Development teams design apps to be accessible and usable, and our Digital Accessibility Team and product quality testers assess all iOS app screens with VoiceOver. We also design all native apps (iPhone) to have appropriate contrast and text size for members with low vision.

Need help?

If you’re having accessibility problems with our **kp.org** website or mobile applications, you can receive help by calling our Website

Support helpline at **1-800-556-7677**, Monday through Friday from 6 a.m. to 7 p.m., and Saturday and Sunday from 7 a.m. to 3 p.m. (closed holidays). This helpline offers real-time, one-on-one assistance and troubleshooting.

Accessible wayfinding to Kaiser Permanente facilities

In keeping with our commitment to provide accessible services and programs, we offer 2 kinds of accessible wayfinding to Kaiser Permanente facilities.

- On **kp.org**, you’ll find accessible directions. Click the “Locate our services” tab, then click the “Locate a facility” link. Enter your search criteria and click “Map and directions” for the location you want to visit.
- For iPhone users, our iPhone 3.1 mobile app has a fully accessible “Directions to Here” feature. Select the facility you want, and click the “Directions to Here” and “Start” buttons. It will then talk to you and guide you turn-by-turn (by car, bus, or foot) until you get to your desired location.

Pharmacy services

Kaiser Permanente pharmacies provide a number of communication formats and assistive devices for members who are blind, have low vision, or may have difficulties with remembering, understanding, and/or hearing, including:

- Alternative formats (braille, large print, audio, CD/tape, accessible PDF documents).
- Large print prescription labels and Talking Rx, an audible prescription information device, available through medical center and online pharmacies (visually impaired members only).
- Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier.
- Language interpreters for American Sign Language (ASL), CART, and others.
- Additional staff assistance is available.

For additional information or assistance, you can contact a Kaiser Permanente pharmacy by:

- **Calling your local pharmacy.** You can get local pharmacy numbers by calling our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**. Or visit **kp.org** and click the "Locate our services" tab. Click the "Locate a facility" link and enter your search criteria. Select the facility you want, and then click "Departments and specialties" and "Pharmacy."
- **Accessing our online pharmacy center.** At **kp.org**, click the "Pharmacy center" option under "My health manager." Then choose from:
 - Pharmacy help
 - Contact a pharmacist
 - Drug encyclopedia
 - Drug formulary
 - Refill reminders
 - Refill by Rx number

Programs and classes

Online programs, special rates, and classes are offered at our medical centers.* To check your options, sign on to **kp.org** and select "Programs & classes" under the "Health & wellness" tab.

You can choose from:

- Classes
- Therapy and support groups
- Individual counseling
- Wellness products

Classes include, but are not limited to:

- Allergies and asthma
- Diabetes
- Fitness and exercise
- Pain management
- Parenting
- Quitting smoking

*Check your local Health Education Department for class and schedule availability.

Upon request with reasonable prior notice, you or a companion can access communication accommodations, including, but not limited to documents in alternative formats (braille, large print, audio and accessible electronic documents), hearing amplification devices, Sign language interpreting services, captioned and/or audio-described videos; please contact your local Health Education Department.

You can also choose from several online healthy lifestyle programs, which can help you improve your health and well-being. For example, the Total Health Assessment gives you an overview of your current health, along with an action plan for making improvements.

Other programs can help you:

- Eat healthy
- Lose weight
- Quit smoking
- Reduce stress
- Sleep better
- Manage back pain
- Deal with ongoing conditions
- Manage chronic pain
- Manage depression
- Keep diabetes under control

Member Service Contact Center

Member Services staff are available on-site at all primary medical center facilities for in-person assistance for all disability-related needs including alternative formats, wayfinding, facility and medical equipment access, interpreters, assistance devices and services, and grievances.

The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

California

1-800-464-4000 (English)

1-800-788-0616 (Spanish)

1-800-757-7585 (Chinese dialects)

711 (TTY for the hearing/speech impaired)

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

Medicare members

1-800-443-0815

711 (TTY for the hearing/speech impaired)

Hours: 7 days a week from 8 a.m. to 8 p.m.

Online resources and documents

Forms and publications

Plan services and information

Visit **kp.org** to view or download accessible plan services and information documents including:

- Coverage information
- Directories and *Guidebooks*
- Additional services like vision care, preventive services, and cosmetic services

Once you've signed on to our website, select "Forms & publications" under the "Locate our services" tab. Then click "Plan services and information."

Newsletters and articles

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

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

From the **kp.org** home page, select "Forms and publications" under the "Locate our services" tab. Then click "Newsletters and articles."

Forms

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

- Advance directives
- Claim forms
- Disclosure authorization
- Health Information Exchange
- Pharmacy authorizations

- Statement of Authorized Representative
- Student certification forms

From the **kp.org** home page, select "Forms & publications" under the "Locate our services" tab.

Health and wellness

Live healthy

To view or download accessible documents, or to get an online audio explanation of our collection of practical tools, tips, and information, sign on to **kp.org**. Under the "Health & wellness" tab, select "Live healthy." You'll find accessible health guides on many topics, including:

- Child and teen health
- Complementary and alternative care
- Emotional wellness
- Fitness
- Men's health
- Nutrition and recipes
- Pregnancy and new baby
- Preventive care
- Quit smoking
- Senior health
- Weight management
- Women's health

We also offer a number of videos and podcasts with downloadable transcripts.

Topics include:

- Advance care planning
- Asthma
- Diabetes
- Exercise

Kaiser Permanente health tools

Get a picture of your health risks, and get help to make decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to **kp.org** and select "Live healthy" under the "Health & wellness" tab.

Conditions and diseases

Get physician-approved articles on the common cold, rare conditions, and the many health concerns in between. Or connect with online communities and support groups and search our health encyclopedia. For a complete listing and to view this material, sign on to **kp.org** and select “Conditions & diseases” under the “Health & wellness” tab.

Drugs and natural medicines

View material about prescriptions, over-the-counter drugs, and supplements like herbs and vitamins. You can learn how they work, possible side effects, and more. To view this material or use these tools, sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab.

Formulary (covered drugs)

California Marketplace formulary

Learn more about what drugs are covered at what level for plans offered by Kaiser Permanente through Covered California, the state’s Health Insurance Marketplace. Accessible PDFs are available in English, Spanish, and Chinese. Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs.”

Medicare Part D formulary

Learn more about what drugs are covered at what levels for Senior Advantage (HMO) and Senior Advantage Medicare Medi-Cal (HMO SNP). Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs” and “Medicare Part D formulary.”

Accessible PDF documents include information on:

- 2015 Kaiser Permanente Medicare Part D formulary
- 2015 *Evidence of Coverage*
- Coverage determinations
- Extra help for Medicare Part D drugs
- Grievances and appeals

- Kaiser Permanente and affiliated pharmacies
- Medicare medication therapy management
- Pharmacy refills and mail-order services
- Quality assurance and drug utilization management
- Your options upon disenrollment
- Contact information

You can get braille, large print, or audio versions by contacting Member Services.

My Health Manager

To locate online services related to medical records, messages from health care personnel, coverage, costs, appointments, or pharmacy services, sign on to **kp.org** and select “My health manager.”

My medical record

My medical record allows you to view test results, vaccination history, health reminders, and more. You can download accessible PDFs related to your care for allergies, eyewear prescriptions, health care reminders, health summary, hospital stays and follow-up care, immunizations, ongoing health conditions, past visit information, personal action plans, questionnaires, and test results.

My message center

Email your doctor’s office with routine questions, securely and conveniently. You can also contact Member Services and our Web manager.

My coverage and costs

Get the facts about your plan and benefits, download forms, pay medical bills, and more with “My coverage and costs.”

Appointment center

Make appointments online, quickly and easily. You can also view or cancel upcoming appointments, or view past visits in our Appointment center.

Pharmacy center

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

Glossary

Behavioral health care services: An umbrella term for the departments of Addiction Medicine and Psychiatry, which offer a wide range of services, from inpatient, outpatient, and day treatment programs to individual counseling, family counseling, and group therapy. No referral is needed.

Certificate of Insurance: A written explanation of an individual's coverage rights and benefits that are determined by the policy. It contains an explanation of benefits and limitations, definitions of important terms, and conditions of coverage, including information about deductibles and out-of-pocket expenses.

Contracted provider: Providers we contract with to provide services to members. They include contracted hospitals, contracted primary care providers, contracted physicians, contracted medical groups, contracted Plan medical offices, and contracted pharmacies.

Evidence of Coverage: Our booklet explaining benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

Family medicine: Provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

Health Plan: An abbreviated form of Kaiser Foundation Health Plan, Inc., the unit that operates the health plan portion of Kaiser Permanente.

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

Kaiser On-the-Job®: Occupational Health Centers provide medical treatment and a broad range of occupational health services

for work-related injuries and illnesses. Kaiser On-the-Job is a registered service mark of Kaiser Foundation Health Plan, Inc.

Kaiser Permanente: The Kaiser Permanente Medical Care Program. Kaiser Permanente in Southern California is three separate entities: Kaiser Foundation Health Plan, Inc. (Health Plan), Kaiser Foundation Hospitals (KFH), and the Southern California Permanente Medical Group (SCPMG). Health Plan and Kaiser Foundation Hospitals are nonprofit benefit corporations. The Southern California Permanente Medical Group is a for-profit professional partnership.

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*.

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*.

Glossary

Pediatrics: Provides children’s health care, usually from birth through age 17.

Permanente Medical Group: Also abbreviated as Medical Group, the Permanente Medical Group is the physician group that staffs our medical facilities and work exclusively for Kaiser Permanente. The group names vary by region: in Southern California, it’s the Southern California Permanente Medical Group (SCPMG).

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 Southern California Permanente Medical Group (SCPMG) or a licensed physician who contracts with SCPMG to provide services and supplies to our 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 Southern California

BALDWIN PARK, DOWNEY, AND SOUTH BAY

Baldwin Park Medical Center

Information.....626-851-1011
TTY 1-800-800-7990

Downey Medical Center

Information.....562-657-9000
TTY 1-800-800-7990

South Bay Medical Center

Information.....310-325-5111
TTY 1-800-800-7990

INLAND EMPIRE AND COACHELLA VALLEY

Fontana Medical Center

Information.....909-427-5000
TTY 1-866-735-2922

Ontario Medical Center

Information.....909-724-5000

Riverside Medical Center

Information.....951-353-2000
TTY951-353-3005

KERN COUNTY, VALLEYS, AND WESTERN VENTURA COUNTY

Panorama City Medical Center

Information.....818-375-2000

Woodland Hills Medical Center

Information.....818-719-2000

METROPOLITAN LOS ANGELES

Los Angeles Medical Center

Information..... 1-800-954-8000

West Los Angeles Medical Center

Information..... 1-800-954-8000

ORANGE COUNTY

Orange County-Anaheim Medical Center

Information.....714-279-4000

Orange County-Irvine Medical Center

Information.....949-932-5000

SAN DIEGO

San Diego Medical Center

Information.....619-528-5000
TTY619-528-5152

TTY phone numbers

Unless otherwise noted, most facilities use **711** for the Deaf, hard of hearing, or speech impaired.

Member Services in the United States

CALIFORNIA

Hours: 7 days a week, 24 hours a day; closed holidays; closed at 10 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve
Information

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

TTY for the hearing/
speech impaired711

COLORADO

Denver/Boulder area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information

from Denver metro area.....303-338-3800
from other areas 1-800-632-9700

TTY.....303-338-3820

Northern Colorado area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... 1-800-632-9700

TTY..... 1-800-521-4874

Southern Colorado area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... 1-888-681-7878

TTY..... 1-800-521-4874

DISTRICT OF COLUMBIA

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902

from D.C.....301-468-6000

TTY.....301-879-6380

GEORGIA

Atlanta metro area

Hours: Mon-Fri, 7 a.m.-7 p.m.

Information

from Atlanta metro area.....404-261-2590
from other areas 1-888-865-5813

TTY..... 1-800-255-0056

HAWAII

Islands of Oahu, Maui, Hawaii, Kauai, Lanai, and Molokai

Hours: Mon-Fri, 8 a.m.-5 p.m.;

Sat, 8 a.m.-noon

Information

from Oahu.....808-432-5955
from outside Oahu..... 1-800-966-5955

TTY..... 1-877-447-5990

IDAHO

Group Health

(northern area only)

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... 1-888-901-4636

TTY..... 1-800-377-3529

MARYLAND

Baltimore and suburban D.C. area

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902

from suburban D.C. area301-468-6000

TTY.....301-879-6380

OREGON/SOUTHWEST WASHINGTON

Hours: Mon-Fri, 8 a.m.-6 p.m.

Information

from Portland.....503-813-2000

from other areas 1-800-813-2000

Medicare/Senior Advantage

Hours: 7 days a week, 8 a.m.-8 p.m.

from all areas..... 1-877-221-8221

TTY..... 1-800-735-2900

Language interpreter services

from all areas..... 1-800-324-8010

Group Health

(Washington, western/central/eastern areas)

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... 1-888-901-4636

TTY..... 1-800-833-6388

VIRGINIA

Northern area

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902

TTY.....301-879-6380

Note: TTY numbers require special telephone equipment and are only for people who have difficulties hearing or speaking.



At a glance

Use this table to keep track of your and your family's health care information in 1 convenient place.

Name	Medical record number	Physician	Phone number

MEMBER SERVICE CONTACT CENTER

Questions or concerns? We're open 24 hours a day, 7 days a week (closed holidays).

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

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

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

TTY..... **711**