

MEDICAL FACILITY DIRECTORY

YOUR GUIDE TO CONNECTING TO CARE

This directory applies to the following networks:
**Classic, Classic Complete, Classic + Dental Choice, Added Choice,
Added Choice + Dental Choice**

GO GREEN! View or download the *Medical Facility Directory* at a time that is convenient for you. Go to kp.org/directory/nw.

If you would like a printed copy of our *Participating and Select Provider Directory*, please call Member Services at 1-800-813-2000 to request a copy be sent to your home.

To report provider directory inaccuracies, please call Member Services at 1-800-813-2000 or go to kp.org/webmanager

COVID-19 Update: To help ensure the safety of our members, staff, and community, we may need to temporarily close or limit in-person services at some of our medical and dental facilities. You can still get the care you need, including in-person emergency care, e-visits, phone or video visits, and more. For the most up to date information please visit kp.org/coronavirus.

PROVIDER SELECTION CRITERIA

Kaiser Foundation Health Plan of the Northwest (KFHPNW) offers several networks that are comprised of the Kaiser Permanente integrated health care delivery system. The primary contracted provider groups and facilities that participate include: Northwest Permanente, P.C., Physicians and Surgeons, facilities owned and operated by Kaiser Foundation Hospitals (hospitals, Kaiser Permanente medical offices, Kaiser Permanente pharmacies), The Portland Clinic, The CHP Group, and contracted hospitals. In general, the networks contain physicians, specialists and facilities to provide services to individuals and groups covered under all Kaiser Permanente plans.

Prior to allowing network participation, providers must successfully complete the initial credentialing process and demonstrate their ongoing ability to meet credentialing standards through a re-credentialing process. Providers are required to provide the information needed to review and verify their credentials. To ensure quality and safety of care between re-credentialing cycles, Kaiser Permanente performs ongoing monitoring of the participating provider's performance. Kaiser Permanente acts on important quality or safety issues in a timely manner by taking appropriate action against a participating provider when occurrences of poor quality are identified.

We also monitor and analyze member feedback relating to network access, availability of providers, and cultural needs and preferences. This information helps guide our network improvement efforts.

To verify board certification for an individual practitioner, please visit the American Board of Medical Specialties (<http://www.abms.org/member-boards/specialty-subspecialty-certificates/>), the American Medical Association (<https://www.ama-assn.org/>), or the American Osteopathic Association (<https://www.osteopathic.org/>) websites.

WITH **KP.ORG** YOU'RE IN THE DRIVER'S SEAT

Experience the convenience of scheduling your appointments anytime, anywhere you have online access. You can also:

- Get most lab results faster. We'll send you an email as soon as they are available.
- Order your prescription refills. Enjoy the convenience of home delivery for most refills at no extra charge.
- Email your doctor's office, saving time and a copayment.
- Receive support to help you reach your health goals with our personalized online programs available at **kp.org/healthylifestyle**. Whether it's sleeping better or just losing a couple of pounds, these programs can help.

It's easy to get started. Go to **kp.org/register** for around-the-clock, secure access.

 **KP mobile app** **GO MOBILE**  

Manage your health on the go with the KP mobile app. Schedule an appointment, check lab results, access your medical records, and email your doctor – anywhere, anytime. Available on the App Store and Google Play.*

*Apple is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc.



SEE MORE **ONLINE**

Go to **kp.org/locations**. Select Oregon/Washington and type in keyword "emergency."

EMERGENCY CARE

- For life-threatening or limb-threatening medical or psychiatric conditions, call 911 or go to the nearest emergency facility.
- Member Services see page 5

Participating or select hospital emergency departments

Emergency care is available 24 hours a day, 7 days a week, at these hospital emergency departments:

Kaiser Permanente Sunnyside Medical Center 40 10180 SE Sunnyside Road Clackamas, OR 97015 503-652-2880 or 360-256-0556	Willamette Valley Medical Center* 44 2700 SE Stratus Ave McMinnville, OR 97128 503-472-6131
Kaiser Permanente Westside Medical Center 41 2875 NE Stucki Ave. Hillsboro, OR 97124 971-310-1000	PeaceHealth Cottage Grove Community Medical Center 1515 Village Dr Cottage Grove, OR 97424 800-813-2000
Legacy Salmon Creek Medical Center† 42 2211 NE 139th St. Vancouver, WA 98686 360-487-1000	PeaceHealth Peace Harbor Medical Center 400 9th St Florence, OR 97439 800-813-2000
OHSU Doernbecher Children’s Hospital 42 (For children 17 and younger) 3181 SW Sam Jackson Park Road Portland, OR 97239 503-494-7551	PeaceHealth Sacred Heart Medical Center Riverbend 3333 Riverbend Dr Springfield, OR 97477 800-813-2000
PeaceHealth St. John Medical Center* 43 1614 E. Kessler Blvd. Longview, WA 98632 360-414-2000	PeaceHealth Sacred Heart Medical Center University District 1255 Hilyard St Eugene, OR 97401 800-813-2000
Salem Hospital* 43 890 Oak St SE Salem, OR 97301 503-561-5200	PeaceHealth Southwest Medical Center 400 NE Mother Joseph Pl Vancouver, WA 98664-3200 800-813-2000
Santiam Hospital* 44 1401 N 10th Ave Stayton, OR 97383 503-769-2175	

**While the hospital’s Emergency Department is contracted, the providers within the department are not.*
†Hospital services include emergency department, obstetrics, and other care as authorized by your primary care provider.

To request an electronic text file or large print copy of this directory, call **1-800-813-2000**.
For TTY, call **711**.

EMERGENCY CARE

Emergency medical conditions are conditions in which the immediate onset of symptoms, including pain, is severe enough to lead a prudent layperson with an average knowledge of health and medicine to reasonably believe immediate medical attention is needed:

- To avoid serious impairment of bodily functions or serious dysfunction of a bodily organ or part.
- Because there is a serious threat to the health of the individual or a fetus (unborn child).

Symptoms that may indicate an emergency include:

- chest pain or pressure that may radiate to the arm, neck, back, shoulder, jaw, or wrist
- sudden onset of severe abdominal pain
- severe shortness of breath
- severe, persistent bleeding that cannot be stopped
- major injuries like gunshot or stab wounds or severe injuries from a vehicle accident
- active labor when there isn't time for a safe transfer to your hospital before delivery

See your *Evidence of Coverage (EOC)* or *Membership Agreement* for a complete definition.

Participating or select facilities

There are six participating or select hospital emergency departments, listed on page 1. For our plans, "participating" and "select" mean the same thing. See page 6 for details.

Care outside participating or select facilities

If you are not treated by a participating or select hospital, you, or someone on your behalf, must contact us once your condition is stable. Any care you get after you are stable (post-stabilization care) may not be covered, unless we approve it first. To request a review, call us at **503-735-2596** or **1-877-813-5993** before you receive the services.

In an emergency, a non-participating doctor may admit you to a non-participating hospital. In this case, you must notify us as soon as you reasonably can, or someone else can notify us for you. If you don't, your hospital stay may not be fully covered. (This does not apply to Medicare members.) We may move you to a participating or select hospital when you are medically stable.

Urgent

Urgent care is treatment for unforeseen, nonemergency conditions that require prompt medical attention to keep them from becoming more serious.

Care for an urgent condition is covered during certain hours at designated urgent care facilities and participating or select Kaiser Permanente medical offices. It is not covered in hospital emergency departments inside the service area. See page 11 for information on getting urgent care.

Emergency Psychiatric Services

Portland area	503-331-6425
Washington and Oregon (outside Portland area)	1-866-453-3932

Poison Control Center..... 1-866-453-3932

CONTENTS

Member information	4
Welcome to Kaiser Permanente	4
Understanding your care	6
Routine appointments and care	8
Specialty care	9
Urgent appointments and care	11
Checklist for appointments	14
Pharmacy services	15
Healthy living	16
Shortcuts to health	18
Preventive care – staying healthy	19
Recommended adult preventive measures	20
Recommended vaccinations for children	22
When you travel, we’ve got you covered	24
Advance directives	26
Health plan administration	28
Your rights and responsibilities	32
Where to find care in Oregon and Southwest Washington	34
Where to find care in Lane County	38
Medical facilities (alphabetically by name)	40
Contracted facilities	76
Other services for member care	96
Business services	97
Nondiscrimination notice	98
Help in your language	98

SEE MORE **ONLINE**

Go to kp.org/locations and select Oregon/Washington. Then scroll down and click the “What is emergency and urgent care?” link.



WELCOME TO KAISER PERMANENTE

Your health is our priority, and we want to make it easy for you to connect to the care you need. If you are a new member, get started at **kp.org/newmember**. We've gathered the information you need to get up to speed in one convenient place online.

Follow these five easy steps to get started:

1. Choose your personal physician at **kp.org/chooseyourdoctor**.
2. Schedule your first appointment. Call one of the numbers below for Appointing Services 24 hours a day, 7 days a week.
3. Transfer your prescriptions and medical records. These forms are available at **kp.org/newmember**.
4. If you have questions, call Member Services at one of the numbers below.

For benefits specific to your plan, please see your *Evidence of Coverage (EOC)* or *Member Agreement*. Your *EOC* or *Membership Agreement* will be referred to as *EOC* in this directory.



START **HERE**

If you're a new member, get started at **kp.org/newmember**. You can register, choose a doctor, transfer prescriptions, and make an appointment – all from one place.

Member Services helps you connect to care

From selecting a medical office and personal physician to learning more about your coverage, Member Services can help. Contact us via email at **kp.org**, by phone at one of the numbers below, or in person at most medical offices. Member Services is available Monday through Friday, 8 a.m. to 6 p.m.

All areas.....	1-866-616-0047
TTY.....	711
Language interpretation services.....	1-800-324-8010

Medicare members can call Member Services, toll free, seven days a week from 8 a.m. to 8 p.m. at **1-877-221-8221**; TTY, **711**.

Help in your Language

Interpreter services, including American Sign Language (ASL), are available during business hours at no additional cost to members. Many of our doctors also speak more than one language. Call **1-800-324-8010 (toll free)**, or **1-800-813-2000 (toll free)** or **711** (TTY).

New Member Help Desk

You can call the dedicated New Member Help Desk at **1-888-491-1124 (toll free)** Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m., and talk with a specialist who can help you get the most out of your benefits quickly and easily. With just one call, we can assist you with selecting a provider, transferring medical records and prescriptions, setting appointments, and more.

UNDERSTANDING YOUR CARE

Comprehensive coordinated care

Kaiser Permanente's health care delivery model is designed around patient needs and aims to improve access to care, increase care coordination, and enhance overall quality. Your primary care provider works with a team of health care professionals to help meet all of your health care needs. Together they provide seamless, service-oriented, and evidence-based care that is centered on you.

Your medical home team supports you in learning to manage and organize your own care at the level you choose. We will provide you information on classes, support groups, and other services to help you learn more about health conditions and how to stay healthy.

Evidence of Coverage (EOC)

Your *Evidence of Coverage* describes your benefits and other important information about your coverage. For individual and family plan members and other non-group members, this is called a *Membership Agreement*.

You may be able to view your *EOC* or *Membership Agreement* online at **kp.org**. You will receive a postcard with instructions and have the option to order a printed copy. Medicare members receive a printed copy automatically.

If you have questions about your *EOC* or *Membership Agreement*, Member Services can help (see page 5).

Participating and select providers and facilities

Most covered care must be provided by Kaiser Permanente or other affiliated providers and facilities. (Please see your *EOC* or *Membership Agreement* for details and exceptions, such as emergency services.) If you are an Added Choice® member, this rule applies only to Tier 1 coverage.

Our *EOCs* use different terms when referring to these providers and facilities. Most *EOCs* use the term "participating provider" or "participating facility," which includes Northwest Permanente providers and facilities as well as other affiliated (contracted) providers and facilities. Added Choice *EOCs* use the term "select provider" or "select facility." This *Medical Facility Directory* uses both "participating" and "select." If you have questions, please see your *EOC* or contact Member Services.

For Added Choice members

The information in this directory applies when you use select providers and facilities. The select facilities are listed in this directory. When you receive services from PPO or non-participating providers or facilities, some of the restrictions mentioned in this *Medical Facility Directory* do not apply. However, different restrictions and requirements do apply. Read your *EOC* carefully to make sure you understand the difference.

To locate a PPO provider available on Added Choice plans, contact Member Services (see page 5) or go to **kp.org/addedchoice**.

How to get the care you need

You may obtain a list of select providers by returning the postcard on the back of this *Medical Facility Directory* for a printed *Participating and Select Provider Directory*, or go to **kp.org/chooseyourdoctor**. To get the care you need, follow these five steps. If you need help along the way, contact Member Services (see page 5).

1. Choose your primary care provider – the choice is yours

Developing a relationship with your primary care provider is an important part of your total health. Whether providing preventive care exams, treating you when you're sick, or coordinating your care with specialists, your primary care provider can help you with your health needs and goals.

View the profiles of our highly skilled primary care providers at **kp.org/chooseyourdoctor**. Use our doctor and location search to learn about each practitioner's gender, certifications, specialties, languages they speak, interests, and more. You can identify providers accepting new patients and sign up online. Or you can contact Member Services (see page 5) to choose your doctor. You'll be scheduled with a provider who's taking new patients and asked if you'd like him or her to be your primary care provider. You may wait until after you've seen the provider to decide. You can also choose a new provider at any time.

2. Select your medical office

Although you can get care at any of Kaiser Permanente's 30-plus facilities, we recommend that you select a primary care provider at a medical office that's convenient to where you live or work. For help making your choice, see the map of locations on page 34. You can also contact Member Services (see page 5) for help finding the right medical office. Feel free to visit one or more medical offices to see which you prefer.

3. Determine what type of care is right for you

Your primary care provider can be a physician, nurse practitioner, or physician assistant in family medicine, internal medicine, pediatrics (for children under 18), or obstetrics-gynecology.

As a member, you must receive your care from participating or select providers and facilities (unless an exception applies as described in your EOC or you have an Added Choice plan).

4. Transfer your medical records

Transferring your medical records is easy. Fill out the disclosure form located at kp.org/newmember, and we will take care of the rest. You can also contact Member Services (see page 5) for a form.

5. Transfer your prescriptions

If you have prescriptions to transfer, you'll want to fill out the Transfer Your Prescriptions form at kp.org/newmember right away. Or you can call the New Member Pharmacy Services Program at **503-261-7900** or **1-888-572-7231**. We will work with you and your pharmacy to transfer your medications, coordinate refills, and answer questions. Please call us at least one week before you need refills.

Kaiser Permanente has a formulary list of medications and supplies covered for your benefit. To get a prescription at your usual copayment or coinsurance, the drug must be on our formulary or your Northwest Permanente physician must feel the drug meets the exception criteria, including any medication-specific criteria. If your medication is not on the formulary, one of our pharmacists will work with you and your health care team to update your medication to a formulary product. Our health care team uses the formulary to help determine the safest, most effective prescription for you.

To order prescriptions, call the main pharmacy number in your medical office before you need a refill. Certain prescriptions require that you see a participating provider before you can receive a refill. Once you have a prescription written by a participating provider, you can order your prescription refills at kp.org/rxrefill. Save additional time and money through our postage-paid Mail-Delivery Pharmacy service, available for most prescriptions.

DO IT **ONLINE**

Browse doctors online before you choose.
Go to kp.org/chooseyourdoctor to see profiles of our region's primary care providers.



REFILL **ON THE GO**

Once your medications are prescribed, save time by refilling them at kp.org/rxrefill.
You can also order refills on your mobile device using the KP mobile app.



ROUTINE APPOINTMENTS AND CARE

Your primary care provider is your main source for care, including a broad spectrum of preventive and routine needs. For your convenience, we work to keep same-day appointments available. Primary care includes family medicine, internal medicine, pediatrics, and obstetrics-gynecology.

Examples include:

- checkups
- physical exams
- preventive screenings
- well-child checkups
- same-day needs
- optometry

Save time and money by emailing your doctor’s office

Once you are registered on **kp.org**, you can email your doctor’s office with nonurgent questions rather than making an appointment for an office visit. Your messages are secure and confidential. You can also view and learn about most test results and get summaries of your office visits.

To make an appointment, visit **kp.org/appointments** or call 1-800-813-2000. Appointments at most medical offices start at 8 a.m. and continue until 5 p.m., Monday through Friday.


To cancel an appointment, visit **kp.org/appointments** or call 1-800-813-2000. You can cancel an appointment at any time. We just ask that you let us know as soon as you can so we can offer the time to another member.

When to call an advice nurse

If you have a health concern and are not sure what to do or where to go to get care, an advice nurse can evaluate your concern and make recommendations about next steps.

Call an advice nurse 24 hours a day, 7 days a week:

- All areas **1-800-813-2000**
- Oncology advice in the Longview-Kelso area **360-636-5559**



DO IT ONLINE

If you’re a new member, get started at **kp.org/newmember**. You can register, choose a doctor, transfer prescriptions, and make an appointment – all from one place.

SPECIALTY CARE

We want to help you get the care you need. If you think you need to see a specialist, let your primary care provider know. In most cases, you'll need a referral from your primary care provider before you see a specialist for the first time. Follow-up visits with Kaiser Permanente providers do not require a referral, as long as they are with the same specialist and for the same condition.

If you are referred to a provider outside of Kaiser Permanente or its select providers, the services to be provided, the number of allowed visits, or the time period to make visits may be limited. You will get a written Authorization for Medical Care with more details when the referral is authorized. You must receive an authorization before you get care, except in emergencies. You can contact your referring provider if you need more visits or services.

In most cases, your diagnostic tests (including laboratory and imaging) need to be done at a participating or select facility.

For questions about where you can receive care, call Member Services at **1-800-813-2000**.

Specialties that don't require referrals

You can schedule appointments for some specialties without a referral,* including:

- Addiction medicine (chemical dependency services)
- Cancer counseling
- Cosmetic center†
- Mammography
- Mental health
- Obstetrics-gynecology
- Occupational health
- Social services
- Vision Essentials by Kaiser Permanente
 - Ophthalmology

*Referral requirements may apply if you are seeing a community-affiliated care provider.

†Cosmetic services are generally not considered medically necessary and therefore are not a covered service.

Use of services

We provide care based on what is most appropriate for the condition being treated or diagnosed and the existence of coverage. We do not use financial incentives to encourage providers to limit or deny care to members or to make decisions that result in decreased use of services. We do not make decisions about hiring, pay, promotions, or termination of employment based on the likelihood that denials will be supported.

Prior authorization

Most care from Northwest Permanente providers or facilities does not require prior authorization (advance approval). However, certain services do require prior or concurrent authorization.

The following are examples of services that require prior or concurrent authorization:

- Bariatric surgery services.
- Breast reduction surgery.
- Drug formulary exceptions.
- Durable medical equipment.
- Hospice and home health.
- Inpatient and residential chemical dependency services.
- Inpatient and residential mental health services.
- Inpatient hospital services.
- Nonemergency medical transportation.
- Open MRI.
- Plastic surgery.
- Reconstructive surgery.
- Rehabilitative therapy services.
- Routine foot services.
- Referrals for all non-Northwest Permanente provider services. (If you are an Added Choice member, different restrictions apply. See your *EOC*.)
- Skilled nursing facility services.
- Transplants.
- Dental and orthodontic services for the treatment of craniofacial anomalies.
- General anesthesia and associated hospital or ambulatory surgical facility services provided in conjunction with covered dental services.

Usually, your provider will request authorization when it is needed.

If a request for authorization is denied, we'll send you a written explanation. You may appeal this decision. We'll tell you how to appeal in the letter we send you. You can also ask Member Services how to appeal (see page 5). Or you can follow the directions in your *EOC*.

Complex case management

Complex case management is a short-term (three to six months) intensive program designed to assist eligible* members with certain complex medical conditions. Members enrolled in the program work with a registered nurse case manager to set goals for improved health and functional capability. If a member meets program criteria, a nurse will work with the member to develop a plan of care and provide frequent support.

*To find out more about the program and eligibility criteria, call **1-855-517-8382** (toll free).

Disease management

Kaiser Permanente offers disease management programs for certain chronic conditions like diabetes and cardiovascular disease. Members who meet criteria can enroll in the program and receive support to help manage their conditions. For more information or to see if you're eligible, call **1-855-517-8382** (toll free).

URGENT APPOINTMENTS AND CARE

Urgent Care is there to help when an illness or injury is not life-threatening or limb-threatening but can't wait until the next day.

Examples include:

- allergies and asthma
- colds and flu
- eye and ear problems
- minor broken bones
- minor cuts requiring stitches
- men's and women's health issues
- urinary tract infections
- work-related injuries

Urgent care options

Your urgent care options depend on the on the time and day.

Get advice

Advice nurse 24 hours a day, weekdays, weekends, and holidays. If you need medical advice or are not sure where to get care, our advice nurses can help. All areas **1-800-813-2000**.

Make an appointment

You can also schedule a same-day appointment with your primary care provider when you have an urgent concern.

To make an appointment, call 24 hours a day, 7 days a week:

All areas	1-800-813-2000
TTY	711
Language interpretation services	1-800-324-8010

During regular urgent care hours

Use one of our urgent care facilities. Locations and hours are listed on the next page.

Outside of urgent care hours

Call the advice nurse at 1-800-813-2000 for help with getting care.

In a medical emergency

Call 911 or go to the nearest hospital emergency department. Kaiser Permanente Sunnyside Medical Center's and Westside Medical Center's emergency departments are open 24 hours a day, 7 days a week.

See page 24 for information on services outside our service area.

Kaiser Permanente Urgent Care locations and hours

Portland area

Beaverton Medical and Dental Office
4855 SW Western Ave.
Beaverton, OR 97005

Monday through Friday, 9 a.m. to 9 p.m.
weekends and holidays, 9 a.m. to 6 p.m.

Interstate Medical Office South
3500 N. Interstate Ave.
Portland, OR 97227

Monday through Friday, 9 a.m. to 9 p.m.
weekends and holidays, 9 a.m. to 6 p.m.

Mt. Talbert Medical Office
10100 SE Sunnyside Road
Clackamas, OR 97015

Monday through Friday, 9 a.m. to 9 p.m.
weekends and holidays, 9 a.m. to 6 p.m.

Salem

North Lancaster Medical Office
2400 Lancaster Drive NE
Salem, OR 97305

Monday through Friday, 9 a.m. to 9 p.m.
weekends and holidays, 9 a.m. to 6 p.m.

Vancouver

Cascade Park Medical Office
12607 SE Mill Plain Blvd.
Vancouver, WA 98684

Monday through Friday, 9 a.m. to 9 p.m.
weekends and holidays, 9 a.m. to 6 p.m.

Longview

Longview-Kelso Medical Office
1230 Seventh Ave.
Longview, WA 98632

Monday through Friday, 12 to 9 p.m.
weekends and holidays, 9 a.m. to 6 p.m.
(closed Sundays, Thanksgiving, and Christmas)

Affiliated Urgent Care locations

Lane County

ICCO, LLC - Nova Urgent Care - Cottage Grove
1445 N. Gateway Blvd., Cottage Grove, OR 97424
541-767-5200

ICCO, LLC - Nova Urgent Care - Coburg
1800 Coburg Rd., Eugene, OR 97401
541-345-8760

ICCO, LLC - Nova Urgent Care - Patterson
598 E. 13th Ave., Eugene, OR 97401
541-636-3473

ICCO, LLC - Nova Urgent Care - Willamette
2710 Willamette St., Eugene, OR 97405
541-735-3161

ICCO, LLC - Nova Urgent Care - Junction City
355 W. 3rd Ave., Junction City, OR 97448
541-998-6750

PeaceHealth Urgent Care - Valley River
1400 Valley River Dr., Ste. 110, Eugene, OR 97401
541-222-7375

PeaceHealth Urgent Care - West 11th
3321 W. 11th Ave., Eugene, OR 97402
541-222-7200

PeaceHealth Urgent Care - Gateway
860 Beltline Rd., Springfield, OR 97477
541-222-6005

ICCO, LLC - Nova Urgent Care - Pleasant Hill
35859 Hwy. 58, Pleasant Hill, OR 97455
541-988-7300

ICCO, LLC - Nova Urgent Care - Territorial
87983 Territorial Hwy., Veneta, OR 97487
541-935-2200

ICCO, LLC - Nova Urgent Care - Harlow
445 Harlow Rd., Springfield, OR 97477
541-500-6949

ICCO, LLC - Nova Urgent Care - Thurston
5781 Main St., Springfield OR 97478
541-654-0282

Emergency psychiatric services

Portland area	503-331-6425
Washington and Oregon	1-866-453-3932

Poison Control Center 1-800-222-1222

Participating or select facilities

For our plans, participating and select mean the same thing. See page 1 for details and locations.

Accessibility of medical offices and medical centers in this directory

All Kaiser Permanente facilities are accessible to members.

Care outside participating or select facilities

If you are not treated by a participating or select hospital, you or someone on your behalf must contact us once your condition is stable. Any care you get after you are stable (post stabilization care) may not be covered unless we approve it first. To request a review, call us at 503-735-2596 or 1-877-813-5993 before you receive the services.

In an emergency, a non-participating doctor may admit you to a non-participating hospital. In this case, you must notify us as soon as you reasonably can, or someone else can notify us for you. If you don't, your hospital stay may not be fully covered (this does not apply to Medicare members). We may move you to a participating or select hospital when you are medically stable.

Not sure where to go for care?

If you are not experiencing an emergency but want to talk to someone about your symptoms or you are not sure where to get care, give us a call. Our advice nurses are here to help answer your questions.

All areas	1-800-813-2000
TTY	711
Language interpretation services	1-800-324-8010

SEE MORE **ONLINE**

Go to kp.org/newmember to access this list and other helpful information.



CHECKLIST FOR APPOINTMENTS

To get the most out of your appointments and help us keep you safe and healthy, be an active participant with your health care team. Follow these five steps:

1. Prepare for your office or hospital visit. Write down questions and notes beforehand. To prepare for your visit:
 - Arrive 10 to 15 minutes early to allow time for check-in.
 - Bring your Kaiser Permanente ID card and a photo ID.
 - If you are covered by another health plan – including Medicare, Medicaid, or any other medical insurance carrier – bring your ID card for that plan too. If that plan is your primary plan, we'll coordinate the benefits. (This does not apply to Oregon individual and family plan members and other non-group members.)
 - If you're having trouble communicating, bring a friend or family member along to help you ask questions and remember answers.
 - If you're being seen for a work- or accident-related illness or injury, tell the receptionist.
2. If your plan includes a copayment, coinsurance, or deductible, be prepared to pay it when you check in.
 - You may pay by cash, check, debit card, and Visa, MasterCard, Discover, and American Express cards. What you pay depends on your plan benefits.
 - If you can't afford to pay your copayment, coinsurance, or deductible, you may ask to speak to a financial counselor to review your payment options. You may be eligible for a payment plan or other financial assistance. Contact Member Services (see page 5) for details.
3. Bring a list of all the medications you are taking, including over-the-counter medications such as aspirin, vitamins, and herbal supplements. If you have any questions about your medications, ask your doctor or the pharmacy. Learn more about your medications at **kp.org/medications**.
4. Speak up when you have questions or concerns. If you have questions, make a list and bring it to your appointment. After your questions are answered, summarize the information in your own words to help clarify the information. It's a good idea to ask questions before a medical test, when your doctor prescribes medication, and before you begin any medical treatment.

What to ask:*

 - What is my main problem?
 - What do I need to do about it?
 - Why is it important for me to do this?
5. Be patient with questions from your health care team. Different members of your health care team may ask the same questions several times, such as your name or whether you have allergies. Asking these questions is one way we make sure you are getting the right care.

*Adapted with permission from *Ask Me 3* by the Partnership for Clear Health Communication.

PHARMACY SERVICES

Kaiser Permanente has a formulary list of medications and supplies covered for your benefit. To get a prescription at your usual copayment or coinsurance, the drug must be on our formulary or your Northwest Permanente physician must feel the drug meets the exception criteria for a non-formulary drug, including any medication-specific criteria. Our health care team uses the formulary to help determine the safest, most effective prescription for you.

Once you have a prescription written by a participating provider, you can order your prescription refills without standing in line at **kp.org/rxrefill**. You can save time and money through our postage-paid Mail-Delivery Pharmacy service, available for most prescriptions. You may also call our automated telephone service at **1-800-548-9809**.

To place an order, you'll need your credit card or debit card information, health record number, and prescription number(s). We'll send your refill to the postal address you choose. Allow 7 to 10 workdays for prescriptions to arrive in the mail.

You can also pick up your prescriptions and buy over-the-counter medications at most of our Kaiser Permanente medical offices.

To contact your local pharmacy call **1-800-813-2000** option 1 then option 2.

If you have a prescription drug benefit, you can find details in your *EOC*.

Please note: Drugs that require special handling, such as temperature-sensitive or high-cost medications, are not provided through our Mail-Delivery Pharmacy. We do not mail drugs to addresses outside the states of Oregon and Washington.



DO IT **ONLINE**

Avoid long lines by ordering your refill prescriptions at **kp.org/rxrefill**.



HEALTHY LIVING

We're here for you when you need care for an illness or injury. But more than that, we want to help you stay healthy so you can do the things you want to do in your life. Take advantage of classes, programs, products, and online tools that help you stay happy and healthy.

Health Engagement and Wellness Services

Health Engagement and Wellness Services provides you with resources that help you thrive. Telephone coaching and products such as books, DVDs, and pedometers can help you achieve your health goals.

Live healthy with health classes and webinars. Some may require a fee. You can learn about topics such as:

- Nutrition and fitness.
- Quitting tobacco (all offerings free for members).
- Childbirth and parenting.
- Managing diabetes.

For your convenience, download our *Healthy Living* catalog at kp.org/healthylivingcatalog/nw. You can also pick up a printed copy at any medical or dental office.

Talk with a health coach

Are you thinking about a healthier lifestyle? A brief chat with a health coach can help. These behavior-change experts provide support and motivation as you discuss your health goals, the process of change, and your options for next steps.

Call **503-286-6816** or **1-866-301-3866** and select option 2 to take the first step.

Personalized online programs

Take an active role in improving your health with tools, in collaboration with HealthMedia® programs, that help you create a healthier lifestyle. Evaluate your daily routine and take steps to get your life headed in a healthier direction:

- Take a Total Health Assessment with Succeed – kp.org/succeed.
- Lose weight with Balance – kp.org/healthylifestyles.
- Quit smoking with Breathe – kp.org/breathe.
- Manage diabetes with Care for Diabetes – kp.org/carefordiabetes.
- Manage pain with Care for Pain – kp.org/careforpain.
- Eat healthy with Nourish – kp.org/nourish.
- Get a good night's sleep with Care for Sleep – kp.org/overcominginsomnia.
- Overcome stress with Relax – kp.org/relax.

Visit kp.org/healthylifestyle for more information.

Some programs are available in Spanish at kp.org/vidasana.

Member discounts*

- **CHP Active and Healthy.** Save money on hundreds of fitness, wellness, and entertainment activities. Get discounts on ski lift tickets, sporting events, gym memberships, and movies. Visit **chpactiveandhealthy.com** for more information.
- **Alternative and chiropractic care.** Get discounts on acupuncture, chiropractic care, massage, and other alternative therapies from providers in The CHP Group network.
- **ChooseHealthy™.** Access health information, tools, and product discounts. For details, go to **kp.org/choosehealthy**.

Visit **kp.org/memberdiscounts** for more information.

Center for Health Research

Since 1964, the Kaiser Permanente Center for Health Research (CHR) has made hundreds of medical discoveries to benefit the health of you and your community. As a Kaiser Foundation Health Plan of the Northwest member, you are eligible to participate in some studies. Joining a CHR study is voluntary, free, and does not affect your health care or coverage.

Learn more or watch videos about studies at **kpchr.org**. For location and contact information, see page 48.

*These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your EOC for details.

KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at **1-800-813-2000**.

SEE MORE **ONLINE**

Put your health in the driver's seat with these online programs. Go to **kp.org/healthylifestyles** to get started.



SHORTCUTS TO HEALTH

Want to live longer, be healthier, and enjoy life more? We offer inspiration and tools that help you feel and be your best. Get started at **kp.org/myhealth** for around-the-clock access to health information. Follow these links to online health programs, services, and advice that help you live well and thrive:

- **kp.org/audio** – Guided imagery audio programs.
- **kp.org/cam** – Complementary and alternative care information and discounts.
- **kp.org/children** – Health information for children.
- **kp.org/classes** – Health education.
- **kp.org/diabetes** – Tips for living better with diabetes.
- **kp.org/espanol** – Online content in Spanish.
- **kp.org/facilities** – Find the medical office closest to you.
- **kp.org/health** – Health encyclopedia.
- **kp.org/healthylifestyles** – Interactive and personalized online wellness programs.
- **kp.org/healthyliving** – Tools for living a healthier life.
- **kp.org/heart** – Tips for maintaining a healthy heart.
- **kp.org/medicalstaff** – Medical staff directories.
- **kp.org/medications** – Drug encyclopedia.
- **kp.org/mentalhealth** – Tips on emotional wellness and mental health services.
- **kp.org/newmember** – Tips to get the most out of your health plan.
- **kp.org/northwest** – Link to the Northwest site.
- **kp.org/pain** – Information on pain management and classes.
- **kp.org/pregnancy** – Health information for mom and baby.
- **kp.org/prevention** – Keys to health through preventive care.
- **kp.org/quitsmoking** – A guide to smoking cessation.
- **kp.org/thrive** – Find your inspiration to thrive and live life to the fullest.
- **kp.org/vidasana** – Interactive and personalized online wellness programs in Spanish.
- **kp.org/video** – Watch your health improve.
- **kp.org/womenshealth** – Health information for women.



DISCOVER **MORE**

As a member, you have access to an online world of health tools. Just go to **kp.org/myhealth** to get started.

PREVENTIVE CARE – STAYING HEALTHY

Care during and after pregnancy

Having a baby can be one of life's most joyous and challenging experiences. We can help you on the journey – whether you are dreaming of motherhood, have a baby on the way, or are holding your newborn in your arms. Visit kp.org/pregnancy for information.

If you are pregnant, we recommend that your first visit with a doctor, nurse practitioner, or nurse-midwife take place between the 6th and 12th week of pregnancy. In many cases, visits will follow the schedule below. Some women will need to be seen more often.

Pregnancy visit schedule

Weeks 6-12. Pregnancy education, discussion of genetic testing choices, physical exam, lab tests, and determining due date.

Week 16. Schedule ultrasound test for 18-20 weeks.

Week 22. Monitor fetal activity, watch video, and schedule childbirth class.

Week 28. Get fetal kick count, start classes, and do blood tests.

Week 32. Schedule hospital tour and fill out hospital forms.

Week 36. Discuss birth plan, get a Group B strep test, and determine baby's position.

Week 38. Labor education.

Week 40. Discuss overdue delivery plan.

Week 41. Start and revise postdate plan. Do a non-stress test to monitor baby's condition.

After delivery. See your provider four to six weeks after giving birth.

If you think you are pregnant – or would like to talk about planning a pregnancy – call the Obstetrics-Gynecology Department at the Kaiser Permanente medical office most convenient for you. Visit kp.org/pregnancy for information to help you on this journey.

SEE MORE **ONLINE**

Prepare for your baby by learning what to expect along the way. Go to kp.org/pregnancy for healthy tips and tools.



RECOMMENDED ADULT PREVENTIVE MEASURES

You'll find highlights of preventive measures below. Under the Patient Protection and Affordable Care Act, also known as health care reform, certain preventive care services in many of our plans will be covered with no cost sharing. This means that you won't have to pay copayments, coinsurance, or deductible payments for some preventive services specified by the government. To learn more about these and additional prevention topics, go to kp.org/prevention.

Lifestyle practices

- **Tobacco use:** Avoid or quit tobacco use. Avoid secondhand exposure.
- **Exercise:** Get 30 minutes or more of moderate to strenuous exercise on most days.
- **Diet:** Choose foods low in saturated fat. Eat eight or more servings of vegetables and fruits every day, and consider portion size.
- **Safety:** Use seat belts, bicycle helmets, and smoke detectors. Store guns properly.
- **Alcohol:** If you drink, do so in moderation. Don't drink and drive.
- **Sexuality:** Discuss sexual practices, disease prevention, and family planning with your health care provider.

Immunizations

- **Tetanus, diphtheria, acellular pertussis (Tdap):** One dose Tdap for adults 19 and older, if not given earlier, then one dose Td every 10 years. One dose Tdap each pregnancy
- **Pneumococcal vaccination:** One or two doses before age 65 if you have high risk factors; once for those 65 and older.
- **Influenza vaccine:** Every year for all adults.
- **Hepatitis A:** Two doses for those with risk factors (consult your health care provider).
- **Hepatitis B:** Two or three doses for those with risk factors (consult your health care provider).
- **Measles, mumps, rubella (MMR):** One or two doses if you were born during or after 1957 and not immunized as a child.
- **Chickenpox (varicella):** Two doses if you did not have chickenpox and were not immunized as a child.
- **Meningococcal:** One or more doses if you have risk factors.
- **Shingles (zoster):** Two doses for those 50 years of age and older.
- **Human papillomavirus (HPV):** Two or three doses up to age 26, if not given earlier.



SEE MORE **ONLINE**

Be at your healthy best by living well and avoiding risks. Visit kp.org/prevention to learn more.

Screening tests (all)

- **Hypertension:** Ages 20 to 39, check blood pressure every 3-5 years if lower than 130/85. Beginning at age 40, check blood pressure every year.
- **Colorectal cancer:** Ages 50 to 74, have a FIT (home stool test) every year. Discuss other possible options with your health care provider. To request a FIT kit, call Clinical Quality Support Services at **1-855-517-8382**.
- **Diabetes:** Discuss with your health care provider.
- **Cholesterol:** Beginning at age 20, check once through age 40. After 40, check every five years.

Screening tests (women)

- **Cervical cancer:** Cervical cancer screening test every three years from ages 21 to 29 regardless of sexual activity. Women ages 30 to 64, have a Pap/HPV co-test every five years.
- **Chlamydia:** Beginning at age 16, every year through age 24.
- **Breast cancer:** Mammogram at least every two years for women ages 50 to 74 (no referral required). Discuss with your health care provider if you want to be screened before 50 or after 74.
To make an appointment, call **1-888-810-7499**.
For Longview-Kelso area, call **1-800-257-2001**.
- **Osteoporosis:** Bone densitometry once at or after 65.

Screening tests (men)

- **Prostate cancer:** Discuss with your health care provider the need for testing between ages 50 and 69.
- **Osteoporosis:** Bone densitometry once at or after 70.

Preventive care visits

- **18 to 49:** Schedule a checkup every five years.
- **50+:** Schedule a checkup every two years.

RECOMMENDED VACCINATIONS FOR CHILDREN

Checkups and immunizations at the appropriate ages should be part of every childhood. See our recommendations below.

Vaccinations and checkups	Birth	3-5 days	2 weeks	2 months	4 months	6 months	9 months
Well-child checkup		✓	✓	✓	✓	✓	✓
Hepatitis B	1st dose		1st dose (If not given at birth)	2nd dose		3rd dose	
Diphtheria, tetanus, acellular pertussis				1 injection Pentacel	2nd dose	3rd dose	
Polio							
H. influenzae type B							
Pneumococcal conjugate				1st dose	2nd dose	3rd dose	
Oral rotavirus				1st dose	2nd dose		
Measles, mumps, rubella							
Varicella (chickenpox)							
Hepatitis A							
Influenza						Recommended annually for all children 6 months and older	
Meningococcal conjugate							
Human papillomavirus (HPV)							

Effective October 2018: Vaccinations are listed under the recommended ages for vaccination. Vaccinations may have a wider acceptable age range than indicated here.

Sometimes there are vaccine shortages. The Centers for Disease Control and Prevention (CDC) may ask us to wait on vaccinations for people at lower risk.

12 months	18 months	2 years	3 years	4 years	5 years	6 years	7-10 years	11-12 years	13-18 years
✓	✓	✓	✓	✓	✓	✓	Every 1-2 years after age 6		
	DTaP 4th dose			DTaP 5th dose				1 dose Tdap, then Td booster every 10 years	
				4th dose					
4th dose									
4th dose									
1st dose				1 injection (2nd dose)					
1st dose									
2 doses, given between 12 and 23 months of age									
Recommended annually for all children 6 months and older									
								1st dose	2nd dose at age 16
								2 or 3 dose schedule based on age started	

Approved by the Regional Immunization Practices Committee, Kaiser Permanente, Northwest Region; consistent with the Advisory Committee on Immunization, the American Academy of Pediatrics, and the American Academy of Family Physicians.

WHEN YOU TRAVEL, WE'VE GOT YOU COVERED

You're covered for most emergency and urgent care when you travel, subject to the terms and limitations in your EOC. If you are temporarily outside our service area, urgent care from a non-participating provider or facility is covered if the services were necessary to prevent serious deterioration of your health and could not be delayed until you returned to our service area.

Urgent care is treatment for an unforeseen, nonemergency condition that requires prompt medical attention. Urgent care in an emergency department outside our service area is subject to the emergency department copayment, coinsurance, and/or deductible (see page 2). If you pay for care, we'll reimburse you for the charges covered under your plan, minus any copayment, coinsurance, or deductible. Just send us the receipts, medical records, and itemized bills.

Hospital stays. Please call us at **1-877-813-5993** immediately after being admitted to a hospital. Other Kaiser Foundation Health Plan service areas have hospitals. If you are admitted to a hospital owned and operated by Kaiser Foundation Health Plan, you don't need to call us.

Routine and follow-up care. You are not covered for follow-up visits, routine or continuing care, or care you could have received before leaving home. However, if you travel to an area listed on the facing page, you may receive these types of care at designated facilities. The types of care you may receive and what you pay may be different from your benefits, copayments, coinsurance, and deductibles in our service area. To learn more about travel benefits, request the While You Are Away brochure from Member Services.

Going overseas?

Our International Travel Clinic is your one-stop source for travel-related vaccinations, medications, and health information. Please call us six to eight weeks before your trip. If you'll be doing medical work abroad or staying longer than three months, call us four months before your trip. You can reach us at **1-844-424-1865**, Monday through Friday, 8 a.m. to 4 p.m.

Other Kaiser Foundation Health Plan service areas

If you need care while you're in one of the service areas listed on the facing page, please contact Member Services in that service area. They will help you make an appointment and answer your questions.

Member Services hours vary by region. In general, the hours are Monday through Friday, 8 a.m. to 5 p.m. If you'd like more details, order a travel packet online or contact Member Services (see page 5).

Note: Available services and service areas may change at any time.



GO MOBILE

Find these phone numbers using your KP mobile app. Just open the locator tab and enter your ZIP code.

California*

San Francisco Bay Area, Sacramento, Stockton, Fresno, and Southern California major metropolitan areas from Bakersfield to San Diego

Member Services **1-800-464-4000**
24-hour medical advice **1-888-576-6225**

Colorado*

Denver, Boulder, and Colorado Springs

Member Services
 Denver/Boulder/Longmont **303-338-3800**
 Denver metro area **1-800-632-9700**
Colorado Springs **1-888-681-7878**
24-hour medical advice
 Denver **303-338-4545**

Georgia*

Atlanta area

Member Services **404-261-2590** **1-800-611-1811**
24-hour medical advice **1-800-611-1811**

Hawaii*

Hawaii, Kauai, Maui, and Oahu

Member Services **1-800-966-5955**
After-hours medical advice
 Oahu **808-432-7700**
 Hawaii, Kauai, and Maui **1-800-467-3011**

Mid-Atlantic*

District of Columbia, Baltimore area, and northern Virginia

Member Services **1-800-777-7902**
24-hour medical advice **1-800-777-7904**

Washington*

Member Services **1-800-446-4296**
Customer Service **1-888-901-4636**
24-hour medical advice
 Western Washington **1-800-297-6877**
 Central, eastern Washington/north Idaho **1-800-826-3620**

*Be sure to say you are a visiting member.

ADVANCE DIRECTIVES

If you are an adult, you have the right to know about any medical treatment your provider recommends for you and the right to refuse it if you choose. However, a serious illness or sudden injury could leave you unable to make decisions or express your wishes. In that case, your relatives and caregivers would have to decide what you would want.

Some states, including Oregon and Washington, allow you to put in writing (ahead of time) your medical preferences if you are seriously ill or injured and unable to communicate your wishes. These documents are called advance directives.

Completing an advance directive is your choice. If you choose not to fill out and sign these forms, it will not affect your health plan coverage or your access to care. Advance directive forms are used only when you are unable to communicate your health care wishes. You have the right to decide your own health care as long as you are able to.

Advance directives in Oregon

The *Oregon Advance Directive* lets you name a person to direct your health care when you cannot do so. Your health care representative must agree in writing to do this. This form allows you to give instructions for health care providers to follow if you become unable to direct your care. These instructions may include decisions about general health care and the withholding or withdrawal of life-sustaining procedures, including artificially administered food and water. You will get care for your comfort and cleanliness no matter what health care choices you make. Your advance directive is valid only if you sign it voluntarily when you are of sound mind. You may revoke it at any time.

Another type of advance directive is the *Physician Orders for Life-Sustaining Treatment* (POLST). Unlike the *Oregon Advance Directive*, which is for anyone 18 and older, POLST forms are only for those who are frail or living with a life-threatening illness. POLST forms are written by your doctor. Once your doctor signs the POLST form, it becomes a medical order and must be followed by medical personnel, including paramedics, in an emergency.

Advance directives in Washington

Washington has three advance directive documents. The *Directive to Physicians* allows you to identify, in advance, life support treatments you do or do not want. It remains in force unless you revoke it.

A *Durable Power of Attorney for Health Care* lets you appoint a health care representative to act on your behalf if you become unable to communicate your wishes or make decisions about your care. Unless you specify otherwise, it remains in force for your lifetime. You may revoke it at any time.

Another type of advance directive in Washington is the *Physician Orders for Life-Sustaining Treatment* (POLST). Unlike the advance directives mentioned above, which are for anyone 18 and older, POLST forms are only for those who are frail or living with a life-threatening illness. POLST forms are written by your doctor. Once your doctor signs the POLST form, it becomes a medical order and must be followed by medical personnel, including paramedics, in an emergency.

Other advance directives

Mental health advance directives are written documents that describe what you want to happen if you become so incapacitated by mental illness that your judgment is impaired or you are unable to communicate effectively. It can tell others what treatment you want or don't want. It can also identify a person to whom you have given authority to make decisions on your behalf.

To learn more

This is a brief summary of advance directives. If you'd like more details, please contact Member Services (see page 5) or call to speak with a health coach at **503-286-6816** or **1-866-301-3866** and select option 2.

You also can learn more about advance directives in a free class. "Your Life, Your Choices" covers care issues so you can make informed advance decisions that reflect your values. For dates and times, or to register, call **503-286-6816** or **1-866-301-3866** and select option 1.

You can also watch a free online video about advance care planning. This seven-minute video provides helpful information to consider before filling out an advance directive or POLST form. Go to **kp.org/video** and browse for the advance care planning video. It is available in English and Spanish.

Where to get forms

If you decide to create an advance directive, you can download the forms at **kp.org/advancedirectives**. You can also contact Member Services (see page 5) to request one of the forms or documents listed below. There is no charge for these documents.

- *Advance Directives in Oregon Brochure with Form.*
- *Advance Directives in Washington Brochure with Form.*
- *Mental Health Advance Directives Summary Sheet.*

POLST forms are available only from health care providers.

Mental health advance directive forms are available from Mental Health Services.

SEE MORE **ONLINE**

Make your care wishes known. Go to **kp.org/advancedirectives** to learn about your options.



HEALTH PLAN ADMINISTRATION

Coverage

For a particular treatment or service to be covered, it must be:

- Medically necessary.
- Covered by the plan in which you are enrolled.
- Provided, prescribed, or directed by a participating or select health care provider unless:
 - Your *EOC* says otherwise.
 - You receive emergency care or you receive urgent care outside our service area.
 - You are enrolled in an Added Choice plan and receive care under Tier 2 or Tier 3.

To ask about coverage for a specific treatment or service, contact Member Services (see page 5).

Complaints, grievances, and appeals

If you're dissatisfied with your care, discuss it with your provider as soon as possible. For other problems with care or service, ask to speak with an administrator before you leave the medical office.

If you still aren't satisfied, ask Member Services (see page 5) about the member satisfaction procedure. We'll give you information about the complaint, grievance, and appeal process.

You can also get this information in your *EOC* and on **kp.org**.

Independent reviews

If you've exhausted the appeal process within KFHPNW, your appeal may be eligible for an external review. Certain kinds of decisions can be reviewed by an independent review organization (IRO). You must ask for an external review within 180 days of the date on your final decision letter from us.

If you request an external review, and your appeal qualifies for review, we will send your appeal to the IRO. (Remember that your appeal may or may not qualify for IRO review.) Your pertinent medical records will be included. For details, see the instructions in your decision letter. You can also find information in your *EOC*. Or you may contact Member Services for information (see page 5). You are not responsible for the cost of an IRO review.

Primary and specialty care delivery

If the medical office where you have been receiving primary care no longer provides care, we will send you a letter with information about how to get care at other locations. We want to help make this transition as smooth as possible for you.

If your primary care provider moves to a different location or leaves Kaiser Permanente, we will send you a letter to let you know. Member Services (see page 5) will be ready to help you find a new primary care provider.

If you get ongoing care from a specialist and that specialist changes locations or leaves Kaiser Permanente, we will let you know. If this happens, you can contact the specialty department for future appointments.

Note that, in some cases, you may be able to continue seeing your primary or specialty care provider for a limited time. The letter we send you will provide specific details.



QUESTIONS

For help anytime, go to **kp.org** and click the member assistance link at the top.

Notice to Medicare members

We are required to maintain records on the work status of our Medicare members. If you have recently changed your work status (for example, if you have stopped working or have gone back to work), please contact Member Services (see page 5).

Medicare eligibility

If you have recently become eligible for Medicare benefits, please contact Member Services (see page 5).

Privacy practices

Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers and facilities to protect your PHI. Your PHI is individually identifiable information 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.

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. PHI is shared with your employer or plan sponsor 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* (see below). 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, will be furnished to you upon request. To request a copy, please call Member Services (see page 5). Our *Notice of Privacy Practices* is also available at your local plan facility and at kp.org/privacy.

Patient safety

We want to provide you with care that is reliable, effective, consistent, and safe. You are an important part of your health care team. Here are some things you can do to be actively involved.

Prepare for your visits. Think about what your provider needs to know and what questions you have. Be sure to bring a list of medications that you are currently taking.

Share information about your medical history, symptoms, medications, and drug allergies. Explain to your doctor why and how often you take each medication.

Ask your doctor:*

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

Discuss the options for your care. Have your doctor review with you any health-related information handed to you during the visit.

Get test results. Read and understand them. Get help if you need it.

At the end of your visit, be sure to repeat back to your doctor in your own words what is expected of you after the visit.

Find out what to expect after surgery.

*Adapted with permission from Ask Me 3 by the Partnership for Clear Health Communication.

SEE MORE ONLINE

Find out how our quality stacks up. Visit kp.org/measuringquality.



Quality of care

Our goal is to provide exceptional quality care. We measure how we are doing, write annual reports, and post related information at **kp.org/measuringquality**.

If you'd like more information, please contact Member Services (see page 5). You can also find information from these sources:

- NCQA's Health Plan Report Card
<https://reportcards.ncqa.org>
202-955-3500
- The Joint Commission Hospital Quality Check
<http://qualitycheck.org>
630-792-5000
- CMS Hospital Compare
<https://medicare.gov/hospitalcompare/search.html>
1-877-696-6775
- The Leapfrog Group
<http://leapfroggroup.org>
202-292-6713

Additional information (Health Plan disclosures)

You may request information from Member Services (see page 5). You may also download forms and frequently requested materials at **kp.org/disclosures**. Topics and publications include:

- The Kaiser Permanente prescription drug formulary process.
- A list of the drugs on our current drug formulary (request at any of our pharmacies).
- Information about Kaiser Permanente's mental health services.
- The payment requirements of your health care coverage (like deductibles, copayments, and coinsurance) as described in your *EOC*.
- A financial assistance brochure and application.
- A statement of our annual out-of-pocket maximum guidelines.
- A summary of how we work together with other health care coverage you may have (coordination of benefits).
- An explanation of our grievance and appeal procedures. (Ask for information for your specific plan.)
- Materials referred to in your *EOC*.
- Our risk-sharing arrangements with physicians and other health care providers.
- Your right to see non-Kaiser Permanente providers at your own expense.
- The availability of a point-of-service plan.
- Our quality monitoring and improvement program.
- Provider credentialing.
- Our clinical protocols and practice guidelines.
- Our utilization review criteria.
- Our financial status.
- *Advance Directives in Oregon*.
- *Advance Directives in Washington*.
- *Mental Health Advance Directives Summary Sheet*.

This *Medical Facility Directory* includes information on referrals, procedures requiring prior authorization, and how to get the names, qualifications, and titles of providers responsible for a member's care.

In addition, you may get information we have filed with the Oregon Department of Consumer and Business Services, as required under state law. Contact the department for information on:

- Our annual summary of grievances and appeals.
- Our annual summary of the utilization management program.
- Our annual summary of quality assurance activities.
- The results of publicly available accreditation surveys of our health plan.
- Our annual summary of health-promotion and disease-prevention activities.
- An annual summary of scope of network and accessibility of services.

To contact the Oregon Department of Consumer and Business Services:

- Call **503-947-7984** (in Salem) or **1-888-877-4894**.
- Write to:
Oregon Insurance Division
Consumer Protection Unit
350 Winter St. NE
Salem, OR 97301-3883
- Visit **insurance.oregon.gov/consumer/tomake.html**.
- Email **cp.ins@state.or.us**.

New technology assessments

When a new medical technology or procedure needs review, our Interregional New Technology Committee examines and evaluates data from government agencies, medical experts, medical journals, and medical specialty societies. Recommendations from the interregional committee then are passed onto the local committee. The committee reviews the national recommendations to see how they apply to local medical practices. Once this review takes place, the committee makes recommendations for the new technology or procedure to become a covered benefit. In addition, the committee communicates practice guidelines to network providers and related health care providers. If the committee's recommendation is accepted, the new technology is added to the covered benefits, either immediately or when the contract renews.

DO MORE **ONLINE**

Download useful forms and guides at **kp.org/disclosures**.



YOUR RIGHTS AND RESPONSIBILITIES OREGON AND WASHINGTON

About your rights and responsibilities

At Kaiser Permanente, we believe that maintaining good health is a very important part of your well-being. Providing the quality health care necessary to maintain your good health requires building a partnership between you and your health care professionals.

You need information to make appropriate decisions about your care and lifestyle choices. Your health care professionals need your involvement to ensure you receive appropriate and effective health care. Mutual respect and cooperation are essential to this partnership.

It is important for you to know what you can expect and what we need from you when you receive care at Kaiser Permanente.

YOUR RIGHTS

At Kaiser Permanente, you have the right to:

- Receive information about Kaiser Permanente, our services, our health care practitioners and providers, and your rights and responsibilities.
- Be treated with consideration, compassion, and respect taking into account your dignity and individuality, including privacy in treatment and care without regard to your race, religion, ethnicity, color, national origin, cultural background, ancestry, language, gender, gender identity, gender expression, sex, sexual orientation, marital status, physical or mental disability, genetic information, age, or financial status.
- Be supported in selecting and changing clinicians and seeking a second opinion within our plan.
- Participate with practitioners in making decisions about your health care.
- Receive full information about your care, including a candid discussion of appropriate or medically necessary treatment options for your conditions; the benefits, risks, and alternatives of recommended treatments or procedures regardless of cost or coverage; and realistic alternatives when hospital care is no longer appropriate. We'll provide information in a way you can understand and provide an interpreter if you need one.
- Receive assistance when you face difficult medical ethics issues by arranging consultations with members of our ethics services staff.
- Be supported if you change your mind about any procedure, refuse treatment, or decline to participate in medical training programs or research projects, and inform you of the consequences of your refusal.
- Be respected for your right to personal privacy and your right to make decisions about your future.
- Give instructions about what is to be done if you are not able to make medical decisions for yourself. The legal documents that you can use to give your directions in advance are called "advance directives."
- Timely access to your covered services and drugs. As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.
- Be transferred only when medically appropriate and when the receiving facility is ready to accept you.
- Receive the names, professions, and educational backgrounds of the people treating you.
- Expect that the confidentiality of all personal health information, communications, and records regarding your care are protected. This information will not be released to any person or entity not affiliated with Kaiser



SEE MORE ONLINE

Access your rights and responsibilities at kp.org/disclosures.

Permanente without your prior authorization. We may make exceptions to this policy only when the release of information is authorized by law or when the information is to be used for quality improvement activities, bona fide research, or statistical reporting. You may review and obtain copies of your medical or dental records, unless restricted by law or when detrimental to your own well-being. If you think part of your medical record is incorrect, you may add a statement listing your objections and corrections.

- Receive a response in an appropriate, confidential, and timely manner to any concerns you have about your care or services provided, without sanction or reprisal. Membership Services will inform you of member satisfaction procedures and resources available to assist you.
- Be informed of business relationships between your Health Plan and others – health care providers, educational institutions, insurer – that may influence your treatment and care.
- Receive information about charges and payment methods. We will provide an itemized statement of non-covered services upon request, for an additional service charge.
- Voice your complaints freely without fear of discrimination or retaliation. If you are not satisfied with how your complaint was handled, you may have us reconsider your complaint.
- Make recommendations regarding Kaiser Permanente's Member Rights and Responsibilities policy.

YOUR RESPONSIBILITIES

At Kaiser Permanente, you have the responsibility to:

- Follow the treatment plan agreed on by you and your health care practitioner. You have a responsibility to inform your health care practitioner if you do not understand or cannot follow through with your treatment, and to let your health care practitioner know if changes need to be made.
- Improve the quality and safety of your care by providing accurate and complete information about your medical history, medications, and any changes in your condition.
- Understand your health problems and participate in developing mutually agreed upon treatment goals, to the extent possible. Ask questions if you do not understand any aspect of your medical or dental condition or treatment.
- Be aware of the daily lifestyle decisions that affect your health, and that the choices you make can reduce the risks to your health and the health of your family.
- Tell your health care team if you are satisfied or dissatisfied with any aspect of your care.
- Provide your family, health care practitioner, and hospital with a copy of any advance directive you wish Kaiser Permanente to follow, should you be unable to make your own decisions.
- Treat your health care team with consideration and respect.
- Treat other patients with consideration and respect. When you are in the hospital, avoid having the volume on television sets too loud, having too many visitors, or holding loud conversations that may disturb other patients.
- Comply with the no-smoking, no-weapons, and visiting-hours policies.
- Be familiar with your health care benefits.
- Tell us if you have any other health insurance coverage or prescription drug coverage in addition to our plan. Please call Member Services to let us know.
- Tell us if you move. If you are going to move, it is important to tell us right away. If your coverage is through your employer, it is important that the change of address is also reported to your employer.
- Have your Kaiser Permanente ID card handy when you call for an appointment or advice, or when you come in for care.
- Notify Kaiser Permanente in advance if you will be late for, or have to cancel, an appointment.
- Pay your bills on time and pay your copayments when you come in for care.

GO MOBILE

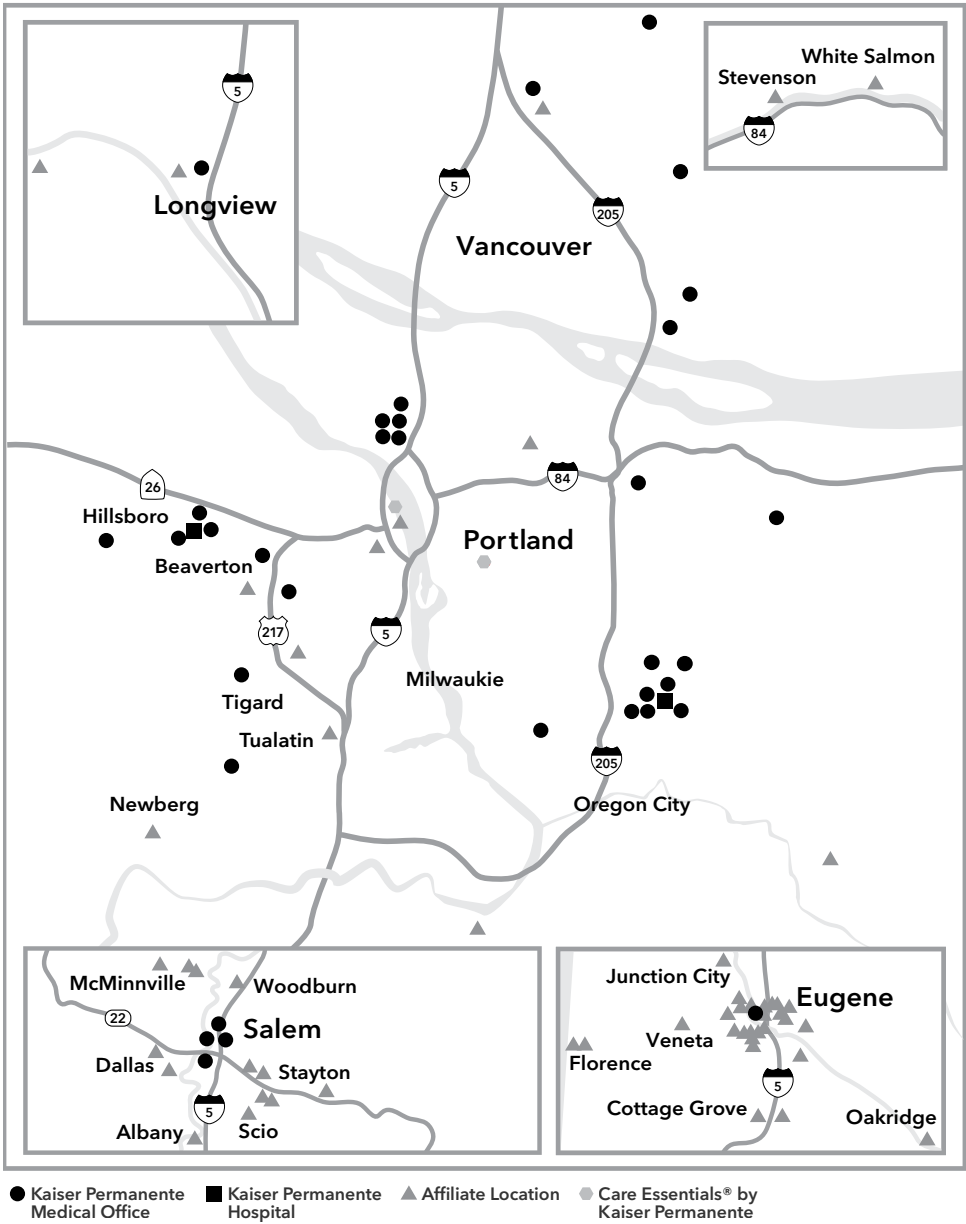
Save time by using the **KP mobile app** to find a facility. Just open the locator tab and enter your ZIP code.



WHERE TO FIND CARE IN OREGON AND SOUTHWEST WASHINGTON

Facilities by area

We provide quality care to more than 600,000 members in Oregon and Southwest Washington. Our service area extends from Eugene, Oregon, to Longview, Washington, and includes medical offices, dental offices, Vision Essentials by Kaiser Permanente optical retail locations, urgent care clinics, hospitals, and Care Essentials clinics. We also have a network of affiliated providers for routine, urgent, or emergency care.



Facility information current as of September 2021.

Go to kp.org/locations to see all our current locations and to find the facility closest to you. Or call Member Services at **1-800-813-2000** (TTY 711).

Medical facilities

Portland-area medical centers

- Kaiser Permanente Sunnyside Medical Center
10180 SE Sunnyside Rd.
Clackamas, OR 97015
- Kaiser Permanente Westside Medical Center
2875 NE Stucki Ave.
Hillsboro, OR 97124
- ▲ OHSU Doernbecher Children's Hospital
3181 SW Sam Jackson Park Rd.
Portland, OR 97239
(for children 17 and younger)

Portland-area medical offices

- Beaverton Medical Office
4855 SW Western Ave.
Beaverton, OR 97005
- Brookside Center
10180 SE Sunnyside Rd.
Clackamas, OR 97015
- ▲ Canby HealthCare Clinic
703 SE First Ave.
Canby, OR 97013
- ◆ Care Essentials by Kaiser Permanente – Hawthorne
3060 SE Hawthorne Blvd., Ste. 1
Portland, OR 97214

Bus information

Although bus route numbers are shown on individual facility maps, they may change without notice. For up-to-date bus information, call:

Portland: TriMet **503-238-7433** Vancouver: C-Tran **360-695-0123**

- Care Essentials by Kaiser Permanente – Pearl
1035 NW Northrup St.
Portland, OR 97209
- Cedar Hills Medical Office
12450 SW Walker Rd.
Beaverton, OR 97005
- Center for Health Research
3800 N. Interstate Ave.
Portland, OR 97227
- Clackamas Eye Care & Imaging
12100 SE Stevens Rd., Ste. 106
Clackamas, OR 97086
- Gateway Medical Office
1700 NE 102nd Ave.
Portland, OR 97220
- Interstate Medical Office Central
3600 N. Interstate Ave.
Portland, OR 97227
- Interstate Medical Office East
3550 N. Interstate Ave.
Portland, OR 97227
- Interstate Medical Office South
3500 N. Interstate Ave.
Portland, OR 97227
- Interstate Radiation
Oncology Center
3620 N. Interstate Ave.
Portland, OR 97227
- Mt. Scott Medical Office
9800 SE Sunnyside Rd.
Clackamas, OR 97015
- Mt. Talbert Medical Office
10100 SE Sunnyside Rd.
Clackamas, OR 97015
- ▲ Orchid Health – Wade Creek Clinic
535 NE Sixth Ave.
Estacada, OR 97023
- Rockwood Medical Office
19500 SE Stark St.
Portland, OR 97233
- Sunnybrook Medical Office
9900 SE Sunnyside Rd.
Clackamas, OR 97015
- Sunnyside Medical Office
10180 SE Sunnyside Rd.
Clackamas, OR 97015
- Sunset Medical Office
19400 NW Evergreen Pkwy.
Hillsboro, OR 97124
- Tanasbourne Medical and
Dental Office
10315 NE Tanasbourne Dr.
Hillsboro, OR 97124
- ▲ The Portland Clinic – Beaverton¹
15950 SW Millikan Way
Beaverton, OR 97003
- ▲ The Portland Clinic – Downtown¹
800 SW 13th Ave.
Portland, OR 97205

- ▲ The Portland Clinic – Northeast¹
5005 NE Sandy Blvd.
Portland, OR 97213
- ▲ The Portland Clinic – South¹
6640 SW Redwood Ln.
Portland, OR 97224
- ▲ The Portland Clinic – Tigard¹
9250 SW Hall Blvd.
Tigard, OR 97223
- Tualatin Medical Office
19185 SW 90th Ave.
Tualatin, OR 97062
- Westside Medical Office
2875 NE Stucki Ave.
Hillsboro, OR 97124
(located inside Kaiser Permanente
Westside Medical Center)

Vancouver-area medical centers and offices

- ▲ Legacy Salmon Creek Medical Center
2211 NE 139th St.
Vancouver, WA 98686
(hospital services include emergency
department, obstetrics, and other care
as authorized by your primary care
provider)
- ▲ PeaceHealth Southwest Medical Center
400 NE Mother Joseph Pl.
Vancouver, WA 98664
- Battle Ground Medical Office
720 W. Main St., Ste. 15
Battle Ground, WA 98604
- Cascade Park Medical Office
12607 SE Mill Plain Blvd.
Vancouver, WA 98684
- Mill Plain One Medical Office
203 SE Park Plaza Dr., Ste. 140
Vancouver, WA 98684
- Orchards Medical Office
7101 NE 137th Ave.
Vancouver, WA 98682
- Salmon Creek Medical Office
14406 NE 20th Ave.
Vancouver, WA 98686

Salem-area medical centers and offices

- ▲ Salem Hospital
890 Oak St. SE
Salem, OR 97301
- ▲ Santiam Hospital
1401 N. 10th Ave.
Stayton, OR 97383
- ▲ Aumsville Medical Clinic
205 Main St.
Aumsville, OR 97325
- ▲ Cascade Medical Clinic
1375 N. 10th Ave., Ste. B
Stayton, OR 97383

- Keizer Station Medical Office
5940 Ulali Dr.
Keizer, OR 97303
- ▲ Mid-Willamette Family Medicine –
Albany
1050 29th Ave. SW
Albany, OR 97321
- ▲ Mid-Willamette Family Medicine – Scio
38829 N. Main St.
Scio, OR 97374
- North Lancaster Medical Office
2400 Lancaster Dr. NE
Salem, OR 97305
- ▲ Salem Health Medical Clinic –
Monmouth
512 Main St. E., Ste. 300
Monmouth, OR 97361
- ▲ Salem Health Medical Clinic – Uglow
1000 SE Uglow Ave.
Dallas, OR 97338
- ▲ Salem Health Medical Clinic –
Woodburn
105 N. Arney Rd., Ste. 130
Woodburn, OR 97071
- ▲ Santiam Internal Medicine Clinic
1401 N. 10th Ave., Ste. 200
Stayton, OR 97383
- ▲ Santiam Medical Associates
1401 N. 10th Ave., Ste. 100
Stayton, OR 97383
- ▲ Santiam Medical Clinic
280 S. First Ave.
Mill City, OR 97360
- Skyline Medical Office
5125 Skyline Rd. S.
Salem, OR 97306
- ▲ Sublimity Medical Clinic
114 SE Church St.
Sublimity, OR 97385
- West Salem Medical Office
1160 Wallace Rd. NW
Salem, OR 97304

Longview-area medical center and offices

- ▲ PeaceHealth St. John Medical Center
1615 Delaware St.
Longview, WA 98632
- ▲ Columbia Pacific Medical Services
2120 Exchange St., Ste. 200
Astoria, OR 97103
- Longview-Kelso Medical Office
1230 Seventh Ave.
Longview, WA 98632

Lane County medical centers

- ▲ PeaceHealth Cottage Grove
Community Medical Center
1515 Village Dr.
Cottage Grove, OR 97424

¹ Not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance (MKA) from Kaiser Permanente, or visiting from another Kaiser Permanente region.

- ▲ PeaceHealth Peace Harbor Medical Center
400 Ninth St.
Florence, OR 97439
- ▲ PeaceHealth Sacred Heart Medical Center at RiverBend
3333 RiverBend Dr.
Springfield, OR 97477
- ▲ PeaceHealth Sacred Heart Medical Center University District
1255 Hilyard St.
Eugene, OR 97401

Lane County medical offices

- ▲ Albertsons Sav-On Pharmacy – Coburg
311 Coburg Rd.
Eugene, OR 97401
- ▲ Albertsons Sav-On Pharmacy – Royal
4740 Royal Ave.
Eugene, OR 97402
- Chase Gardens Medical Office
360 S. Garden Way, Ste. 105
Eugene, OR 97401
- ▲ Eugene Pediatric Associates
995 Willagillespie Rd., Ste. 100
Eugene, OR 97401
- ▲ Hirons Drug – 18th Ave.
185 E. 18th Ave.
Eugene, OR 97401
- ▲ Hirons Drug – Franklin
1950 Franklin Blvd.
Eugene, OR 97403
- ▲ ICCO, LLC – Nova Urgent Care – Coburg
1800 Coburg Rd.
Eugene, OR 97401
- ▲ ICCO, LLC – Nova Urgent Care – Cottage Grove
1445 Gateway Blvd.
Cottage Grove, OR 97424
- ▲ ICCO, LLC – Nova Urgent Care – Harlow
445 Harlow Rd.
Springfield, OR 97477
- ▲ ICCO, LLC – Nova Urgent Care – Junction City
355 W. Third Ave.
Junction City, OR 97448
- ▲ ICCO, LLC – Nova Urgent Care – Patterson
598 E. 13th Ave.
Eugene, OR 97401
- ▲ ICCO, LLC – Nova Urgent Care – Pleasant Hill
35859 Hwy. 58
Pleasant Hill, OR 97455
- ▲ ICCO, LLC – Nova Urgent Care – Territorial
87983 Territorial Hwy.
Veneta, OR 97487

- ▲ ICCO, LLC – Nova Urgent Care – Thurston
5781 Main St.
Springfield, OR 97478
- ▲ ICCO, LLC – Nova Urgent Care – Willamette
2710 Willamette St.
Eugene, OR 97405
- ▲ Orchid Health – Fern Ridge
24934 Fir Grove Ln.
Elmira, OR 97437
- ▲ Orchid Health – McKenzie River
51730 Dexter St.
Blue River, OR 97413
- ▲ Orchid Health – Oakridge
47815 Hwy. 58
Oakridge, OR 97463
- ▲ Oregon Eye Associates – Fine Hoffman and Sims, The Eye Center, Oregon Eye Consultants
1550 Oak St.
Eugene, OR 97401
- ▲ PeaceHealth Eye Care – Optical Shop
1200 Hilyard St., Ste. 110
Eugene, OR 97401
- ▲ PeaceHealth Medical Group – Cottage Grove
1515 Village Dr.
Cottage Grove, OR 97424
- ▲ PeaceHealth Medical Group – Florence
380 & 390 Ninth St.
Florence, OR 97439
- ▲ PeaceHealth Medical Group – RiverBend Pavilion
3377 RiverBend Dr.
Springfield, OR 97477
- ▲ PeaceHealth Medical Group – Santa Clara
2484 River Rd.
Eugene, OR 97404
- ▲ PeaceHealth Urgent Care – Gateway
860 Beltline Rd.
Springfield, OR 97477
- ▲ PeaceHealth Urgent Care – Valley River
1400 Valley River Dr., Ste. 110
Eugene, OR 97401
- ▲ PeaceHealth Urgent Care – West 11th
3321 W. 11th Ave.
Eugene, OR 97402
- ▲ Safeway Pharmacy – Florence
700 US-101
Florence, OR 97439
- ▲ Safeway Pharmacy – Pioneer Pkwy.
1891 Pioneer Pkwy. E.
Springfield, OR 97477
- ▲ Willamina Health Center
1100 NE Oaken Hills Dr.
Willamina, OR 97396

Columbia River Gorge-area medical offices

- ▲ NorthShore Medical Group – Stevenson
875 Rock Creek Dr. SW
Stevenson, WA 98648
- ▲ NorthShore Medical Group – White Salmon
65371 Hwy. 14
White Salmon, WA 98672

McMinnville-area medical center and offices

- ▲ Willamette Valley Medical Center
2700 SE Stratus Ave.
McMinnville, OR 97128
- Kaiser Permanente McMinnville Primary Care
2700 SE Stratus Ave., Ste. 405
McMinnville, OR 97128
- ▲ McMinnville Immediate Health Care
207 NE 19th St.
McMinnville, OR 97128
- ▲ Newberg Urgent Care and Medical Center
2880 Hayes St.
Newberg, OR 97132
- ▲ WVC – McMinnville Internal Medicine
254 NE Norton Ln.
McMinnville, OR 97128



Medical offices, hospitals, urgent care, pharmacies, and vision

Go to **kp.org/locations** to see all our current locations and to find the facility closest to you. Or call Member Services at 1-800-813-2000 (TTY 711).

KEY

- ★ Kaiser Permanente facility
- Primary care
- Urgent care
- ◆ Hospital
- Pharmacy
- Vision

MAP IS NOT TO SCALE

1 Our partnership with PeaceHealth includes the Santa Clara, RiverBend Pavilion, Cottage Grove, and Florence locations. Not all specialty providers at these locations are part of our network.

● Primary and Routine Care

1. Kaiser Permanente Chase Gardens Medical Office
360 S. Garden Way, Ste. 105, Eugene, OR 97401
2. Eugene Pediatric Associates
995 Willagillespie Rd., Ste. 100, Eugene, OR 97401
3. Orchid Health - Fern Ridge Clinic
24934 Fir Grove Ln., Elmira, OR 97437
4. Orchid Health - McKenzie River Clinic
51730 Dexter St., Blue River, OR 97413
5. PeaceHealth Medical Group - Cottage Grove
1515 Village Dr., Cottage Grove, OR 97424
6. PeaceHealth Medical Group - Florence
380 & 390 9th St., Florence, OR 97439
7. PeaceHealth Medical Group - RiverBend Pavilion
3377 RiverBend Dr., Springfield, OR 97477
8. PeaceHealth Medical Group - Santa Clara
2484 River Rd., Eugene, OR 97404

To see a complete list of primary care providers, refer to kp.org.

● Urgent Care

9. ICCO, LLC - Nova Urgent Care - Cottage Grove
1445 N. Gateway Blvd., Cottage Grove, OR 97424
10. ICCO, LLC - Nova Urgent Care - Coburg
1800 Coburg Rd., Eugene, OR 97401
11. ICCO, LLC - Nova Urgent Care - Patterson
598 E. 13th Ave., Eugene, OR 97401
12. ICCO, LLC - Nova Urgent Care - Willamette
2710 Willamette St., Eugene, OR 97405
13. ICCO, LLC - Nova Urgent Care - Junction City
355 W. 3rd Ave., Junction City, OR 97448
14. PeaceHealth Urgent Care - Valley River
1400 Valley River Dr., Ste. 110, Eugene, OR 97401
15. PeaceHealth Urgent Care - West 11th
3321 W. 11th Ave., Eugene, OR 97402
16. PeaceHealth Urgent Care - Gateway
860 Beltline Rd., Springfield, OR 97477
17. ICCO, LLC - Nova Urgent Care - Pleasant Hill
35859 Hwy. 58, Pleasant Hill, OR 97455
18. ICCO, LLC - Nova Urgent Care - Territorial
87983 Territorial Hwy., Veneta, OR 97487
19. ICCO, LLC - Nova Urgent Care - Harlow
445 Harlow Rd., Springfield, OR 97477
20. ICCO, LLC - Nova Urgent Care - Thurston
5781 Main St., Springfield OR 97478
21. ICCO, LLC - Nova Urgent Care - Florence
4480 Hwy. 101 N., Ste. G, Florence, OR
22. ICCO, LLC - Nova Urgent Care - West 11th
4040 W. 11th Ave., Eugene, OR 97402

◆ Hospitals and Emergency Care¹

23. PeaceHealth Cottage Grove Community Medical Center
1515 Village Dr., Cottage Grove, OR 97424
24. PeaceHealth Peace Harbor Medical Center
400 9th St., Florence, OR 97439
25. PeaceHealth Sacred Heart Medical Center at RiverBend
3333 RiverBend Dr., Springfield, OR 97477
26. PeaceHealth Sacred Heart Medical Center University District
1255 Hilyard St., Eugene, OR 97401

● Pharmacy

Save time and money by using the Kaiser Permanente mail-order pharmacy to have prescriptions delivered to your home. Visit kp.org/refill.

27. Kaiser Permanente Chase Gardens Pharmacy
360 S. Garden Way, Ste. 360, Eugene, OR 97401
28. Safeway Pharmacy - Florence
700 US-101, Florence, OR 97439

Additional Participating Pharmacies:

Refills for maintenance medication at these pharmacies are not covered. Additional refills should be filled at one of the pharmacies listed above or through mail order.²

29. Albertsons Sav-On Pharmacy - Royal
4740 Royal Ave., Eugene, OR 97402
30. Hirons Drug - 18th Ave.
185 E. 18th Ave., Eugene, OR 97401
31. River Road Pharmacy
884 River Rd., Eugene, OR 97404
32. Sav-On Pharmacy
55 Division Ave., Eugene, OR 97404
33. Safeway Pharmacy
1500 Coburg Rd., Eugene, OR 97401

○ Vision

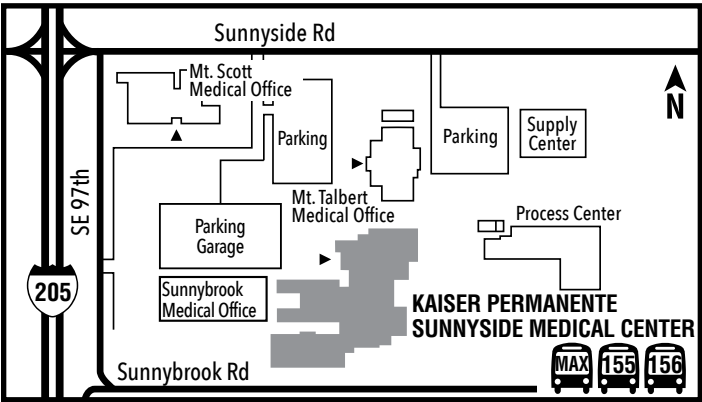
34. Oregon Eye Associates - Fine Hoffman and Sims, The Eye Center, Oregon Eye Consultants
1550 Oak St., Eugene, OR 97401
541-484-3937
35. PeaceHealth Eyecare - Optical Shop
1200 Hilyard St #1100, Eugene, OR 97401
458-205-6257

¹ If you're experiencing a medical emergency, call 911 or go to the nearest emergency room.

² Does not apply to Kaiser Permanente Added Choice® or Dual Choice PPO™ members.

Kaiser Permanente Sunnyside Medical Center

10180 SE Sunnyside Rd, Clackamas, OR 97015



The Kaiser Permanente Northwest Center for Heart and Vascular Care is Oregon’s top-rated heart surgery center, earning three stars (the highest rating) from the Society of Thoracic Surgeons based on performance data for bypass surgery. This is the only reported program in Oregon to achieve three stars in 2013. Also, refer to Sunnyside Medical Office department listings on page 66.

Services

- 24-hour emergency care for children and adults.
- Center for Heart and Vascular Care: emergency care for heart attacks and strokes; diagnostic testing; treatment for heart arrhythmia; regional center for angioplasty, stents, and cardiovascular surgery.
- Low-risk obstetrical/neonatal care.
- Medical and surgical hospital care for adults.
- Regional center: nephrology and oncology hospital care for adults; thoracic, orthopedic, and neurosurgery for adults.

Emergency Care

Emergency Care (24 hours)

- Information503-652-2880
- Information TTY1-800-735-2900
(toll-free TTY for the hearing/speech impaired)
- Vancouver area360-256-0556

Emergency Psychiatric Service (24 hours)

- Portland area503-331-6425
- All other areas1-866-453-3932

Specialty care

- Allergy503-612-3375
- Anesthesiology.....503-571-4506
- Electroencephalogram (EEG)1-888-810-7499
For results, contact your physician.
- Imaging Services (X-ray, Fluoroscopy, Bone Density (DEXA), CT Scan, Mammography, Ultrasound, MRI, Nuclear Medicine)
For results, contact your physician.
Appointments1-888-810-7499
MRI Appointments503-571-2685
TTY 711
- Neonatal Intensive Care Unit (NICU) ...503-571-3130
- Neurology1-844-364-4807

- Obstetrics/Gynecology (Ob-Gyn).....503-813-2000
- Palliative Care/ Hospice503-499-5200
- Pulmonary Function Laboratory503-571-4775
For results, contact your physician.
- Sleep Lab
Appointments1-855-878-6411
Insomnia clinic.....503-571-5124
Sleep medical equipment services ...503-612-3341
- Social Services

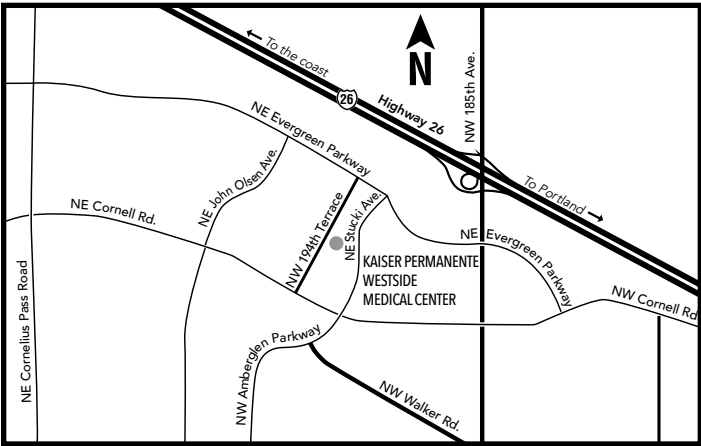
Other services

- Information / patient room information
Portland area503-652-2880
Vancouver area360-256-0556
TTY1-800-735-2900
- Labor/Delivery Tour.....503-286-6816
- Pharmacy
Pharmacy Mail Order1-800-548-9809
- Valet Services503-652-2880
Monday through Friday, 7 a.m. to 4:30 p.m.
Closed on weekends and most holidays. After hours vehicle pickup available.

Hospital accreditation: Kaiser Permanente Sunnyside Medical Center has earned The Joint Commission’s Gold Seal of Approval with Advanced Certification in Stroke (Primary Stroke Center).

Kaiser Permanente Westside Medical Center

2875 NE Stucki Ave, Hillsboro, OR 97124



The brand-new Kaiser Permanente Westside Medical Center is home to more than 80 top-notch medical specialists; a new state-of-the-art hospital Emergency Department; and pharmacy, lab, and imaging services. Also, refer to Westside Medical Office department listings on page 71.

Services

- Emergency Care: open 24 hours, 7 days
(open to everyone, even if you are not a Kaiser Permanente member)
- More than 120 private in-patient rooms
- Medical and surgical hospital care for adults
- Labor and Delivery services
- Center of Excellence for Hip and Knee Joint replacement program, certified by The Joint Commission

Emergency Care

Emergency Care (24 hours)	
Information	971-310-1000
Emergency Psychiatric Services	
Portland Area	503-331-6425
All other areas	1-866-453-3932

Specialty care

Anesthesiology.....971-310-4800

Cardiology (Echo, Monitors, Treadmill)

Continuing Care

Imaging Services (X-ray, Fluoroscopy, CT Scan, Mammography, MRI, Ultrasound, Nuclear Medicine)	
For results, contact your physician.	
Appointments	1-888-810-7499
MRI Appointments	503-571-2685
TTY	711

Infectious Disease

Pediatric Lactation Program.....855-206-0302

Social Services

Wound Ostomy

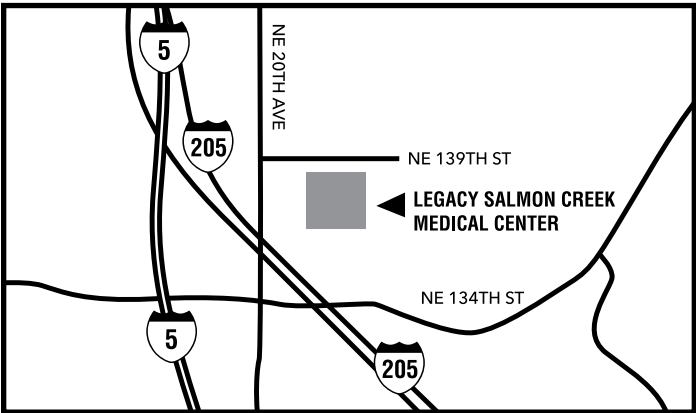
Other services

Appointments/Cancellations/	
Information	503-813-2000
Main Phone	971-310-1000
Laboratory	
Pharmacy	
Pharmacy Mail Order	1-800-548-9809

Hospital accreditation: Kaiser Permanente Westside Medical Center has earned The Joint Commission's Gold Seal of Approval with Advanced Certification in Stroke (Primary Stroke Center).

Legacy Salmon Creek Medical Center

2211 NE 139th St, Vancouver, WA 98686



Services

Hospital services include emergency department, obstetrics, and other care as authorized by your primary care provider.

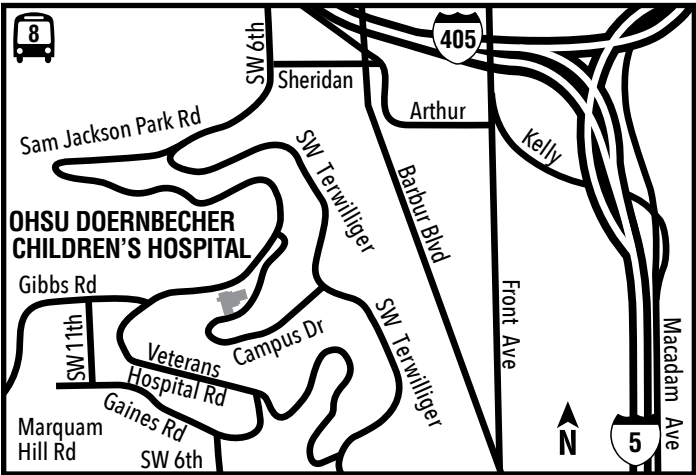
Emergency Department360-487-1000

**Family Birth Center/
Labor and Delivery**360-487-1000

Hospital accreditation: Legacy Salmon Creek has earned The Joint Commission's Gold Seal of Approval with Advanced Certification in Stroke (Primary Stroke Center).

OHSU Doernbecher Children's Hospital

3181 SW Sam Jackson Park Rd, Portland, OR 97239



Services

- 24-hour emergency care for children under 18.
- Medical and surgical hospital care for children.
- Regional center: cardiology, hematology/ oncology, and infectious disease care for children.

Specialty care

Emergency Department

7 days, 24 hours

Emergency care for children under 18.

Information 503-494-7551

Pediatric Cardiology

Monday through Friday, 8:30 a.m. to 4:30 p.m.

Appointments 503-418-5750
1-800-882-9996

Pediatric Hematology/Oncology

Monday through Friday, 8 a.m. to 5 p.m.

Appointments 503-418-5150

Pediatric Infectious Diseases

Monday through Friday, 8 a.m. to 4:30 p.m.

Appointments 503-418-8100
1-877-346-0640

Other services

**Operator/patient information/
admitting**503-494-8811

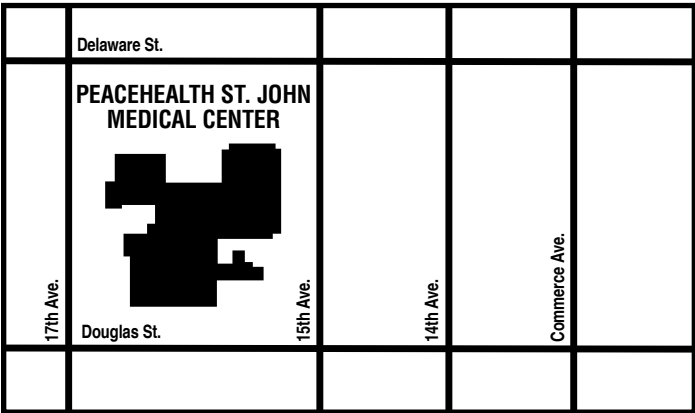
Directions503-494-1390

TTY1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Hospital accreditation: OHSU Doernbecher Children's Hospital has earned The Joint Commission's Gold Seal of Approval, with Advanced Certification in Comprehensive Stroke Center and Ventricular Assist Device.

PeaceHealth St. John Medical Center

1615 Delaware St, Longview, WA 98632



Services

- 24-hour emergency care for children and adults.
- Emergency surgery and medical hospital care for adults.

Hospital operator **360-414-2000**
1-800-438-7562

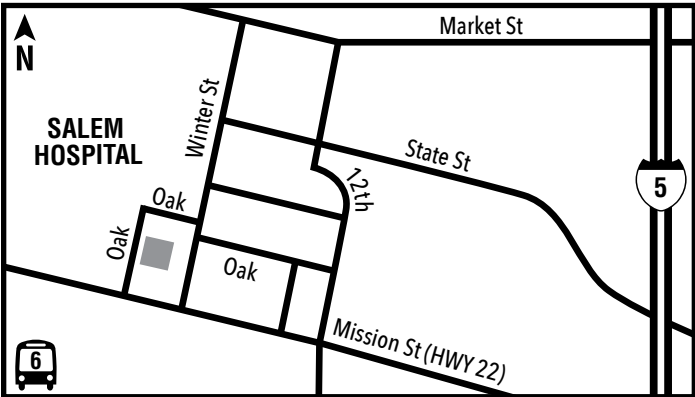
Emergency Department **360-636-4818**
(In an emergency dial 911)

TTY **711**

Emergency services at this hospital are covered as in-network benefits; however, the providers are not directly contracted by Kaiser Permanente.

Salem Hospital

890 Oak St SE, Salem, OR 97301



Services

- 24-hour emergency care for children and adults.
- Low-risk obstetrical/neonatal care.
- Medical and surgical hospital care for children and adults.

Hospital operator **503-561-5200**
1-800-876-1718

Patient room information **503-561-5242**

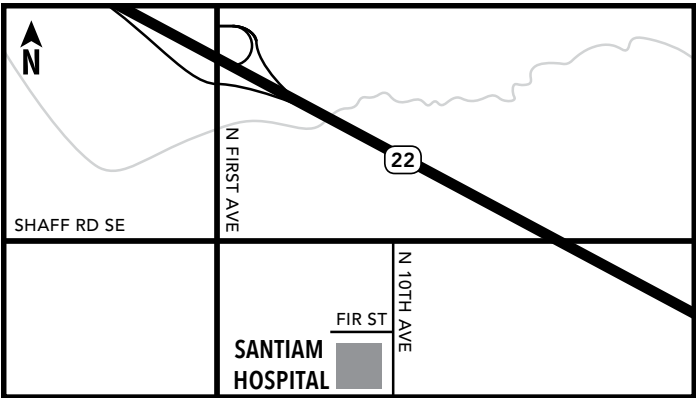
TTY **1-800-735-2900**

Emergency services at this hospital are covered as in-network benefits; however, the providers are not directly contracted by Kaiser Permanente.

Hospital accreditation: Salem Hospital has earned The Joint Commission's Gold Seal of Approval. Please note: While the hospital's Emergency Department is contracted, the providers within the department are not.

Santiam Hospital

1401 N 10th Ave, Stayton, OR 97383



Services

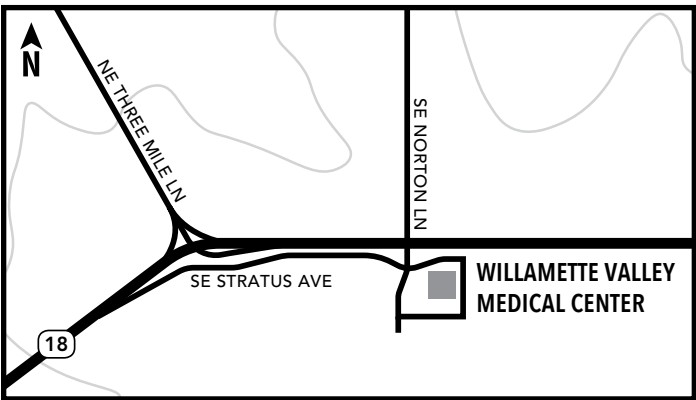
Emergency Care

Information503-769-2175

Emergency services at this hospital are covered as in-network benefits, however the providers are not directly contracted by Kaiser Permanente.

Willamette Valley Medical Center

2700 SE Stratus Ave, McMinnville, OR 97128



Services

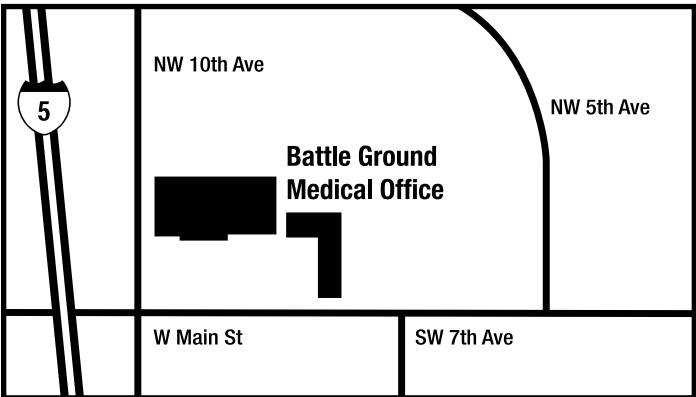
Emergency Care

Information 503-472-6131

Emergency services at this hospital are covered as in-network benefits, however the providers are not directly contracted by Kaiser Permanente.

Battle Ground Medical Office

720 W Main Street, Suite 115, Battle Ground, WA 98604



Primary care

Monday through Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

All areas1-800-813-2000

Other services

Laboratory

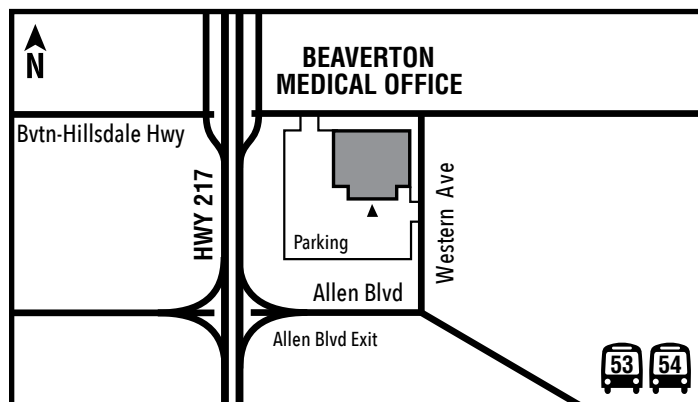
Call requesting practitioner for test results or check lab results online at **kp.org**.

Monday through Friday, 8:30 a.m. to 4:45 p.m.

Nearest Urgent Caresee page 12

Beaverton Medical and Dental Office

4855 SW Western Ave, Beaverton, OR 97005



Primary care

Monday through Thursday, 7 a.m. to 7 p.m.

Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

All areas **1-800-813-2000**

Urgent Care

Monday through Friday, 9 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

Open on a walk-in basis – no appointment necessary.

For more information, see page 11.

Specialty care

To cancel an appointment during office hours, call the department. After hours, call:

All areas **1-800-813-2000**

Denturist Services

Dietitian

Monday through Friday, 8:30 a.m. to 5 p.m.

Appointments **1-800-813-2000**

Messages **503-520-4853**

Imaging (X-ray, Mammography, Ultrasound)

For results, contact your physician.

Mammography Appointments **1-888-810-7499**

Ultrasound Appointments **503-350-2443**

TTY **711**

Pediatric Endocrinology

Monday, Wednesday, Thursday, 8:30 a.m. to 5 p.m.

Friday, 8:30 a.m. to 12:30 p.m.

Appointments/information **503-520-4977**

Pediatric Lactation Program **503-626-5502**

Social Services

Vision Essentials by Kaiser Permanente

For additional information, visit **kp2020.org**.

Optical Center **503-520-4975**

Monday through Friday, 8 a.m. to 6 p.m.

Saturday, 9 a.m. to 6 p.m.

Closed Federal Holidays and the Saturday prior

Optometry appointments **503-813-2000**

Monday through Friday, 7:30 a.m. to 5:30 p.m.

Saturday, 9 a.m. to 6 p.m.

Closed Federal Holidays and the Saturday prior

Workers' Compensation Claims

Portland area **503-721-3849**

All other areas **1-888-238-1255**

Other services

Information (TTY) **1-800-735-2900**

(toll-free TTY for the hearing/speech impaired)

Laboratory

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

Monday through Friday, 7 a.m. to 9 p.m.

Saturday, 9 a.m. to 6 p.m.

Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Monday through Friday, 7 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

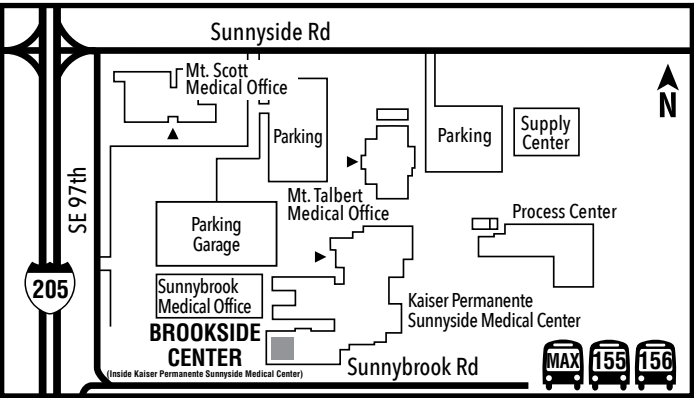
Mail order pharmacy **1-800-548-9809**

Pharmacy services **1-866-279-1751**

TTY **1-800-735-2900**

Brookside Center

10180 SE Sunnyside Rd, Clackamas, OR 97015



Services

Monday through Friday, 8:30 a.m. to 7 p.m.

- Residential mental health treatment.
- Residential addiction medicine treatment.

Portland area503-571-9240

All other areas1-866-551-9627

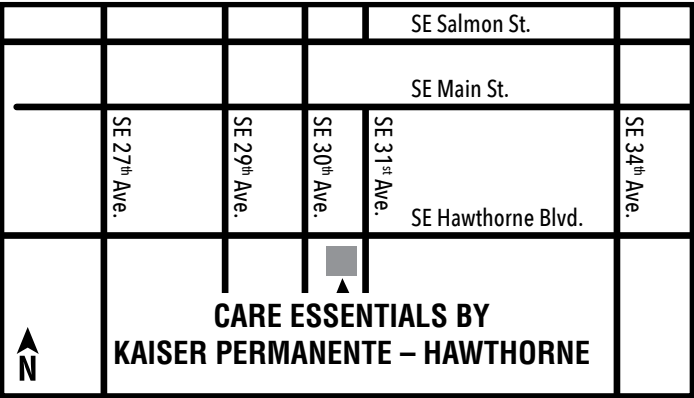
Emergency Psychiatric Services (24 hours)

Portland area503-331-6425

All other areas1-866-453-3932

Care Essentials by Kaiser Permanente – Hawthorne

3060 SE Hawthorne Blvd, Ste. 1, Portland, OR 97214



Primary care

Monday through Friday, 8 a.m. to 8 p.m.

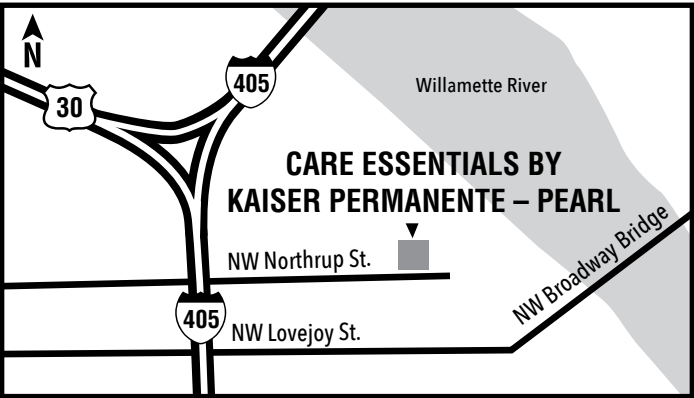
Saturday and Sunday, 9 a.m. to 6 p.m.

You can now make appointments and get advice when it is most convenient for you. Schedule an appointment at **careessentials.org** or give us a call.

Care Essentials line1-855-235-0491

Care Essentials by Kaiser Permanente – Pearl

1035 NW Northrup St, Portland, OR 97209



Primary care

Monday through Friday, 8 a.m. to 8 p.m.

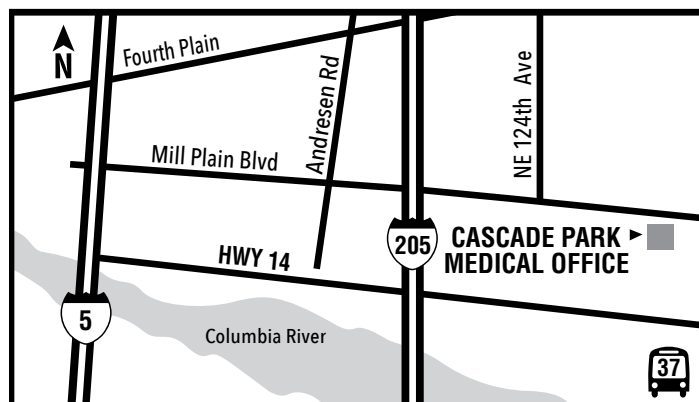
Saturday and Sunday, 9 a.m. to 6 p.m.

You can now make appointments and get advice when it is most convenient for you. Schedule an appointment at **careessentials.org** or give us a call.

Care Essentials line1-855-235-0491

Cascade Park Medical Office

12607 SE Mill Plain Blvd, Vancouver, WA 98684



Primary care

Monday through Thursday, 7 a.m. to 7 p.m.

Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.

All areas **1-800-813-2000**

Urgent Care

Monday through Friday, 9 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

Open on a walk-in basis – no appointment necessary.

For more information, see page 11.

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours, call the department. After hours, call:

All areas **1-800-813-2000**

Addiction Medicine/Mental Health

Appointments

First contact **360-571-3133**

Return visits **360-896-4460**

Emergency Psychiatric Services (24 hours)

Portland area **503-331-6425**

All other areas **1-866-453-3932**

Dietitian

Appointments **1-800-813-2000**

Messages **360-992-4167**

Endocrinology

Advice/messages **503-331-6062**

Appointments **1-855-238-5631**

Imaging (X-ray, Mammography)

For results, contact your physician.

Appointments **1-888-810-7499**

TTY **711**

Optometry 503-813-2000

Monday through Friday, 7:30 a.m. to 6 p.m.

Saturday, 9 a.m. to 6 p.m.

Closed Federal Holidays and the Saturday prior

Pediatric Lactation Program 360-636-6262

Pulmonology

Advice **360-571-4242**

Appointments **1-855-878-6411**

Sleep Lab

Advice **503-571-2727**

Appointments **1-855-878-6411**

Workers' Compensation Claims 360-735-5268

Other services

TTY **1-800-735-6201**

(toll-free TTY for the hearing/speech impaired)

Laboratory

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

Monday through Friday, 7 a.m. to 9 p.m.

Saturday, 9 a.m. to 6 p.m.

Information **503-258-6900**

Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Monday through Friday, 7 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

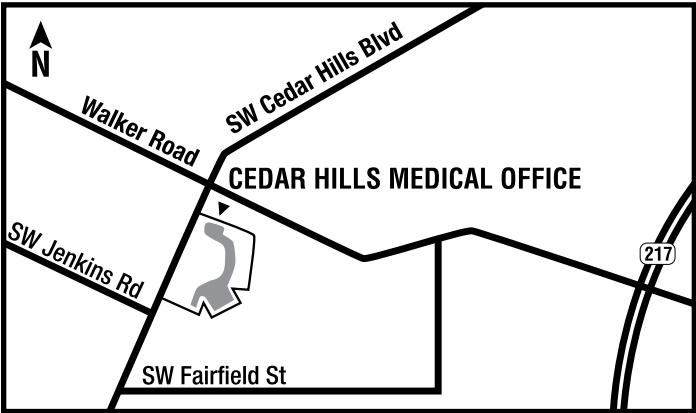
Mail order pharmacy **1-800-548-9809**

Pharmacy services **1-866-279-1758**

TTY **1-800-735-2900**

Cedar Hills Medical Office

12450 SW Walker Rd, Beaverton, OR 97005



Primary care

Monday through Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

All areas **1-800-813-2000**

Center for Health Research

3800 North Interstate Ave, Portland, OR 97227



Research Clinic

Portland area **503-335-2440**

All other areas **1-800-457-9961**

Survey research

Portland area **503-335-2450**

All other areas **1-800-732-7885**

Information - After hours and weekends

Portland area **503-652-2880**

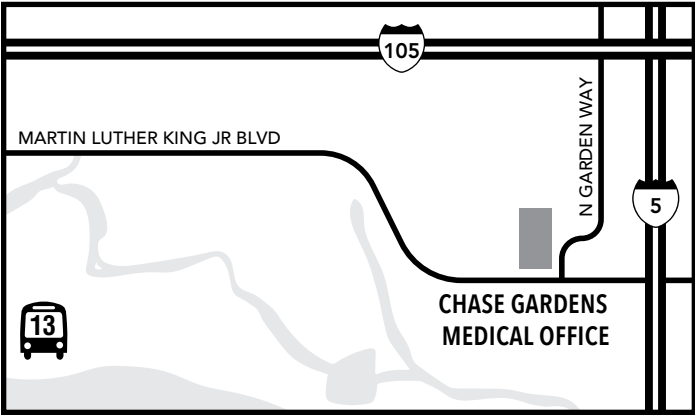
Vancouver area **360-256-0556**

Information (TTY) **1-800-735-2900**

(toll-free TTY for the hearing/speech impaired)

Chase Gardens Medical Office

360 S Garden Way, Ste. 105, Eugene, OR 97401



Primary care

Medical Office Suite 105
Monday through Friday, 8 a.m. to 5 p.m.
Saturday and Sunday, 9 a.m. to 5 p.m.
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas **1-800-813-2000**
TTY **711**

Other services

Imaging

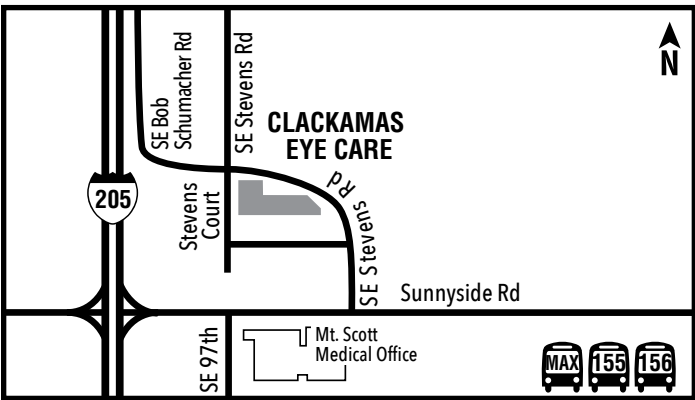
Laboratory

Pharmacy

Pharmacy Suite 360
Monday through Friday, 8 a.m. to 8 p.m.
Saturday and Sunday, 9 a.m. to 5 p.m.
Mail order pharmacy **1-800-548-9809**
Pharmacy services **1-888-973-0498**
TTY **1-800-735-2900**
Nearest Urgent Care **see page 12**

Clackamas Eye Care & Imaging

12100 SE Stevens Ct, Suite 106, Happy Valley, OR 97045



Vision Essentials by Kaiser Permanente

For additional information, visit kp2020.org.
Contact Lenses **503-353-7301**
Monday through Friday, 8 a.m. to 6 p.m.
Saturday, 8 a.m. to 5 p.m.
Closed Federal Holidays and the Saturday prior
Ophthalmology **1-800-813-2000**
Monday through Friday, 8 a.m. to 5 p.m.
Optical Center **1-800-813-2000**
Monday through Friday, 8 a.m. to 6 p.m.
Saturday, 8 a.m. to 5 p.m.
Closed Federal Holidays and the Saturday prior
Optometry **1-800-813-2000**
Monday through Friday, 7:30 a.m. to 5:30 p.m.
Saturday, 8 a.m. to 5 p.m.
Closed Federal Holidays and the Saturday prior

Other services

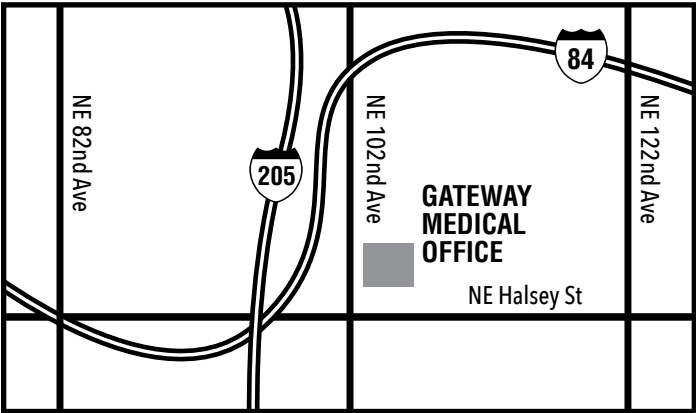
Main switchboard **1-800-813-2000**
Information (TTY) **1-800-735-2900**
(toll-free TTY for the hearing/speech impaired)

Specialty care

Imaging Services (MRI) **503-553-3114**
Monday through Friday, 6 a.m. to 8 p.m.
Saturday and Sunday, 8 a.m. to 8 p.m.

Gateway Medical Office

1700 NE 102nd Ave, Portland, OR 97220



Primary care

Monday through Friday, 8 a.m. to 5 p.m.
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.
All areas **1-800-813-2000**

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.
To cancel an appointment during office hours, call the specialty department.
After hours, call. **1-800-813-2000**

- Dietitian** **971-229-5033**
Imaging Services (X-ray, Ultrasound, Mammography)
 For results, contact your physician.
 Appointments **1-888-810-7499**
 TTY **711**
Pediatric Lactation Program
Social Services
Other services
Laboratory **503-777-5429**
 *Call requesting practitioner for test results or check lab results online at **kp.org**.*
 Monday through Friday, 8 a.m. to 6 p.m.
Nurse Treatment Center
 Monday through Friday, 8 a.m. to 5 p.m.
Pharmacy
 Monday through Friday, 8 a.m. to 6 p.m.
 Mail order pharmacy **1-800-548-9809**
 Pharmacy services **1-866-279-4581**
 TTY **1-800-735-2900**
Nearest Urgent Care **see page 12**

Interstate Medical Office Central

3600 N Interstate Ave, Portland, OR 97227



Specialty care

Monday through Friday, 6 a.m. to 5:30 p.m.

Saturday, 8 a.m. to 4 p.m.

Check for department specific hours

To cancel an appointment:

All areas 1-800-813-2000

Allergy 503-612-3375

Dermatology

Advice/appointments/messages

Portland area 503-331-3060

All other areas 1-855-512-5983

Endocrinology

Monday through Friday, 8 a.m. to 5 p.m.

Advice/Messages 503-331-6026

Appointments 1-855-238-5631

Eye Care Services

Advice/appointments/information . 1-800-813-2000

For additional information, visit kp2020.org.

Ophthalmology

Monday through Friday, 8:30 a.m. to 5 p.m.

Optometry

Monday through Friday, 7:30 a.m. to 5:30 p.m.

Vision Essentials Optical Center

Monday through Friday, 8 a.m. to 6 p.m.

Hearing Aid Center

Monday through Friday, 8 a.m. to 5 p.m.

Portland area 503-331-3060

All other areas 1-855-512-5983

Hematology/Oncology

Advice 503-331-6510

Central Interstate chemotherapy 503-332-6520

Central Interstate office 503-331-6520

Longview area appointments 360-636-6290

Salem area appointments 503-316-2322

Vancouver area appointments 360-256-0556

Hepatology

Monday through Friday, 9 a.m. to 5 p.m.

Advice/appointments 503-331-6170

Magnetic Resonance Imaging (MRI)

For results, contact your physician.

MRI Appointments 503-280-4305

Occupational Therapy/Physical Therapy

The following phone numbers are for the Regional Appointment Center

Monday through Friday, 9 a.m. to 5 p.m.

Oregon (Portland area) 503-571-4910

Oregon (Salem area) 503-763-3654

Washington 360-619-4260

Return appointments 503-331-3080

Physiatry/Physical Medicine and Rehabilitation

(Neck and Back Clinic, EMG)

Advice/appointments/messages 503-331-3070

Social Services

Speech Pathology

Appointments 503-571-5367

Temporomandibular Disease (TMD)

Appointments

Portland area 503-331-3060

All other areas 1-855-512-5983

Other services

Information (TTY) 1-800-735-2900

(toll-free TTY for the hearing/speech impaired)

Cancer Counseling Center

Appointments 503-331-6550

Clinical Research Support Services – Center for Health Research

Information 503-249-3315

Laboratory

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

Monday through Friday, 7:30 a.m. to 5:30 p.m.

Information 503-258-6900

Pharmacy

Served by Interstate Medical Office East Main Pharmacy

Monday through Friday, 7 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

Mail order pharmacy 1-800-548-9809

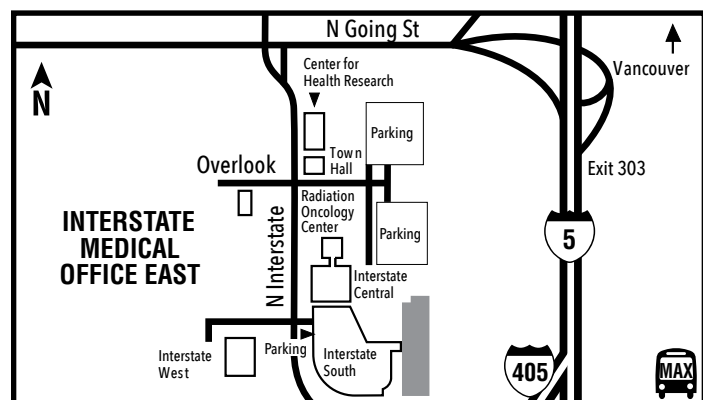
Pharmacy services 1-866-279-6122

TTY 1-800-735-2900

Nearest Urgent Care see page 12

Interstate Medical Office East

3550 N Interstate Ave, Portland, OR 97227



Primary care

Monday through Thursday, 7 a.m. to 7 p.m.

Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

All areas1-800-813-2000

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours, call the department.

After hours, call.1-800-813-2000

Addiction Medicine

Appointments/messages503-249-3434

Vancouver area360-571-3133

Dietitian

Appointments503-813-2000

Messages503-249-6705

Gender Pathways Clinic

Information503-249-6748

Genetics

Appointments503-813-2000

Immune Deficiency Clinic

Monday through Friday,
9 a.m. to 12:30 p.m. and 1:30 p.m. to 5 p.m.

Advice/messages503-249-5536

Appointments1-855-238-5631

Mental Health

Appointments503-249-3434

Cancellations/messages503-249-5285

Emergency Psychiatric Services (24 hours)

Portland area503-331-6425

Outside Portland area1-866-453-3932

Neurology (Adult)

Appointments1-844-364-4807

Messages503-331-6370

Nursing Foot-Care Services

Appointments503-571-2479

After-hours cancellations

Portland area503-813-2000

All other areas1-800-813-2000

Obstetrics/Gynecology (Ob-Gyn)

Appointments / Cancellations / Information /

Messages503-813-2000

Pediatric Development/Behavioral

Advice503-331-5040

Appointments503-249-5526

After-hours cancellations

Portland area503-813-2000

All other areas1-800-813-2000

Pediatric Diabetes Program

Messages503-331-6260

Pediatric Lactation Program

Pediatric Nephrology

Advice/appointments503-331-6577

Pediatric Neurology

Advice503-331-5040

Appointments503-249-5526

Rheumatology

Appointments1-855-238-5631

Messages503-331-6370

Social Services

Other services

Information (TTY)1-800-735-2900

(toll-free TTY for the hearing/speech impaired)

Laboratory

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

Monday through Friday, 7 a.m. to 7 p.m.

Information503-258-6900

Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Information1-800-813-2000

Pharmacy

Monday through Friday, 7 a.m. to 9 p.m.

Weekends, 9 a.m. to 6 p.m.

Mail order pharmacy1-800-548-9809

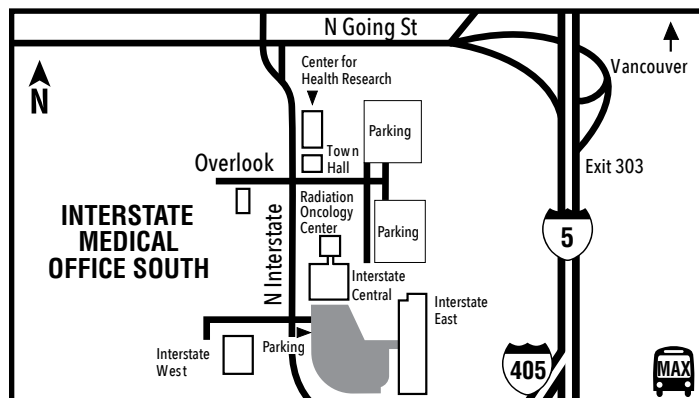
Pharmacy services1-866-279-6122

TTY1-800-735-2900

Nearest Urgent Caresee page 12

Interstate Medical Office South

3500 N Interstate Ave, Portland, OR 97227



Primary care

Monday through Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.

All areas **1-800-813-2000**

Urgent Care

Monday through Friday, 9 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

Open on a walk-in basis – no appointment necessary.
For more information, see page 11.

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours, call the specialty department.

After hours, call. **1-800-813-2000**

Emergency Psychiatric Services (24 hours)

Portland area **503-331-6425**

All other areas **1-866-453-3932**

Endocrinology

Advice/messages **503-331-6062**

Appointments (toll free). **1-855-238-5631**

Imaging Services

For results, contact your physician.

X-ray, Fluoroscopy, Bone Density (DEXA),

CT Scan, Mammography, Nuclear

Medicine Appointments **1-888-810-7499**

Ultrasound Appointments **503-331-6193**

TTY for the hearing/speech impaired **711**

Minor Injury Clinic

Occupational Health

Monday through Friday, 9 a.m. to 5 p.m.

Advice/appointments

Portland area **503-571-3366**

All other areas **1-888-414-3531**

Orthopedics/Cast Room

Monday through Friday, 9 a.m. to 5 p.m.

Advice **503-203-2140**

Appointments **503-281-2056**

Vancouver area **360-256-0556**

Pain Management Clinic

Monday through Friday, 9 a.m. to 5 p.m.

Appointments **503-331-6131**

Pediatric Lactation Program

Physiatry

Appointments **503-331-6131**

Pulmonary Function Laboratory

Appointments **503-571-3793**

Pulmonology

Advice **503-571-2727**

New appointment referrals **503-571-3161**

Wound Clinic (chronic)

Appointments/messages **503-499-5714**

Other services

Information (TTY) 1-800-735-2900

(toll-free TTY for the hearing/speech impaired)

Ambulatory/Day Surgery

Information **503-331-6127**

Infusion Center

Information **503-331-6118**

Laboratory

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

Monday through Friday, 5 to 9 p.m.

Weekends and Holidays, 9 a.m. to 6 p.m.

Information **503-258-6900**

Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Served by Interstate Medical Office East Main Pharmacy

Monday through Friday, 7 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

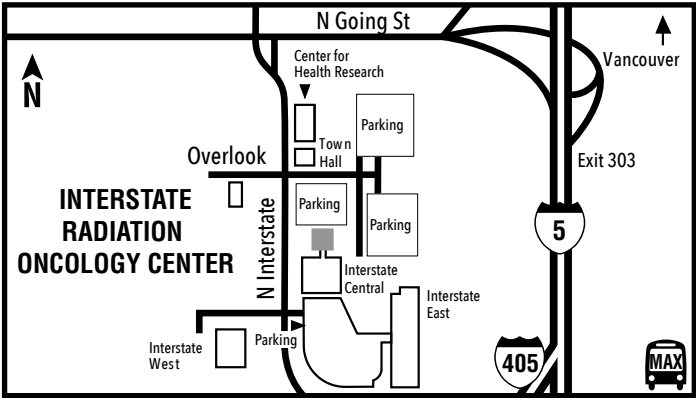
Mail order pharmacy **1-800-548-9809**

Pharmacy services **1-866-279-6122**

TTY **1-800-735-2900**

Interstate Radiation Oncology Center

3620 N Interstate Ave, Portland, OR 97227



Specialty care

To cancel an appointment during office hours, call the specialty department.

After hours, call:

All areas1-800-813-2000

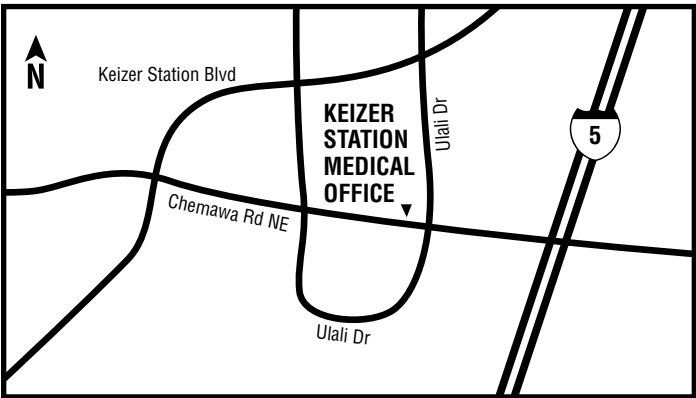
Radiation Oncology

Monday through Friday, 7:30 a.m. to 5 p.m.

Advice/appointments/cancellations . .503-280-2931

Keizer Station Medical Office

5940 Ulali Dr, Keizer, OR 97303



Other services

Imaging (X-ray)

For results, contact your physician.

Monday through Friday, 9 a.m. to 5:30 p.m.

Laboratory

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

Monday through Friday, 8 a.m. to 5 p.m.

Information503-258-6900

Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Appointments/Information1-800-813-2000

Pharmacy

Monday through Friday, 8 a.m. to 5:30 p.m.

Mail order pharmacy1-800-548-9809

Pharmacy services1-844-854-9346

TTY1-800-735-2900

Nearest Urgent Caresee page 12

Primary care

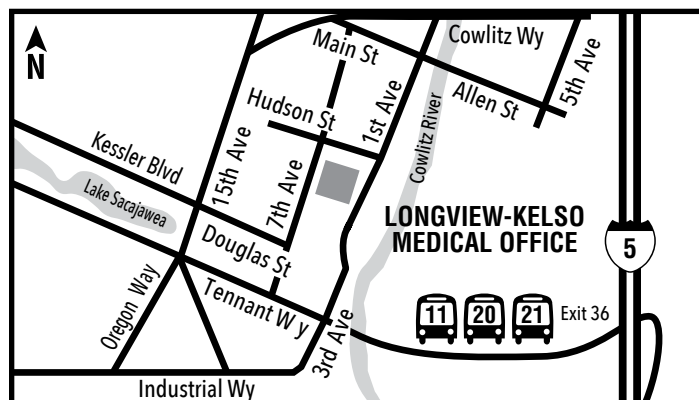
Monday through Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.

Appointments/Information1-800-813-2000

Longview-Kelso Medical Office

1230 7th Ave, Longview, WA 98632



Primary care

Family Medicine, Internal Medicine, and Pediatrics

Monday through Thursday, 7 a.m. to 7 p.m.

Friday, 8 a.m. to 5 p.m.

Appointments/messages for all modules. **360-636-2400**

Urgent Care

Monday through Friday, 12 p.m. to 9 p.m.

Saturdays and holidays, 9 a.m. to 6 p.m.

Open on a walk-in basis – no appointment necessary.

For more information, see page 11.

Specialty care

Monday through Friday, 9 a.m. to 5 p.m.

To cancel an appointment during office hours, call the department.

After hours, call

Longview area **360-636-2400**

All other areas **1-800-813-2000**

Addiction Medicine **1-855-632-8280**

Anti-Coagulation Care

Management Program **1-877-452-2525**

Dermatology **360-636-2400**

Dietitian **360-636-2400**

Eye Care Services

Advice/appointments/information . **1-800-813-2000**

For additional information, visit **kp2020.org**.

Ophthalmology

Monday through Friday, 8:30 a.m. to 5 p.m.

Optometry

Monday through Friday, 7:30 a.m. to 5:30 p.m.

Vision Essentials Optical Center

Monday through Friday, 8 a.m. to 6 p.m.

General Surgery **360-636-2400**

Imaging Services (X-ray, CT Scan, Mammography, Ultrasound) *For results, contact your physician.*

Appointments **360-636-2400**

Mental Health

Appointments/messages **1-855-632-8280**

Emergency Psychiatric Services (24 hours)

Portland area **503-331-6425**

All other areas **1-866-453-3932**

Nursing Foot Care Services **360-636-2400**

Obstetrics/Gynecology (OB/Gyn)

Appointments/Cancellations/

Information/Messages **503-813-2000**

Occupational Health

Advice/appointments

Portland area **503-571-3366**

All other areas **1-888-414-3531**

Occupational Therapy **360-944-4880**

Oncology

Advice **360-636-5559**

After-hours urgent oncology needs. . **360-636-6290**

Pediatric Lactation Program **360-636-6262**

Pulmonology **360-636-2400**

Rheumatology **360-636-2400**

Sleep Lab **1-855-878-6411**

Social Services

Urology **360-636-2400**

Workers Compensation Claims

Portland area **503-721-3849**

All other areas **1-888-238-1255**

Wound Clinic (chronic)

Messages **503-499-5714**

Other services

Main switchboard

Longview-Kelso **360-636-2400**

All other areas **1-800-257-2001**

TTY **1-800-735-2900**

(toll-free TTY for the hearing/speech impaired)

Laboratory **503-258-6900**

Monday through Friday, 7 a.m. to 9 p.m.

Saturday, 9 a.m. to 6 p.m.

Nurse Treatment Center **1-800-813-2000**

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Monday through Friday, 7 a.m. to 9 p.m.

Saturday, 9 a.m. to 6 p.m.

(Closed Sunday, Thanksgiving and Christmas Day)

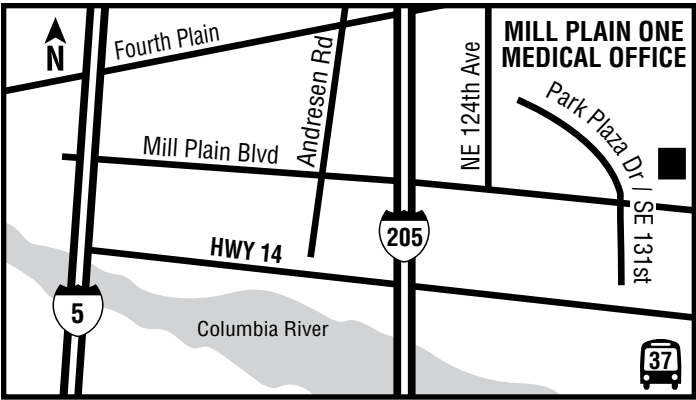
Mail order pharmacy **1-800-548-9809**

Pharmacy services **1-866-279-8943**

TTY **1-800-735-2900**

Mill Plain One Medical Office

203 SE Park Plaza Dr, Suite 140, Vancouver, WA 98684



Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours, call the department.

After hours, call.1-800-813-2000

Audiology

Appointments1-855-512-5983

Audiology Advice1-855-512-5983

Imaging (X-ray)

For results, contact your physician.

Monday through Friday, 7:30 a.m. to 5:30 p.m.

Occupational Health

Monday through Friday, 8 a.m. to 5:30 p.m.

Advice/appointments

Portland area503-571-3366

All other areas1-888-414-3531

Orthopedics

Appointments1-855-248-0051

Orthopedics Advice360-449-7042

After-hours advice/cancellations . . .1-800-813-2000

Podiatry

Appointments1-855-248-0051

Advice.360-449-7033

After-hours advice/cancellations . . .1-800-813-2000

Workers Compensation

Monday through Friday, 9 a.m. to 5 p.m.

Information1-888-238-1255

Inquiries/claims/billing503-721-3849

X-ray records (For loan of films)503-571-8451

Other services

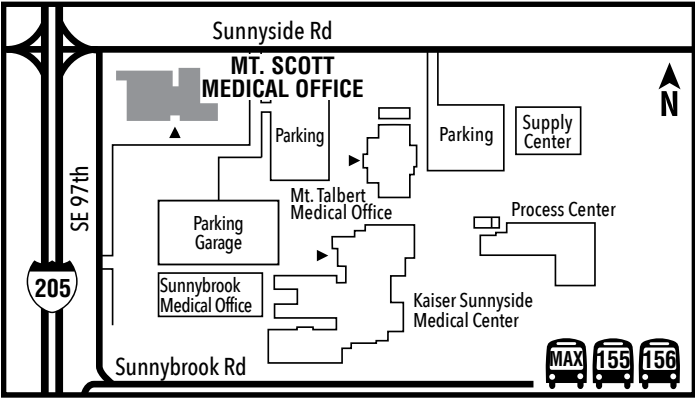
Information (TTY).1-800-735-2900

(toll-free TTY for the hearing/speech impaired)

Nearest Urgent Caresee page 12

Mt. Scott Medical Office

9800 SE Sunnyside Rd, Clackamas, OR 97015



Primary care

Monday through Friday, 7 a.m. to 6 p.m.
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.
All areas **1-800-813-2000**

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

Dietitian

Appointments **503-813-2000**
Messages **503-571-3040**

Imaging Services (X-ray)

For results, contact your physician.
Monday through Thursday, 7 a.m. to 7 p.m.
Friday, 7 a.m. to 6:30 p.m.

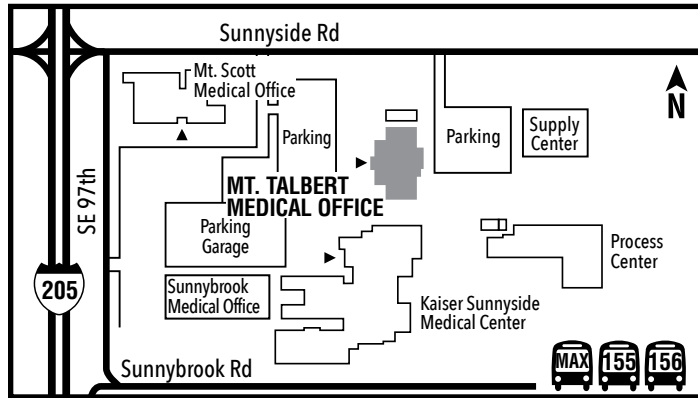
Pediatric Lactation Program **503-571-4636**
Social Services

Other services

Main switchboard **503-652-2880**
Information (TTY) **1-800-735-2900**
(toll-free TTY for the hearing/speech impaired)
Laboratory **503-258-6900**
*Call requesting practitioner for test results or check lab results online at **kp.org**.*
Monday through Friday, 7 a.m. to 7 p.m.
Nurse Treatment Center
Monday through Friday, 8 a.m. to 5 p.m.
Appointments/Cancellations/
Information 1-800-813-2000
Pharmacy
Monday through Friday, 7 a.m. to 7 p.m.
Mail order pharmacy **1-800-548-9809**
Pharmacy services **1-866-280-0801**
TTY **1-800-735-2900**
Nearest Urgent Care **see page 12**

Mt. Talbert Medical Office

10100 SE Sunnyside Rd, Clackamas, OR 97015



Urgent Care

Monday through Friday, 9 a.m. to 9 p.m.

Saturdays and holidays, 9 a.m. to 6 p.m.

Open on a walk-in basis – no appointment necessary.

For more information, see page 11.

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours, call the department.

After hours, call:

All areas **1-800-813-2000**

Cardiac Surgery

Advice **503-571-7372**

Appointments **503-571-1242**

Cardiology

Advice **503-571-4213**

Appointments **503-571-1242**

ICD Clinic **503-571-6166**

Pacemaker Clinic **503-571-2662**

Imaging Services (X-ray, Mammography, Ultrasound)

For results, contact your physician.

Appointments **1-888-810-7499**

Neurosurgery

Advice **503-571-4228**

Appointments **1-855-802-6577**

Obstetrics/Gynecology (OB/Gyn)

Monday through Friday, 9 a.m. to 5 p.m.

Appointments / Cancellations /

Information / Messages **503-813-2000**

Occupational Health

Advice/appointments

Portland area **503-571-3366**

All other areas **1-888-414-3531**

Pediatric Lactation Program **503-571-4636**

Physical Therapy

Appointments **503-571-3607**

Social Services

Vascular Surgery

Advice **503-571-8234**

Appointments **503-571-1242**

Workers Compensation Claims

Portland area **503-721-3849**

All other areas **1-888-238-1255**

Other services

Main switchboard **503-652-2880**

Information (TTY) **1-800-735-2900**

(toll-free TTY for the hearing/speech impaired)

Laboratory

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

Monday through Friday, 7:30 a.m. to 9 p.m.

Saturday and Sunday, 9 a.m. to 6 p.m.

Information **503-258-6900**

Pharmacy

Monday through Friday, 8 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

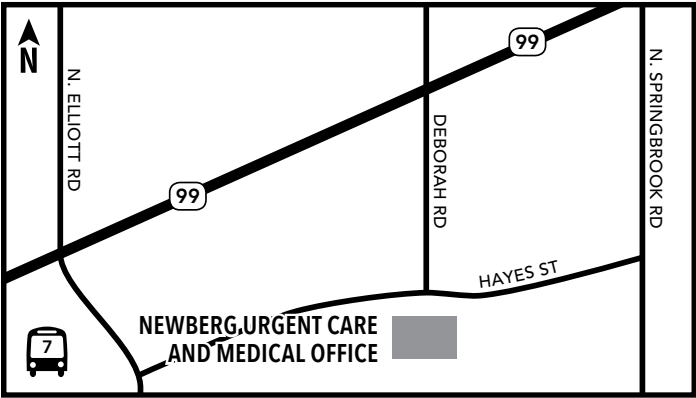
Mail order pharmacy **1-800-548-9809**

Pharmacy services **1-866-280-1228**

TTY **1-800-735-2900**

Newberg Urgent Care and Medical Center

2880 Hayes St, Newberg, OR 97132



Primary care

A Kaiser Permanente physician is available one day a week at this location for primary care services by appointment only.

Thursdays, 9 a.m.–6 p.m.

Appointments/cancellations
information 1-800-813-2000

Urgent care

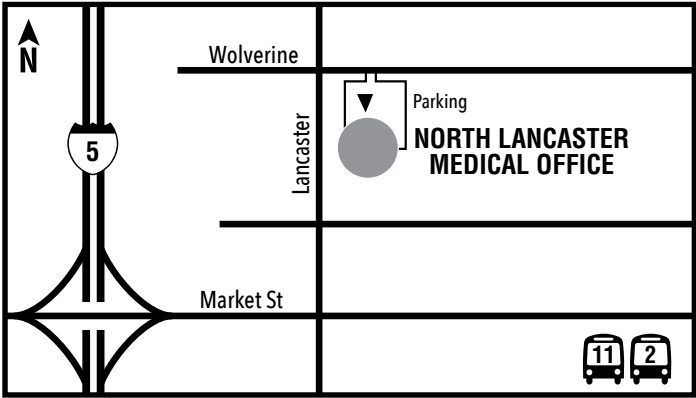
Monday through Friday, 9 a.m. to 6:30 p.m.

Saturday, 9 a.m. to 5 p.m.

Appointments/cancellations
information 1-800-813-2000

North Lancaster Medical Office

2400 Lancaster Dr NE, Salem, OR 97305



Primary care

Monday through Thursday, 7 a.m. to 7 p.m.

Friday, 8 a.m. to 5 p.m.

Saturday, 9 a.m. to 1 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

All areas1-800-813-2000

Urgent Care

Monday through Friday, 9 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

Open on a walk-in basis – no appointment necessary.

For more information, see page 11.

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours, call the department.

After hours, call.1-800-813-2000

Addiction Medicine/Mental Health

Appointments/First contact503-316-2300

Information503-588-5955

Messages recorder.503-588-5956
(non-urgent after-hours)

Emergency Psychiatric Services (24 hours)

Portland area503-331-6425

All other areas1-866-453-3932

Allergy

Advice.503-763-5958

Appointments1-855-238-5631

Eye Care Services

Advice/appointments/information .1-800-813-2000
For additional information, visit **kp2020.org**.

Optometry

Monday through Friday, 7:30 a.m. to 5:30 p.m.

Vision Essentials Optical Center

Monday through Friday, 8 a.m. to 6 p.m.

Imaging Services (X-ray, Mammography, Ultrasound)

For results, contact your physician.

Appointments503-370-4852

TTY711

Occupational Health

Advice/appointments:

Portland area503-571-3366

All other areas1-888-414-3531

Pediatric Lactation Program

Information503-763-1137

Physiatry

Appointments503-571-8007

Physical Therapy

Monday through Friday, 9 a.m. to 5 p.m.

The following phone numbers are for the Regional Appointment Center

Portland area503-571-4910

Salem area503-763-3654

Washington360-619-4260

Return appointments503-588-6575

Pulmanology

Advice.503-571-2727

New appointments.503-571-3161

Workers Compensation Claims

Portland area503-721-3849

All other areas1-888-238-1255

Other services

Main switchboard

Salem area503-361-5400

All other areas1-800-813-2000

TTY1-800-735-2900

(toll-free TTY for the hearing/speech impaired)

Laboratory.503-258-6900

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

Monday through Friday, 7 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

Nurse Treatment Center1-800-813-2000

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Monday through Friday, 7 a.m. to 9 p.m.

Weekends and holidays, 9 a.m. to 6 p.m.

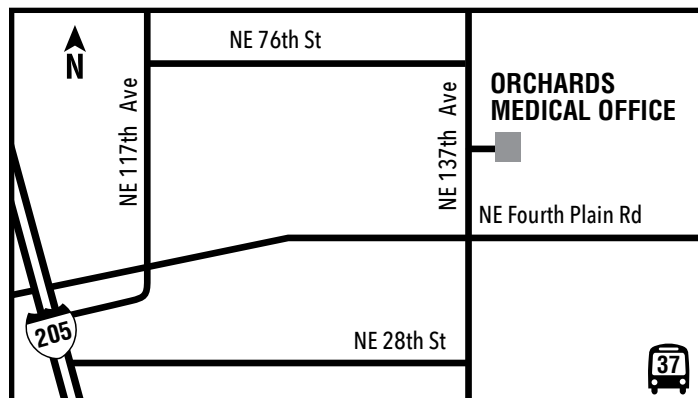
Mail order pharmacy1-800-548-9809

Pharmacy services1-866-280-1563

TTY1-800-735-2900

Orchards Medical Office

7101 NE 137th Ave, Vancouver, WA 98682



Primary care

Monday through Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

All areas **1-800-813-2000**

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

Allergy

Advice **360-944-2780**

Appointments **1-855-238-5631**

Dietitian

Appointments **1-800-813-2000**

Messages **360-992-4167**

Imaging (X-ray)

For results, contact your physician.

Monday through Friday, 8 a.m. to 6 p.m.

Neurology

Advice **503-571-7211**

Appointment / Cancellations /

Information **1-844-364-4807**

Occupational Therapy/Physical Therapy

Monday through Friday, 7:30 a.m. to 5:30 p.m.

The following phone numbers are for the Regional Appointment Center

Portland area **503-571-4910**

Salem area **503-763-3654**

Return appointments **360-944-4880**

Washington **360-619-4260**

Optometry

Monday through Friday, 7 a.m. to 6 p.m.

Appointments **503-813-2000**

Pain Clinic

Appointments **503-331-6131**

Pediatric Lactation Program

Information **855-206-0302**

Pediatric Neurology

Social Services

Speech Pathology

Monday through Friday, 8:15 a.m. to 4:45 p.m.

Appointments **503-571-5367**

Other services

Main switchboard **360-418-6000**

TTY **1-800-735-2900**

(toll-free TTY for the hearing/speech impaired)

Laboratory **503-258-6900**

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

Monday through Friday, 7:30 a.m. to 6 p.m.

Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Monday through Friday, 8 a.m. to 6 p.m.

Mail order pharmacy **1-800-548-9809**

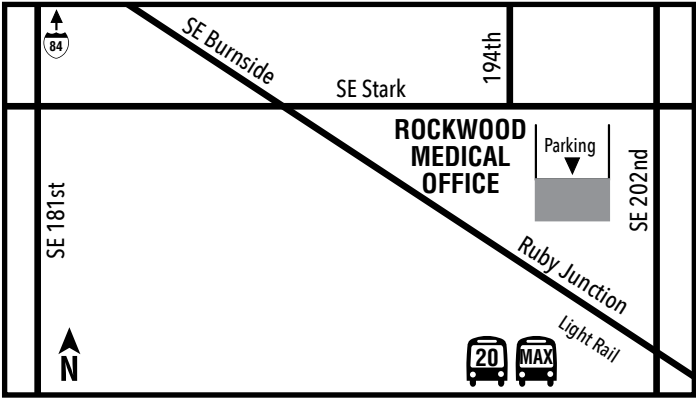
Pharmacy services **1-866-525-0582**

TTY **1-800-735-2900**

Nearest Urgent Care **see page 12**

Rockwood Medical Office

19500 SE Stark St, Portland, OR 97233



Primary care

Monday through Friday, 7:30 a.m. to 6 p.m.
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.
All areas **1-800-813-2000**

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.
To cancel an appointment during office hours, call the specialty department.
After hours, call. **1-800-813-2000**

Dietitian

Appointments/cancellations. **503-813-2000**
Messages **503-669-3971**

Imaging Services (X-ray, Mammography)

For results, contact your physician.
Appointments **1-888-810-7499**
TTY **711**

Occupational Health

Advice/appointments
Portland area **503-571-3366**
All other areas **1-888-414-3531**

Optometry

Monday-Friday, 7 a.m.–6 p.m.

Pediatric Lactation Program

Social Services

Workers Compensation Claims

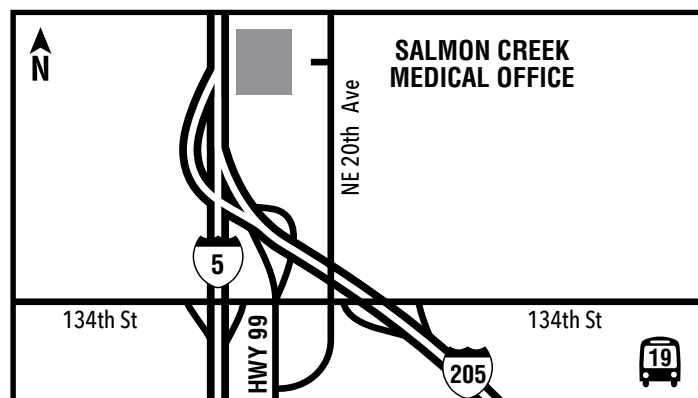
Portland area **503-721-3849**
All other areas **1-888-238-1255**

Other services

Main switchboard **503-669-3900**
TTY **1-800-735-2900**
(toll-free TTY for the hearing/speech impaired)
Laboratory **503-669-3959**
*Call requesting practitioner for test results or check lab results online at **kp.org**.*
Monday through Friday, 7:30 a.m. to 6 p.m.
Nurse Treatment Center
Monday through Friday, 8 a.m. to 5 p.m.
Appointments/cancellations. **1-800-813-2000**
Pharmacy
Monday through Friday, 8 a.m. to 6 p.m.
Mail order pharmacy **1-800-548-9809**
Pharmacy services **1-866-280-2123**
TTY **1-800-735-2900**
Nearest Urgent Care **see page 12**

Salmon Creek Medical Office

14406 NE 20th Ave, Vancouver, WA 98686



Primary care

Monday through Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

All areas **1-800-813-2000**

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

Eye Care Services

Advice/appointments/information . **1-800-813-2000**

For additional information, visit **kp2020.org**.

Ophthalmology

Monday through Friday, 8 a.m. to 5 p.m.

Optometry

Monday through Friday, 7:30 a.m. to 5:30 p.m.

Vision Essentials Optical Center

Monday through Friday, 8 a.m. to 6 p.m.

Imaging Services (X-ray, CT Scan, Bone Density [DEXA], Mammography, MRI, Ultrasound)

For results, contact your physician.

Appointments:

Bone Density, Mammography **1-888-810-7499**

MRI **503-571-2685**

Ultrasound **360-571-3050**

TTY **711**

Nephrology

Monday through Friday, 9 a.m. to 5 p.m.

Advice/Messages **1-877-786-1600**

Appointments **1-855-238-5631**

Kidney Department Nurse Line **1-877-786-1600**

Obstetrics/Gynecology (OB/Gyn)

Appointments/Cancellations/

Information/Messages **503-813-2000**

Pediatric Lactation Program

Information **360-571-3017**

Social Services

Wound Clinic (Chronic)

Monday through Friday, 9 a.m. to 5 p.m.

Appointments/Messages **503-499-5714**

Other services

Main switchboard **1-800-813-2000**

TTY **1-800-735-2900**

(toll-free TTY for the hearing/speech impaired)

Laboratory

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

Monday through Friday, 7:30 a.m. to 6 p.m.

Information **503-258-6900**

Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Monday through Friday, 8 a.m. to 6 p.m.

Mail order pharmacy **1-800-548-9809**

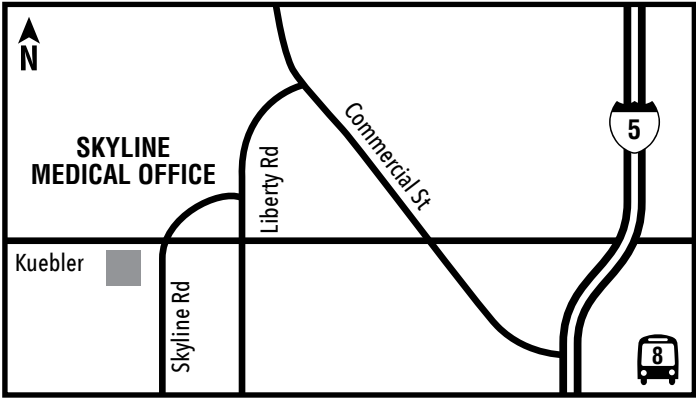
Pharmacy services **1-866-280-2736**

TTY **1-800-735-2900** Nearest Urgent Care

..... **see page 12**

Skyline Medical Office

5125 Skyline Rd S, Salem, OR 97306



Primary care

Monday through Friday, 8 a.m. to 5 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

Portland area503-813-2000
All other areas1-800-813-2000

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours,
call the department.

After hours, call:1-800-813-2000

Ambulatory/Day Surgery1-800-813-2000

Dietitian

Appointments503-361-5400
Messages503-763-3636

Eye Care Services

Advice/appointments/information .1-800-813-2000
For additional information, visit **kp2020.org**.

Ophthalmology

Monday through Friday, 8 a.m. to 5 p.m.

Optometry

Monday through Friday, 7:30 a.m. to 5:30 p.m.

Gastroenterology (GI)503-763-3676

General Surgery

Monday through Friday, 7 a.m. to 6 p.m.

Advice/appointments503-370-4854

Hepatology503-249-5503

Services offered the third Wednesday of the month

Imaging Services (X-ray, Fluoroscopy, Bone Density [DEXA], CT Scan, Mammography, MRI, Ultrasound)

For results, contact your physician.

Fluoroscopy, Bone Density,

CT Scan, Mammography503-588-5985

MRI503-763-3690

Ultrasound503-566-4547

TTY711

Mental Health

Appointments (First contact).503-316-2300

Emergency Psychiatric Services (24 hours)

Portland area503-331-6425

All other areas1-866-453-3932

Information503-588-5955

Messages recorder

(non-urgent after-hours)503-588-5956

Mother-Baby Program503-566-4569

Nursing Foot-Care Services503-361-5400

Obstetrics/Gynecology (OB/Gyn)503-813-2000

Occupational Therapy/Physical Therapy

The following phone numbers are for the Regional Appointment Center

Portland area503-571-4910

Salem area503-763-3654

Washington360-619-4260

Return appointments503-588-6575

Oncology

Advice503-315-4663

Oncology pharmacist503-315-4650

Urgent oncology needs503-316-2322

Orthopedics

Advice/appointments503-361-5400

Plastic Surgery

Advice1-844-398-4473

Appointments1-855-802-6577

Podiatry

Appointments/referrals503-571-8485

Sleep Medicine

Social Services

Speech Pathology503-571-5367

Wound Clinic

Appointments503-566-4500

Messages503-499-5714

Other services

Main switchboard

Salem area503-361-5400

All other areas1-800-813-2000

TTY1-800-735-2900

(toll-free TTY for the hearing/speech impaired)

Laboratory503-258-6900

Monday through Friday, 7:30 a.m. to 6 p.m.

Nurse Treatment Center1-800-813-2000

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Monday through Friday, 8 a.m. to 6 p.m.

Mail order pharmacy1-800-548-9809

Pharmacy services1-866-280-4583

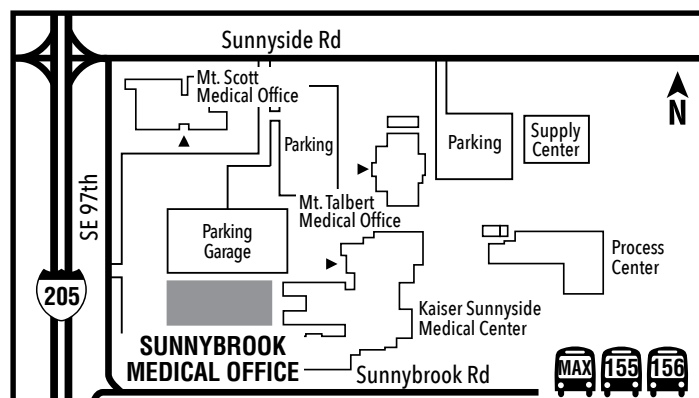
TTY1-800-735-2900

Nearest Urgent Care

.....see page 12

Sunnybrook Medical Office

9900 SE Sunnyside Rd, Clackamas, OR 97015



Specialty care

Monday through Friday, 7:30 a.m. to 6:30 p.m.

To cancel an appointment during office hours,
call the specialty department.

After hours, call. **1-800-813-2000**

Ambulatory/Day Surgery

Appointments/Cancellations/
Information **1-800-813-2000**

Audiology

Appointments **1-855-512-5983**

Dermatology

Appointments **1-855-512-5983**

Gastroenterology

Advice/appointments/consults **503-571-8240**

General Surgery

Appointments **1-855-802-6755**

Messages:

Portland area **503-571-8242**

Vanvouver area **360-256-0556**

Imaging (X-ray)

For results, contact your physician.

Monday through Friday, 7:30 a.m. to 6 p.m.

Infectious Disease

Appointments/messages **503-571-3165**

Nursing Foot-Care Services

Appointments **503-571-2479**

Occupational Therapy/Physical Therapy

*The following phone numbers are for the Regional
Appointment Center*

Portland area **503-571-4910**

Salem area **503-763-3654**

Washington **360-619-4260**

Return appointments **503-571-3607**

Orthopedics

Advice. **503-571-3653**

Appointments **1-855-248-0051**

Otolaryngology HNS (Head and Neck Surgery)

Advice. **503-571-3995**

Appointments **1-855-512-5983**

Physiatry/Electrodiagnosis

Advice/messages **503-571-4229**

Appointments **503-571-8007**

Plastic Surgery

Advice. **503-571-3162**

Monday through Friday, 8 a.m. to 5 p.m.

Appointments **1-855-802-6755**

Podiatry

Advice. **503-571-8168**

Appointments **1-855-248-0051**

Monday through Friday, 8 a.m. to 5 p.m.

Thoracic Surgery

Advice. **503-571-3162**

Monday through Friday, 8 a.m. to 5 p.m.

Appointments **503-571-8251**

Urology

Advice/appointments/messages **503-571-3488**

Wound Clinic

Appointments/messages **503-499-5714**

Monday through Friday, 8 a.m. to 5 p.m.

Other services

Main switchboard 503-652-2880

TTY 1-800-735-2900

(toll-free TTY for the hearing/speech impaired)

Laboratory. 503-258-6900

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

Monday through Friday, 8 a.m. to 5:30 p.m.

Pharmacy

Monday through Friday, 8 a.m. to 5 p.m.

Mail order pharmacy **1-800-548-9809**

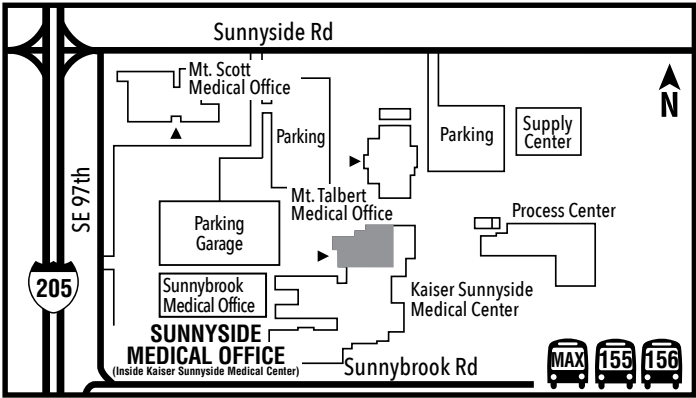
Pharmacy services **1-866-525-0581**

TTY **1-800-735-2900**

Nearest Urgent Care see page 12

Sunnyside Medical Office

10180 SE Sunnyside Rd, Clackamas, OR 97015



Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

Also, refer to Kaiser Permanente Sunnyside Medical Center department listings on page 40.

To cancel a specialty care appointment during office hours, call the specialty department.

To cancel after hours, call:

All areas **1-800-813-2000**

Imaging Services (X-ray, Fluoroscopy, Bone Density (DEXA), CT Scan, Mammography, Ultrasound, MRI, Nuclear Medicine)

For results, contact your physician.

Appointments:

Fluoroscopy, Bone Density,
CT Scan, Mammography,
Ultrasound, Nuclear Medicine **1-888-810-7499**

MRI **503-571-2685**

TTY **711**

Mental Health

Emergency Psychiatric Services (24 hours)

Portland area **503-331-6425**

All other areas **1-866-453-3932**

Neurology

Advice/messages **503-571-7200**

Appointments **1-844-364-4807**

Occupational Therapy/Physical Therapy

Appointments **503-571-4190**

Pulmonary Function Laboratory

Appointments **1-855-878-6411**

Respiratory Case Management

Messages **503-571-4772**

Pulmonology

Advice/messages **503-571-2727**

Appointments **1-855-878-6411**

Speech Pathology

Appointments **503-571-5367**

Other services

Main switchboard **503-652-2880**

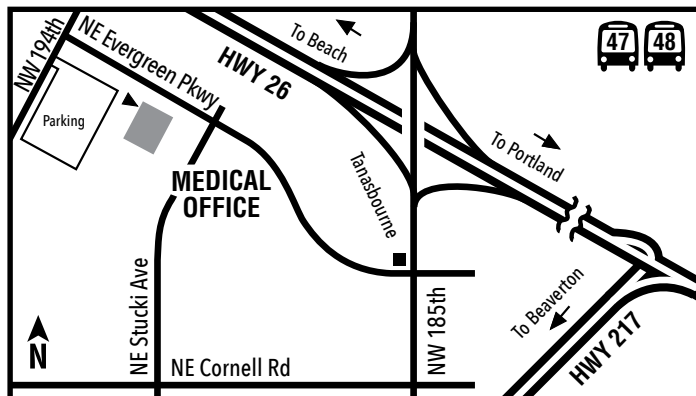
Vancouver area **360-256-0556**

TTY **1-800-735-2900**
(toll-free TTY for the hearing/speech impaired)

Nearest Urgent Care **see page 12**

Sunset Medical Office

10060 NE Evergreen Pkwy, Hillsboro, OR 97124



Primary care

Monday through Thursday, 7 a.m. to 7 p.m.

Friday, 8 a.m. to 5 p.m.

Saturday, 9 a.m. to 1 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to **kp.org**.

All areas **1-800-813-2000**

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours,
call the department.

After hours, call:

All areas **1-800-813-2000**

Dietitian

Appointments **503-813-2000**

Messages **971-310-2328**

Imaging (X-ray)

For results, contact your physician.

Monday through Thursday, 7 a.m. to 7 p.m.

Friday, 8 a.m. to 6 p.m.

Saturday, 9 a.m. to 1 p.m.

Optometry **503-813-2000**

Monday-Friday, 7 a.m.-6 p.m.

Pediatric Lactation Program

Social Services

Sports Medicine

Appointments

Portland area **503-813-2000**

All other areas **1-800-813-2000**

TTY Appointments/Advice **1-800-735-2900**

Other services

Main switchboard **1-800-813-2000**

TTY **1-800-735-2900**

(toll-free TTY for the hearing/speech impaired)

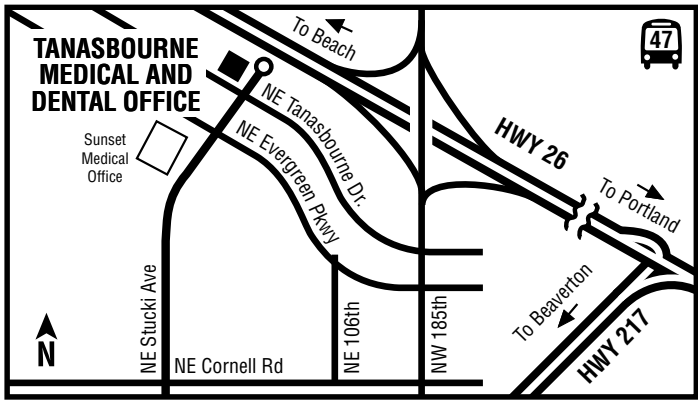
Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Nearest Urgent Care **see page 12**

Tanasbourne Medical and Dental Office

10315 NE Tanasbourne Dr, Hillsboro, OR 97124



Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours,
call the specialty department.

After hours, call:

All areas **1-800-813-2000**

Addiction Medicine

Appointments/Cancellations/

Information **1-855-632-8280**

Dermatology

Advice/appointments/messages

Portland area **503-331-3060**

All other areas **1-855-512-5983**

After-hours cancellations

Portland area **503-813-2000**

All other areas **1-800-813-2000**

Mental Health

Monday through Friday, 7:30 a.m. to 6 p.m.

Appointments/Cancellations/

Messages **503-249-3434**

Emergency Psychiatric Services (24 hours)

Portland area **503-331-6425**

All other areas **1-866-469-3932**

Occupational Therapy

Monday, 8:30 a.m. to 5 p.m.

Tuesday and Thursday, 7:30 a.m. to 6 p.m.

Wednesday, 8 a.m. to 6 p.m.

Friday, 7:30 a.m. to 4 p.m.

Advice/Appointments **503-571-4910**

Ophthalmology

Appointments **503-813-2000**

Physical Therapy

Monday through Friday, 9 a.m. to 5 p.m.

Advice/Appointments **503-571-4910**

Speech Therapy

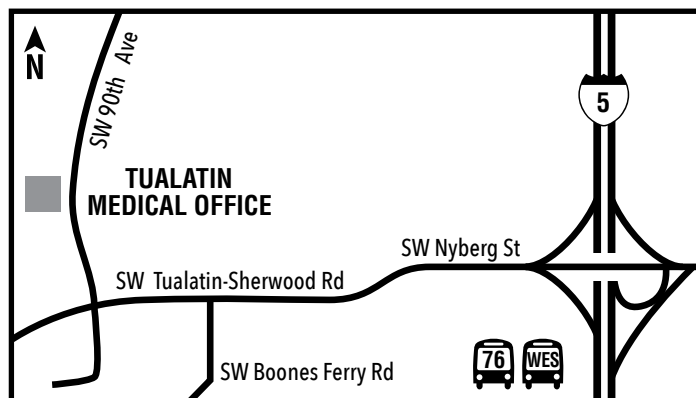
Monday through Friday, 7:30 a.m. to 5:30 p.m.

Advice/Appointments **503-571-4910**

Nearest Urgent Care **see page 12**

Tualatin Medical Office

19185 SW 90th Ave, Tualatin, OR 97062



Primary care

Monday through Friday, 8 a.m. to 5:30 p.m.

You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.

All areas1-800-813-2000

Specialty care

Monday through Friday, 8 a.m. to 5 p.m.

To cancel an appointment during office hours, call the specialty department.

After hours, call:

All areas1-800-813-2000

Addiction Medicine

Appointments/cancellations503-249-3434

Allergy

Advice503-612-3375

Appointments1-855-238-5631

Dietitian

Appointments503-813-2000

Messages503-885-7328

Imaging Services (X-ray, Mammography)

For results, contact your physician.

Appointments1-888-810-7499

TTY711

Mental Health

Appointments/cancellations503-249-3434

Emergency Psychiatric Services (24 hours)

Portland area503-331-6425

All other areas1-866-453-3932

Occupational Therapy/Physical Therapy

The following phone numbers are for the Regional Appointment Center

Monday through Friday, 9 a.m. to 5 p.m.

Portland area503-571-4910

Salem area503-763-3654

Washington360-619-4260

Return appointments503-885-7320

Pediatric Lactation Program

Information855-206-0302

Sleep Lab – Overnight Sleep Studies

Appointments1-855-878-6411

Messages503-612-3355

After-hours cancellations503-612-3352

Social Services

Speech Pathology

Appointments503-571-5367

Workers Compensation Claims

Portland area503-721-3849

All other areas1-888-238-1255

Other services

Main switchboard971-310-1000

Information (TTY)1-800-735-2900

(toll-free TTY for the hearing/speech impaired)

Laboratory

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

Monday through Friday, 8 a.m. to 6 p.m.

Information503-258-6900

Nurse Treatment Center

Monday through Friday, 8 a.m. to 5 p.m.

Pharmacy

Monday through Friday, 8 a.m. to 6 p.m.

Mail order pharmacy1-800-548-9809

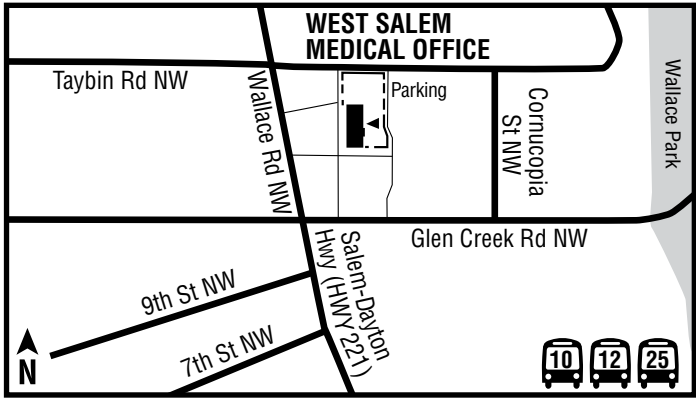
Pharmacy services1-866-280-8818

TTY1-800-735-2900

Nearest Urgent Caresee page 12

West Salem Medical Office

1160 Wallace Rd NW, Salem, OR 97304



Primary and specialty care

Monday through Friday, 8:30 a.m. to 5 p.m.

To make or cancel an appointment in Family Medicine, Internal Medicine, or Pediatrics, or to leave a message, call Monday through Friday, 7 a.m. to 6 p.m.:
Salem area.....**503-361-5400**
All other areas.....**1-800-813-2000**

Audiology

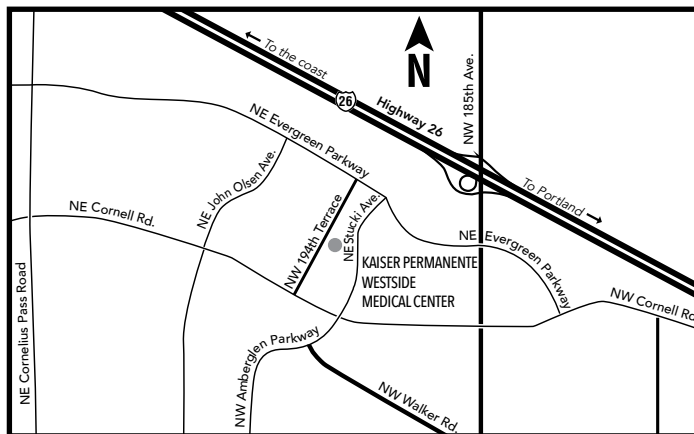
Monday through Friday, 8:30 a.m. to 5 p.m.
Information**503-361-5400**

Other services

- Main switchboard**
Salem area**503-361-5400**
All other areas**1-800-813-2000**
TTY **711**
- Laboratory**
Call requesting practitioner for test results or check lab results online at **kp.org**.
Monday through Friday, 8 a.m. to 5:30 p.m.
- Pharmacy**
Monday through Friday, 8 a.m. to 5:30 p.m.
Mail order pharmacy**1-800-548-9809**
Pharmacy services**1-866-525-0583**
TTY**1-800-735-2900**
Nearest Urgent Care**see page 12**

Westside Medical Office

2875 NE Stucki Ave, Hillsboro, OR 97124



Specialty care

Also, refer to Kaiser Permanente Westside Medical Center department listings on page 41.

Audiology **1-855-512-5983**

Monday through Friday, 7:30 a.m. to 4:45 p.m.

Cardiology

Echo:

Monday through Friday, 8:00 a.m. to 4:15 p.m.

Monitors:

Monday through Friday, 8:30 a.m. to 4:00 p.m.

Treadmill:

Monday through Friday, 8:30 a.m. to 3:30 p.m.

Foot Care **971-310-3240**

Monday through Friday, 8 a.m. to 3:30 p.m.

Gastroenterology (GI) **503-331-6170**

Monday through Friday, 7:30 a.m. to 5 p.m.

General Surgery **971-310-3935**

Monday through Friday, 7:45 a.m. to 5:15 p.m.

Genetics **503-331-6593**

Imaging Services (X-ray, Fluoroscopy, CT Scan, Mammography, MRI, Ultrasound, Nuclear Medicine)

For results, contact your physician.

Appointments **1-888-810-7499**

MRI Appointments **503-571-2685**

TTY **711**

Infectious Disease

Wednesday, 8:30 a.m. to 5 p.m.

Nephrology

Monday through Friday, 8:30 a.m. to 5 p.m.

Advice **503-786-1158**

Appointments **1-855-238-5631**

TTY **1-800-735-2900**

Neurology

Monday through Friday, 7:40 a.m. to 4:40 p.m.

Advice **503-571-7200**

Appointments/Information **1-844-364-4807**

Neurosurgery

Monday through Friday, 7:30 a.m. to 5 p.m.

Obstetrics/Gynecology (Ob/Gyn) **503-813-2000**

Monday through Friday, 8:30 a.m. to 5:30 p.m.

Oncology

Monday through Friday, 8 a.m. to 4:30 p.m.

Orthopedics/Cast Room **971-310-3240**

Monday through Friday, 7:30 a.m. to 5 p.m.

Otolaryngology HNS (Head and Neck Surgery)

Monday through Friday, 7:30 a.m. to 4:45 p.m.

Advice **971-310-2840**

Appointments **503-331-3060**

1-855-512-5983

Palliative Care/Hospice **971-310-1000**

Pediatric Lactation Program **855-206-0302**

Plastic Surgery

Monday through Friday, 8 a.m. to 5 p.m.

Podiatry **971-310-3240**

Monday through Friday, 8 a.m. to 4:30 p.m.

Pre-Op Clinic

Monday through Friday, 8:30 a.m. to 4:30 p.m.

Portland area **503-571-5780**

All other areas **1-855-802-6577**

Pulmonology

Monday through Friday, 8 a.m. to 3:30 p.m.

Sleep

Monday through Friday, 8:30 a.m. to 3:45 p.m.

Social Services

Urology

Monday through Friday, 7:30 a.m. to 5 p.m.

Vascular Surgery – Access Team **971-310-4385**

Monday through Friday, 8 a.m. to 10 p.m.

Other services

Appointments/Cancellations/

Information **503-813-2000**

Main Phone **971-310-1000**

Laboratory

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

Monday through Friday, 7 a.m. to 7 p.m.

Saturday, 9 a.m. to 1 p.m.

Pharmacy - Westside Medical Center Outpatient

Monday through Friday, 7 a.m. to 7 p.m.

Saturday and Sunday, 9 a.m. to 6 p.m.

Mail order pharmacy **1-800-548-9809**

Pharmacy services **1-866-280-0511**

TTY **1-800-735-2900**

Nearest Urgent Care **see page 12**

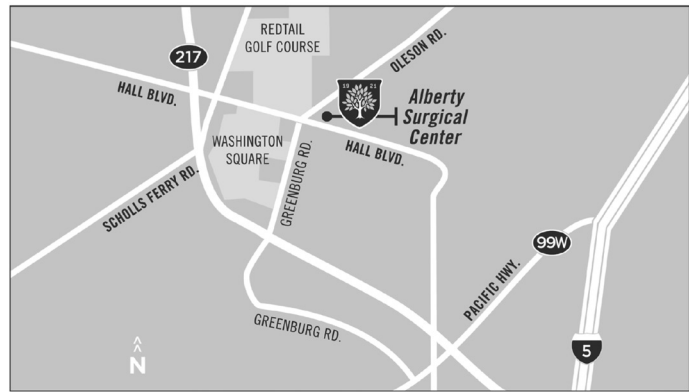
Kaiser Permanente members have access to The Portland Clinic with the same coverage and services that they receive from Kaiser Permanente providers.*

Convenience. Quality. Choice.

Our collaboration with The Portland Clinic means more access, more locations, and more choice. The Portland Clinic welcomes Kaiser Permanente Senior Advantage (HMO) members.

The Portland Clinic – Alberty Surgical Center

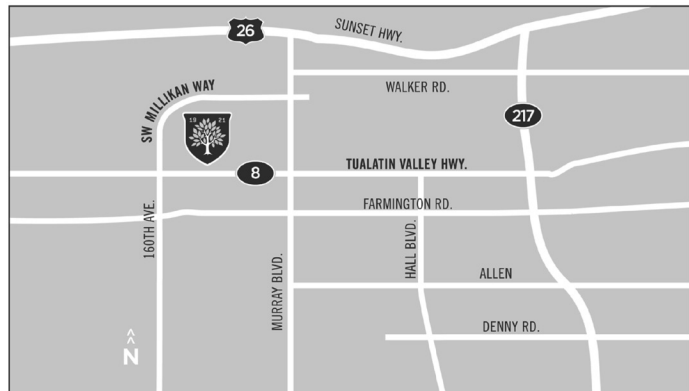
9100 SW Oleson Rd, Tigard, OR 97223
503-223-3113
Monday through Friday, 6:30 a.m. to 5 p.m.
Holiday hours: 6:30 a.m. to 5 p.m.



Appointments/Cancellations/
Information503-223-3113
Surgical Services (Outpatient or ASC)

The Portland Clinic – Beaverton

15950 SW Millikan Way, Beaverton, OR 97006
503-646-0161
Monday through Friday, 8 a.m. to 5 p.m.



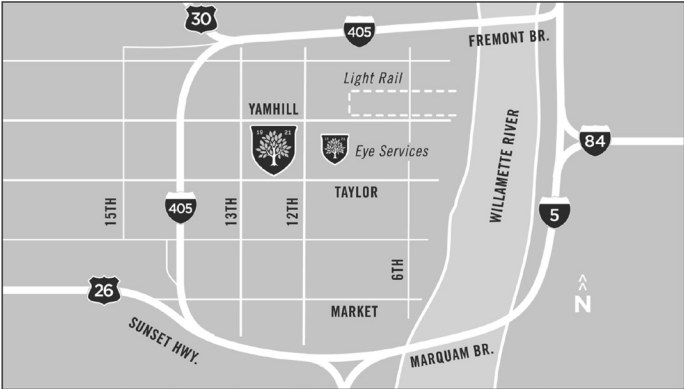
All services 503-646-0161

Anti-coagulation Clinic	Ophthalmology/
Cardiology	Eye Services
Dermatology	Pediatrics
Diabetes	Physical Therapy
Family Medicine	Radiology
Internal Medicine	Rheumatology
Nephrology	Sports Medicine
Nutrition	

* Not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance (MKA) from Kaiser Permanente, or visiting from another Kaiser Permanente region.

The Portland Clinic – Downtown

800 SW 13th Ave, Portland, OR 97205
503-221-0161
Monday through Friday, 8 a.m. to 5 p.m.



All services503-221-0161	
Anti-coagulation Clinic	Neurology
Behavioral Health	Nutrition
Cardiology	Physical Therapy
Day Surgery	Podiatry
Dermatology	Radiology
Diabetes	Rheumatology
Gastroenterology	Surgery
Internal Medicine	Urology

The Portland Clinic – Northeast

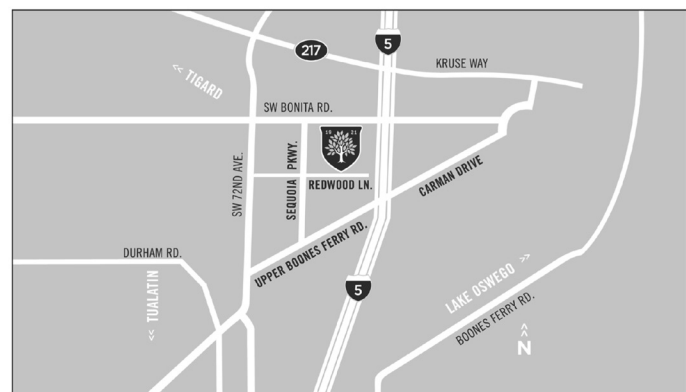
5005 NE Sandy Blvd, Portland, OR 97213
503-233-6940
Monday through Friday, 7 a.m. to 5:30 p.m.



Behavioral Health	503-233-6940
Family Medicine	503-233-6940
Gastroenterology (GI)	503-233-6940
Neurology	503-233-6940
Sports Medicine	

The Portland Clinic – South

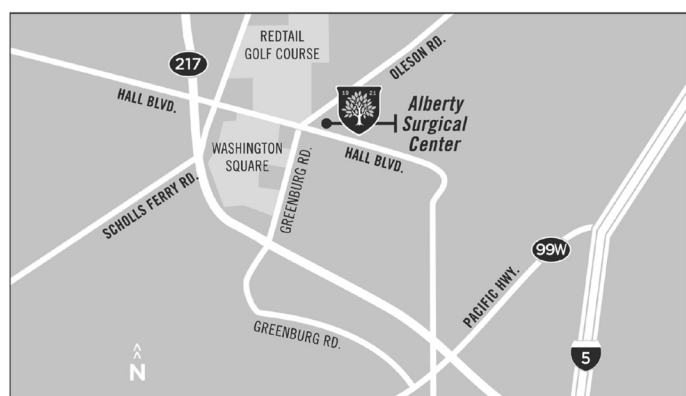
6640 SW Redwood Ln, Portland, OR 97224
503-620-7358
Monday through Friday, 8 a.m. to 5 p.m.



- Sleep Center**503-924-2266**
- All other services503-620-7358**
- Anti-coagulation Clinic
- Diabetes
- Family Medicine
- Internal Medicine
- Neurology
- Nutrition
- Ophthalmology/Eye Services
- Physical Therapy
- Radiology
- Rheumatology

The Portland Clinic – Tigard

9250 SW Hall Blvd, Tigard, OR 97223
503-293-0161
Monday through Friday, 8 a.m. to 5 p.m.



- All services503-293-0161**
- Audiology
- Gastroenterology
- Manual Medicine
- Orthopedics & Sports Medicine
- Otolaryngology (ENT)
- Physical Therapy
- Podiatry
- Radiology
- Surgery
- Urology
- Urgent Care. . Monday through Friday, 8 a.m. to 8 p.m.
and Saturday, 9 a.m. to 5 p.m.

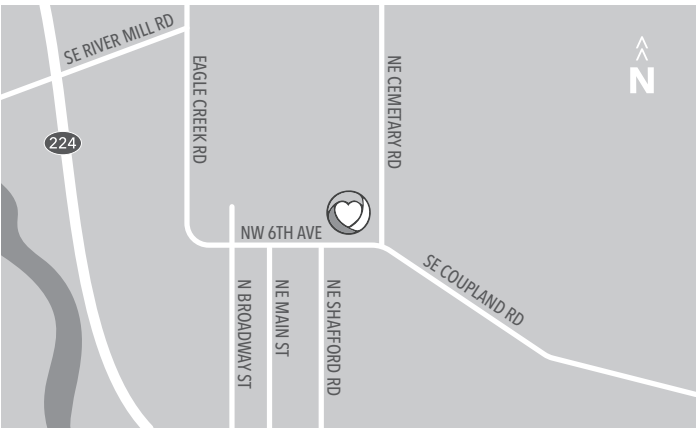
Kaiser Permanente members have access to Orchid Health as part of their network of providers.

Convenience. Quality. Choice.

Our collaboration with Orchid Health means more access, more locations, and more choice. Orchid Clinic welcomes Kaiser Permanente Senior Advantage (HMO) and Medicaid members.

Orchid Health – Wade Creek Clinic

535 NE 6th Ave, Estacada, OR 97023
503-630-8550
Monday and Tuesday, 8 a.m. to 7 p.m.
Wednesday through Friday, 8 a.m. to 5 p.m.



Primary Care **503-630-8550**

Orchid Health – Oakridge Clinic

47815 Hwy 58, Oakridge, OR 97463
541-782-8304
Monday through Wednesday, 8 a.m. to 7 p.m.
Thursday and Friday, 8 a.m. to 5 p.m.



Primary Care **541-782-8304**

CONTRACTED FACILITIES

Northwest Region

Benton County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Avalon Health Care - Corvallis Manor, LLC dba Corvallis Manor Nursing & Rehabilitation Center	160 NE Conifer Blvd, Corvallis, OR. 97330	541-757-1651	Skilled Nursing Facilities	May be required	Y	N
BSM Surgery Center LLC	1128 NE 2nd St, Corvallis, OR. 97330	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	N
NWRA - Active Wellness LLC - Covallis	120 SW 4th St, Corvallis, OR. 97333	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
NWRA - Healing Motion Physical Therapy - Corvallis	1128 NE 2nd St, Corvallis, OR. 97330	800-813-2000	Physical Therapy; Speech Therapy	May be required	Y	N
NWRA - Thrive Physical Therapy	6735 SW Country Club Dr, Corvallis, OR. 97333	541-243-5770	Physical Therapy	May be required	Y	N
PT Northwest - Corvallis Physical Therapy	335 NW 4th St, Corvallis, OR. 97330	541-602-4423	Occupational Therapy; Physical Therapy	May be required	Y	Y
NWRA - Healing Motion Physical Therapy, Inc	732 Main St, Philomath, OR. 97370	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N

Clackamas County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Marquis Companies I, Inc DBA Marquis Hope Village	1577 South Ivy St, Canby, OR. 97013	800-813-2000	Hospice; Skilled Nursing Facilities	May be required	Y	Y
Neurotherapeutic Pediatric Therapies, Inc	113 N Elm St, Canby, OR. 97013	800-813-2000	Pediatric Rehabilitation Medicine	May be required	Y	Y
New ProActive, LLC - Canby	308 N Ivy St, Canby, OR. 97013	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
Barts Shoe Corporation dba Jay's Wide Shoes - Clackamas	8966 SE Sunnyside Rd, Clackamas, OR. 97015	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
Bristol Homecare - Oregon, LLC	10365 SE Sunnyside Rd, Clackamas, OR. 97015	800-813-2000	Home Health	May be required	Y	N
Clackamas Physical Therapy Associates, Inc	11203 SE Sunnyside Rd, Clackamas, OR. 97015	503-698-5500	Physical Therapy	May be required	Y	Y
Fresenius Medical Care Clackamas	13560 SE 97th Ave, Clackamas, OR. 97015	800-813-2000	Outpatient Dialysis	May be required	Y	Y

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Hanger Prosthetics & Orthotics, Inc - Sunnyside	10117 SE Sunnyside Rd, Clackamas, OR. 97015	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Clackamas Physical Therapy Associates, Inc - Hwy 224	180 SW HWY 224, Estacada, OR. 97023	800-813-2000	Physical Therapy	May be required	Y	Y
New ProActive, LLC - Estacada	372 South Broadway, Estacada, OR. 97023	503-630-5314	Physical Therapy	May be required	Y	Y
EyeHealth Eastside Surgery Center, LLC	12050 SE Stevens Rd, Happy Valley, OR. 97086	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
Wy East Enterprises, LLC dba Foot Solutions	11211 SE 82nd Ave, Happy Valley, OR. 97086	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
Avamere Lake Oswego Operations Investors, LLC DBA The Pearl at Kruse Way	4550 Carman Dr, Lake Oswego, OR. 97035	503-675-6055	Skilled Nursing Facilities	May be required	Y	Y
Blue Sprig Pediatrics, Inc	340 B Ave, Lake Oswego, OR. 97034	855-632-8280	Outpatient Psychiatric Facility Services	May be required	Y	N
Gentiva Certified Healthcare Corp - Lake Oswego Location	4500 Kruse Way, Lake Oswego, OR. 97035	503-620-3407	Home Health	May be required	Y	N
Intercare Therapy, Inc	412 Jefferson Parkway, Lake Oswego, OR. 97035	855-632-8280	Outpatient Psychiatric Facility Services	May be required	Y	N
Maloneys Custom Ocular Prosthetics, Inc	4500 Kruse Way, Lake Oswego, OR. 97035	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
NWRA - Connect Physical Therapy - Lake Oswego	17120 Pilkington Rd, Lake Oswego, OR. 97035	503-974-9078	Occupational Therapy; Physical Therapy	May be required	Y	N
Bellevue Healthcare II, Inc	3601 SE Concord Rd, Milwaukie, OR. 97267	800-813-2000	Durable Medical Equipment	May be required	Y	Y
ISD Renal, Inc - Lake Road Dialysis	6902 Lake Rd, Milwaukie, OR. 97267	800-813-2000	Outpatient Dialysis	May be required	Y	Y
Marquis Home Health Milwaukie	4560 SE International Way, Milwaukie, OR. 97222	800-813-2000	Home Health	May be required	Y	Y
Clackamas Physical Therapy Associates, Inc - Molalla	270 N Molalla Ave, Molalla, OR. 97038	800-813-2000	Physical Therapy	May be required	Y	Y
ISD Renal, Inc - Willamette Valley Renal Center	1510 Division St, Oregon City, OR. 97045	800-813-2000	Outpatient Dialysis	May be required	Y	Y
Marquis Companies II, Inc DBA Marquis Oregon City Post-Acute Rehab	1680 Molalla Ave, Oregon City, OR. 97045	800-813-2000	Hospice; Skilled Nursing Facilities	May be required	Y	Y
Neurotherapeutic Pediatric Therapies, Inc- Oregon City	610 High St, Oregon City, OR. 97045	800-813-2000	Pediatric Rehabilitation Medicine	May be required	Y	Y
New ProActive, LLC DBA ProActive Physical Therapy	1630 S Beaver Creek Rd, Oregon City, OR. 97045	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Nordstrom - SE	11900 SE 82nd Ave, Portland, OR. 97086	800-813-2000	Orthotics and Prosthetics	May be required	Y	N
PNRS - Fresenius Medical Care Sandy Dialysis	37139 Hwy 26, Sandy, OR. 97055	503-826-1352	Outpatient Dialysis	May be required	Y	Y
Genesis Medical Concepts, LLC	2020 8th Ave, West Linn, OR. 97068	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
West Linn Clementine, Inc	1148 S Rosemont Rd, West Linn, OR. 97068	855-632-8280	Assisted Living, Mental Illness Assisted Living Facility	May be required	Y	N
Innovative Senior Care Home Health of Portland, LLC	29757 SW Boones Ferry Rd, Wilsonville, OR. 97070	503-582-9246	Home Health	May be required	Y	Y
Neurotherapeutic Pediatric Therapies, Inc - Wilsonville	27501 SW 95th Ave, Wilsonville, OR. 97070	800-813-2000	Pediatric Rehabilitation Medicine	May be required	Y	Y
Premere Rehab, LLC DBA Infinity Rehab	25117 SW Parkway Ave, Wilsonville, OR. 97070	503-570-3665	Home Health; Hospice	May be required	Y	Y
Speech & Play, LLC - Wilsonville	8855 SW Holly Lane, Wilsonville, OR. 97070	503-946-5375	Speech Therapy	May be required	N	N

Clark County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
New ProActive, LLC - Battle Ground	1808 SW 9th Ave, Battle Ground, WA. 98604	360-723-0797	Physical Therapy	May be required	Y	N
PNRS - Clark County Dialysis Clinic	3921 SW 13th Ave, Battle Ground, WA. 98604	800-813-2000	Outpatient Dialysis	May be required	Y	N
Camas Physical Therapy	3252 NE 3rd Ave, Camas, WA. 98607	360-835-7427	Physical Therapy	May be required	Y	N
New ProActive, LLC - Camas	3400 SE 196th Ave, Camas, WA. 98607	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	Y
Advanced Endoscopy Center, PLLC	2415 NE 134th St, Vancouver, WA. 98686	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	N
Advanced Pediatric Therapies, Inc - Vancouver Location	4201 NE 66th Ave, Vancouver, WA. 98661	800-813-2000	Pediatric Rehabilitation Medicine	May be required	N	N
Community Home Health & Hospice - Vancouver Location	3102 NE 134th St, Vancouver, WA. 98686	800-813-2000	Home Health; Hospice	May be required	Y	N
Discovery Behavior Solutions, LLC	8019 NE 13th Ave, Vancouver, WA. 98665	855-632-8280	Outpatient Psychiatric Facility Services	May be required	Y	N
Discovery Behavior Solutions, LLC- West Vancouver	8000 NE 13th Ave, Vancouver, WA. 98665	855-632-8280	Outpatient Psychiatric Facility Services	May be required	Y	N
Fort Vancouver Post Acute, LLC	8507 NE 8th Way, Vancouver, WA. 98664	360-254-5335	Skilled Nursing Facilities	May be required	Y	N

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Gentiva Certified Health-care Corp, dba Kindred at Home	204 SE Stonemill Dr, Vancouver, WA. 98684	360-253-7746	Home Health	May be required	Y	N
Hanger Prosthetics & Orthotics, Inc - NE 134th Vancouver	2621 NE 134th St, Vancouver, WA. 98686	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Hanger Prosthetics & Orthotics, Inc - NE 87th Ave Vancouver	505 NE 87th Ave, Vancouver, WA. 98664	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Healthy Living at Home - Vancouver, LLC	1499 SE Tech Center Pl, Vancouver, WA. 98683	360-859-4886	Home Health	May be required	Y	N
Lifeline Connections	1601 E Fourth Plain Blvd, Vancouver, WA. 98661	855-632-8280	Substance Abuse Rehabilitation Facility	May be required	Y	N
Manor Care of Salmon Creek WA, LLC	2811 NE 139th St, Vancouver, WA. 98686	360-574-5247	Skilled Nursing Facilities	May be required	Y	N
New ProActive - Endurance Lab	1900 NE 162nd Ave, Vancouver, WA. 98684	360-991-0646	Occupational Therapy; Physical Therapy	May be required	Y	Y
New ProActive Physical Therapy Specialists - 162nd Ave	1900 NE 162nd Ave, Vancouver, WA. 98684	360-567-0633	Occupational Therapy; Physical Therapy	May be required	Y	Y
New ProActive, LLC - Salmon Creek	2415 NE 134th St, Vancouver, WA. 98686	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
New ProActive, LLC - Vancouver	100 East 33rd St, Vancouver, WA. 98663	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
Norco, Inc - Vancouver	1720 NE Andresen Rd, Vancouver, WA. 98661	800-813-2000	Durable Medical Equipment	May be required	Y	Y
NW Speech Therapy, LLC	4420 NE St Johns Rd, Vancouver, WA. 98661	800-813-2000	Speech Therapy	May be required	N	N
PeaceHealth Southwest Medical Center - Home-Care Southwest	5400 MacArthur Blvd, Vancouver, WA. 98661	360-759-1500	Home Health	May be required	Y	N
Pediatric Services of America, Inc DBA PSA HealthCare	9105 NE Hwy 99, Vancouver, WA. 98665	770-441-1580	Home Health	May be required	Y	N
PNRS - Fort Vancouver Kidney Center	13118 NE 4th St, Vancouver, WA. 98684	800-813-2000	Outpatient Dialysis	May be required	Y	N
PNRS - Salmon Creek	9105 NE Hwy 99, Vancouver, WA. 98665	800-813-2000	Outpatient Dialysis	May be required	Y	N
Salmon Creek Physical Therapy, PS	14201 NE 20th Ave, Vancouver, WA. 98686	360-576-8599	Physical Therapy	May be required	Y	N
United Seating and Mobility - Vancouver	1301 NE 144th St, Vancouver, WA. 98685	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Vancouver Clinic - 87th Avenue Surgery Center	700 NE 87th Ave, Vancouver, WA. 98684	360-882-2778	Surgical Services (Outpatient or ASC)	May be required	Y	N
Vancouver Operations, LLC DBA Avamere Rehabilitation of Cascade Park	801 SE Park Crest Ave, Vancouver, WA. 98683	360-260-2200	Skilled Nursing Facilities	May be required	Y	N

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Vancouver Rehabilitation and Therapy Clinic, PS	9430 NE Vancouver Mall Dr, Vancouver, WA. 98662	360-256-9827	Physical Therapy	May be required	Y	N
Waterford at Fairway Village, LLC dba Touchmark at Fairway Village	2911 SE Village Loop, Vancouver, WA. 98683	800-813-2000	Home Health	May be required	Y	N
When the Shoe Fits, LLC	819 SE 160th Ave, Vancouver, WA. 98683	800-813-2000	Orthotics and Prosthetics	May be required	Y	N
When the Shoe Fits, LLC - Location 2	13305 NE Hwy 99, Vancouver, WA. 98686	800-813-2000	Orthotics and Prosthetics	May be required	Y	N

Clatsop County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
PNRS - North Coast Dialysis Clinic	2120 Exchange St, Astoria, OR. 97103	800-813-2000	Outpatient Dialysis	May be required	Y	N

Columbia County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
PNRS - St Helens Dialysis	500 N Columbia River Hwy, Saint Helens, OR. 97051	800-813-2000	Outpatient Dialysis	May be required	Y	N

Coos County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Fresenius Medical Care Coos Bay	1971 Thompson Rd, Coos Bay, OR. 97420	800-813-2000	Outpatient Dialysis	May be required	Y	N

Cowlitz County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
PT Northwest of Longview, Inc - Castle Rock	51 Cowlitz St W, Castle Rock, WA. 98611	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
Ankle and Foot Clinic of Lower Columbia, PLLC	1114 Broadway St, Longview, WA. 98632	360-577-3682	Orthotics and Prosthetics	May be required	Y	N
Beacon Hill Healthcare, Inc	128 Old Beacon Hill Dr, Longview, WA. 98632	360-200-2204	Skilled Nursing Facilities	May be required	Y	N
Community Home Health & Hospice	1035 11th Ave, Longview, WA. 98632	800-813-2000	Home Health; Hospice	May be required	Y	N

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Evergreen Washington Healthcare Frontier, LLC dba Frontier Rehabilitation and Extended Care Center	1500 3rd Ave, Longview, WA. 98632	360-423-8800	Skilled Nursing Facilities	May be required	Y	N
Fresenius Kidney Care Cowlitz County	600 Broadway St, Longview, WA. 98632	360-414-2200	Outpatient Dialysis	May be required	Y	N
Hanger Prosthetics & Orthotics, Inc - Longview	1516 Hudson St, Longview, WA. 98632	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Kidspace Therapy, LLC	2145 Tibbetts Dr, Longview, WA. 98632	800-813-2000	Occupational Therapy; Speech Therapy	May be required	Y	N
Longview Orthopedic Associates, PLLC DBA Pacific Imaging Center	625 9th Ave, Longview, WA. 98632	360-501-3400	Surgical Services (Outpatient or ASC)	May be required	Y	N
Longview Physical and Sports Therapy Services, PS	625 9th Ave, Longview, WA. 98632	360-578-1188	Physical Therapy	May be required	Y	N
Longview Surgical Center, LLC DBA Pacific Surgical Center	625 9th Ave, Longview, WA. 98632	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	N
Norco, Inc - Longview	925 Vandercook Way, Longview, WA. 98632	800-813-2000	Durable Medical Equipment	May be required	Y	Y
PeaceHealth Outpatient Therapies	1015 Ocean Beach Hwy, Longview, WA. 98632	360-501-3750	Occupational Therapy; Physical Therapy; Speech Therapy	May be required	Y	N
Progress Center, Inc	1600 3rd Ave, Longview, WA. 98632	360-425-9810	Occupational Therapy; Physical Therapy; Speech Therapy	May be required	Y	N
PT Northwest of Longview, Inc	1560 3rd Ave, Longview, WA. 98632	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
PT Northwest of Longview, Inc - Woodland	500 Columbia St, Woodland, WA. 98674	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
Woodland Enterprises, Inc dba Woodland Convalescent Center	310 4th St, Woodland, WA. 98674	360-225-9443	Skilled Nursing Facilities	May be required	Y	N

Deschutes County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Fresenius Medical Care Bend	1239 NE Medical Center Dr, Bend, OR. 97701	800-813-2000	Outpatient Dialysis	May be required	Y	N
Fresenius Medical Care Redmond	916 SW 17th St, Redmond, OR. 97756	800-813-2000	Outpatient Dialysis	May be required	Y	N

Douglas County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
DVA, Inc - Roseburg Mercy Dialysis	2410 NW Edenbower Blvd, Roseburg, OR. 97471	800-813-2000	Outpatient Dialysis	May be required	N	N
Hanger Prosthetics & Orthotics, Inc - Roseburg	832 West Harvard Ave, Roseburg, OR. 97471	800-813-2000	Durable Medical Equipment	May be required	Y	Y

Jackson County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Apria Healthcare, LLC - Medford	505-507 Pech Rd, Medford, OR. 97502	800-813-2000	Durable Medical Equipment	May be required	Y	Y
DVA, Inc - Rogue Valley Dialysis	760 Golf View Dr, Medford, OR. 97504	800-813-2000	Outpatient Dialysis	May be required	N	N
Hanger Prosthetics & Orthotics, Inc - Medford	1840 E Barnett Rd, Medford, OR. 97504	800-813-2000	Durable Medical Equipment	May be required	Y	Y

Jefferson County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Fresenius Medical Care Madras Dialysis	1077 SW Hwy 97, Madras, OR. 97741	800-813-2000	Outpatient Dialysis	May be required	Y	N

King County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
KCI USA, Inc - Kent, WA	22737 72nd Ave S, Kent, WA. 98032	800-813-2000	Durable Medical Equipment	May be required	Y	N
SizeWise Rentals, LLC - Kent	22409 72nd Ave South, Kent, WA. 98032	800-813-2000	Durable Medical Equipment	May be required	Y	N
Joerns, LLC - Seattle	420 South 96th St, Seattle, WA. 98108	800-813-2000	Durable Medical Equipment	May be required	Y	N

Klamath County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
DVA, Inc - Klamath Falls Dialysis	2421 Washburn Way, Klamath Falls, OR. 97603	800-813-2000	Outpatient Dialysis	May be required	N	N

Lane County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Serenity Lane	91150 Coburg Industrial Way, Coburg, OR. 97408	800-813-2000	Substance Abuse Rehabilitation Facility	May be required	N	N
NWRA - South Lane Physical Therapy, LLC	75 Gateway Blvd, Cottage Grove, OR. 97424	541-942-6482	Occupational Therapy; Physical Therapy	May be required	Y	N
Willamette Family, Inc - Cottage Grove	1450 Birch Ave, Cottage Grove, OR. 97424	800-813-2000	Outpatient Psychiatric Facility Services	May be required	Y	N
NWRA - TAI Creswell Physical Therapy	112 Melton Rd, Creswell, OR. 97426	541-895-2152	Physical Therapy	May be required	Y	N
Aesthetic Surgery Center of Eugene, Inc	2550 Willakenzie Rd, Eugene, OR. 97401	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	N
Avalon Health Care - Green Valley, LLC dba Green Valley Rehabilitation Health Center	1735 Adkins St, Eugene, OR. 97401	541-683-5032	Skilled Nursing Facilities	May be required	Y	N
Avalon Health Care - Hillside Heights, LLC dba Hillside Heights Rehabilitation Center	1201 McLean Blvd, Eugene, OR. 97405	541-683-2155	Skilled Nursing Facilities	May be required	Y	N
Avalon Health Care - South Hills, LLC dba South Hills Rehabilitation Center	1166 E 28th Ave, Eugene, OR. 97405	541-345-0534	Skilled Nursing Facilities	May be required	Y	N
Avamere Home Health Care, LLC dba Signature Home Health - Eugene Location	2620 River Rd, Eugene, OR. 97404	541-461-0325	Home Health	May be required	Y	N
Chase Gardens Surgery Center, LLC	360 S Garden Way, Eugene, OR. 97401	541-636-9100	Surgical Services (Outpatient or ASC)	May be required	Y	N
Crawford, Cynthia L DBA Cynthias Fine Lingerie	335 Pearl St, Eugene, OR. 97401	541-345-9204	Orthotics and Prosthetics	May be required	Y	N
Eugene Rehabilitation, LLC DBA Avamere Rehabilitation of Eugene	2360 Chambers St, Eugene, OR. 97405	541-687-1310	Skilled Nursing Facilities	May be required	Y	N
Focal Point	1550 Oak St, Eugene, OR. 97401	541-683-6341	Optometry	May be required	Y	N
Fresenius Kidney Care West Eugene	3747 W 11th, Eugene, OR. 97402	541-653-9468	Outpatient Dialysis	May be required	Y	N
Fresenius Medical Care Eugene	201 River Ave, Eugene, OR. 97404	541-743-4335	Outpatient Dialysis	May be required	Y	N
McKenzie Surgery Center, LP	940 Country Club Rd, Eugene, OR. 97401	541-344-2600	Surgical Services (Outpatient or ASC)	May be required	Y	N
NWRA - Connect The Dots Pediatric Therapy, Inc	84 Centennial Loop, Eugene, OR. 97401	541-255-2681	Pediatric Rehabilitation Medicine	May be required	Y	N
NWRA - Endurance Physical Therapy, Inc	4730 Village Plaza Loop, Eugene, OR. 97401	541-654-0802	Occupational Therapy; Physical Therapy	May be required	Y	N

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
NWRA - Essential Physical Therapy	120 Shelton McMurphy Blvd, Eugene, OR. 97401	458-210-2940	Occupational Therapy; Physical Therapy	May be required	Y	N
NWRA - Eugene Physical Therapy at Oak Street	1410 Oak St, Eugene, OR. 97401	541-345-2064	Occupational Therapy; Physical Therapy	May be required	Y	N
NWRA - Eugene Physical Therapy, LLC	54 Oakway Center, Eugene, OR. 97401	541-687-7005	Occupational Therapy; Physical Therapy	May be required	Y	N
NWRA - Functional Foundations Pediatric Therapy	3575 Donald St, Eugene, OR. 97405	541-255-6400	Occupational Therapy; Physical Therapy	May be required	Y	N
NWRA - Limitless Physical Therapy, LLC	1020 Green Acres Rd, Eugene, OR. 97408	541-654-0274	Physical Therapy	May be required	Y	N
NWRA - Mobility Project Physical Therapy, PC	390 Lincoln St, Eugene, OR. 97401	541-225-2095	Physical Therapy	May be required	Y	N
NWRA - Physical Therapy Services	1310 Coburg Rd, Eugene, OR. 97401	541-345-7532	Occupational Therapy; Physical Therapy	May be required	Y	N
NWRA - TAI Crescent Village	2911 Tennyson Ave, Eugene, OR. 97408	541-515-6194	Occupational Therapy; Physical Therapy	May be required	Y	N
NWRA - TAI Downtown Eugene Physical Therapy - Charnelton St	760 Charnelton St, Eugene, OR. 97401	541-687-5958	Physical Therapy	May be required	Y	N
NWRA - TAI West Eugene Physical Therapy	4242 Commerce St, Eugene, OR. 97402	541-484-9632	Occupational Therapy; Physical Therapy	May be required	Y	N
Oregon Eye Surgery Center, Inc	1550 Oak St, Eugene, OR. 97401	541-683-8771	Surgical Services (Outpatient or ASC)	May be required	Y	N
Oregon Imaging Centers, LLC	1200 Hilyard St, Eugene, OR. 97401	541-687-7134	Mammography; Surgical Services (Outpatient or ASC)	May be required	Y	N
Orthopedic Healthcare Ancillary Services, LLC DBA Slocum Surgery Center	55 Coburg Rd, Eugene, OR. 97401	541-485-8111	Surgical Services (Outpatient or ASC)	May be required	Y	N
Pacific Surgery Center, LLC	1125 Darlene Ln, Eugene, OR. 97401	541-683-5488	Surgical Services (Outpatient or ASC)	May be required	Y	N
PeaceHealth Sacred Heart - University District Home Health & Hospice	677 East 12th Ave, Eugene, OR. 97401	800-813-2000	Home Health; Hospice	May be required	Y	N
PeaceHealth Sacred Heart Medical Center - Univ Dist - Rehab Unit	1255 Hilyard St, Eugene, OR. 97401	800-813-2000	Occupational Therapy; Physical Therapy; Speech Therapy	May be required	Y	N
Spine Surgery Center of Eugene, LLC	1410 Oak St, Eugene, OR. 97401	541-228-3666	Surgical Services (Outpatient or ASC)	May be required	Y	N

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Willamette Community Health Solutions DBA Cascade Health Solutions	2650 Suzanne Way, Eugene, OR. 97408	541-228-3050	Home Health; Hospice	May be required	Y	N
Willamette Family, Inc	687 Cheshire Ave, Eugene, OR. 97402	800-813-2000	Outpatient Psychiatric Facility Services; Substance Abuse Rehabilitation Facility	May be required	Y	N
Willamette Family, Inc - Buckley House	605 W 4th Ave, Eugene, OR. 97402	800-813-2000	Outpatient Psychiatric Facility Services; Substance Abuse Rehabilitation Facility	May be required	Y	N
Willamette Family, Inc - Carlton House	1420 Green Acres, Eugene, OR. 97402	800-813-2000	Outpatient Psychiatric Facility Services; Substance Abuse Rehabilitation Facility	May be required	Y	N
Willamette Family, Inc - Cheshire	687 Cheshire Ave, Eugene, OR. 97402	800-813-2000	Outpatient Psychiatric Facility Services; Substance Abuse Rehabilitation Facility	May be required	Y	N
Willamette Family, Inc - Rapid Access Center	195 W 12th Ave, Eugene, OR. 97401	541-762-4300	Outpatient Psychiatric Facility Services; Substance Abuse Rehabilitation Facility	May be required	Y	N
Willamette Valley Mammography	2401 River Rd, Eugene, OR. 97404	541-689-6163	Mammography	May be required	Y	N
Focal Point - Florence Location	2002 Hwy 101 N, Florence, OR. 97439	800-813-2000	Optometry	May be required	Y	N
Fresenius Medical Care Florence Oregon	2820 Kingwood St, Florence, OR. 97439	541-997-1136	Outpatient Dialysis	May be required	Y	N
Regency Florence, LLC	1951 21st St, Florence, OR. 97439	541-997-8436	Skilled Nursing Facilities	May be required	Y	N
NWRA - Oregon Neurosupport Physical Therapy	680 Ivy St, Junction City, OR. 97448	541-998-9988	Occupational Therapy; Physical Therapy	May be required	Y	N
Apria Healthcare, LLC - Springfield	4739 Main St, Springfield, OR. 97478	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Fresenius Medical Care Emerald Valley	350 Q St, Springfield, OR. 97477	541-747-4061	Outpatient Dialysis	May be required	Y	N
Fresenius Medical Care Springfield Oregon	304 Q St, Springfield, OR. 97477	541-741-8005	Outpatient Dialysis	May be required	Y	N
Hanger Prosthetics & Orthotics, Inc - Springfield	445 Harlow Rd, Springfield, OR. 97477	541-485-1363	Durable Medical Equipment	May be required	Y	Y

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Marquis Companies Inc DBA Marquis Springfield	1333 1st St, Springfield, OR. 97477	541-736-2700	Hospice; Physical Therapy; Skilled Nursing Facilities	May be required	Y	N
McKenzie Medical Imaging, PC	960 16th St, Springfield, OR. 97477	541-726-4694	Mammography	May be required	Y	N
Norco, Inc - Springfield	302 Shelley St, Springfield, OR. 97477	800-813-2000	Durable Medical Equipment	May be required	Y	Y
NWRA - McKenzie Crossing Orthopedic Physical Therapy	145 South 52nd Pl, Springfield, OR. 97478	800-813-2000	Physical Therapy	May be required	Y	N
NWRA - TAI Gateway Physical Therapy	445 Harlow Rd, Springfield, OR. 97477	541-736-8870	Occupational Therapy; Physical Therapy	May be required	Y	N
Oregon Endoscopy Center, LLC	3355 RiverBend Dr, Springfield, OR. 97477	541-868-9555	Surgical Services (Outpatient or ASC)	May be required	Y	N
Oregon Imaging Centers, LLC - Breast & MRI Center	3355 RiverBend Dr, Springfield, OR. 97477	541-687-7134	Mammography; Surgical Services (Outpatient or ASC)	May be required	Y	N
Oregon SurgiCenter, LLC	2400 Hartman Ln, Springfield, OR. 97477	541-343-1603	Surgical Services (Outpatient or ASC)	May be required	Y	N
PT Northwest - Springfield Physical Therapy	3783 International Court, Springfield, OR. 97477	541-683-5139	Occupational Therapy; Physical Therapy	May be required	Y	Y
RiverBend Ambulatory Surgery Center, LLC DBA Day Surgery at RiverBend	3355 RiverBend Dr, Springfield, OR. 97477	541-852-4800	Surgical Services (Outpatient or ASC)	May be required	Y	N
United Seating and Mobility - Springfield	915 International Way, Springfield, OR. 97477	541-686-9706	Durable Medical Equipment	May be required	Y	Y
Willamette Family, Inc - Centennial	1651 Centennial Blvd, Springfield, OR. 97477	800-813-2000	Outpatient Psychiatric Facility Services; Substance Abuse Rehabilitation Facility	May be required	Y	N
NWRA - Life Force Therapy	88267 Territorial Rd, Veneta, OR. 97487	503-443-6156	Physical Therapy	May be required	Y	N

Lewis County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Northwest Healthcare Alliance, Inc dba Assured Home Health, Hospice & Homecare	2120 Northpark St, Centralia, WA. 98531	360-330-2640	Home Health	May be required	Y	N

Lincoln County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Fresenius Medical Care Newport Oregon	957 SW Coast Hwy, Newport, OR. 97365	800-813-2000	Outpatient Dialysis	May be required	Y	N

Linn County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Fresenius Medical Care Albany Oregon	605 Hickory St NW, Albany, OR. 97321	541-928-1749	Outpatient Dialysis	May be required	Y	N
NWRA - Limitless Physical Therapy - Albany	947 Geary St SE, Albany, OR. 97322	541-704-7770	Occupational Therapy	May be required	Y	N
NWRA - TAI Mid-Valley Physical Therapy	1325 Waverly Dr SE, Albany, OR. 97322	541-967-1224	Occupational Therapy; Physical Therapy	May be required	Y	N
Fresenius Medical Care Lebanon Oregon	665 N 5th St, Lebanon, OR. 97355	800-813-2000	Outpatient Dialysis	May be required	Y	N

Malheur County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
DVA, Inc - Four Rivers Dialysis	515 East Ln, Ontario, OR. 97914	800-813-2000	Outpatient Dialysis	May be required	N	N

Marion County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Keizer Campus Operations, LLC	5210 River Rd North, Keizer, OR. 97303	800-813-2000	Skilled Nursing Facilities	May be required	Y	Y
Keizer Physical Therapy	4953 River Rd North, Keizer, OR. 97303	800-813-2000	Physical Therapy	May be required	Y	Y
Pinnacle Physical Therapy, PC	4025 Cherry Ave NE, Keizer, OR. 97303	800-813-2000	Physical Therapy	May be required	Y	Y
PT Northwest - Keizer Physical Therapy	109 McNary Estates Dr N, Keizer, OR. 97303	503-463-5231	Occupational Therapy; Physical Therapy	May be required	Y	Y
Providence Benedictine Home Health Agency	570 S Main St, Mount Angel, OR. 97362	800-813-2000	Home Health	May be required	Y	Y
Providence Benedictine Nursing Center	540 S Main St, Mount Angel, OR. 97362	800-813-2000	Physical Therapy; Skilled Nursing Facilities	May be required	Y	Y
A Step Forward LLC - Salem Location	744 Hawthorne Ave NE, Salem, OR. 97301	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
Apria Healthcare, LLC - Salem	2050 Vista Ave SE, Salem, OR. 97302	800-813-2000	Durable Medical Equipment	May be required	Y	Y
DVA, Inc - Lancaster Drive Dialysis	421 Lancaster Dr NE, Salem, OR. 97301	800-813-2000	Outpatient Dialysis	May be required	N	N

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
DVA, Inc - NE Salem Dialysis	4792 Portland Rd NE, Salem, OR. 97305	800-813-2000	Outpatient Dialysis	May be required	N	N
DVA, Inc - Salem Dialysis	3550 Liberty Rd South, Salem, OR. 97302	800-813-2000	Outpatient Dialysis	May be required	N	N
DVA, Inc - Salem North Dialysis	1220 Liberty St NE, Salem, OR. 97301	800-813-2000	Outpatient Dialysis	May be required	N	N
First Call Home Health Agency, LLC	2608 Cascadia Industrial St SE, Salem, OR. 97302	503-371-4569	Home Health	May be required	Y	Y
Hanger Prosthetics & Orthotics, Inc - Salem	675 12th St SE, Salem, OR. 97301	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Ladies First Choice, Inc	2375 Grear St NE, Salem, OR. 97301	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
McMinnville Home Health, LLC dba Healthy Living at Home - Salem	200 Hawthorne Ave SE, Salem, OR. 97301	503-766-3124	Home Health	May be required	Y	Y
Norco, Inc - Salem	2685 Commercial St NE, Salem, OR. 97301	800-813-2000	Durable Medical Equipment	May be required	Y	Y
PT Northwest - Northeast Salem Physical Therapy	685 36th Ave, NE, Salem, OR. 97301	503-371-8860	Occupational Therapy; Physical Therapy	May be required	Y	Y
PT Northwest - South Salem Physical Therapy	2521 Boone Rd SE, Salem, OR. 97306	503-585-5131	Occupational Therapy; Physical Therapy	May be required	Y	Y
PT Northwest - Willamette University Physical Therapy	900 State St, Salem, OR. 97301	503-769-7131	Occupational Therapy; Physical Therapy	May be required	Y	Y
Qualicenters Salem	440 Lancaster Dr NE, Salem, OR. 97301	800-813-2000	Outpatient Dialysis	May be required	Y	Y
Salem Home Care, LLC	925 Commercial St SE, Salem, OR. 97302	800-813-2000	Home Health	May be required	Y	Y
Sensible Speech-Language Pathology, Inc	1475 Capitol St NE, Salem, OR. 97301	971-599-1712	Speech Therapy	May be required	N	Y
South Salem Rehabilitation, LLC dba Salem Transitional Care	3445 Boone Rd SE, Salem, OR. 97317	800-813-2000	Skilled Nursing Facilities	May be required	Y	Y
United Seating and Mobility, LLC - Hawthorne Ave SE	200 Hawthorne Ave SE, Salem, OR. 97301	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Willamette Surgery Center, PC	1445 State St, Salem, OR. 97301	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
PT Northwest - Stayton Physical Therapy	1750 Wilco Rd, Stayton, OR. 97383	503-769-7131	Occupational Therapy; Physical Therapy	May be required	Y	Y
Marquis Marian Estates	390 Church St, Sublimity, OR. 97385	800-440-2669	Skilled Nursing Facilities	May be required	Y	Y
Avalon Health Care - French Prairie, LLC dba French Prairie Nursing & Rehabilitation Center	601 Evergreen Rd, Woodburn, OR. 97071	800-813-2000	Skilled Nursing Facilities	May be required	Y	Y

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
DVA, Inc - Woodburn Dialysis	1840 Newberg Hwy, Woodburn, OR. 97071	800-813-2000	Outpatient Dialysis	May be required	N	N

Multnomah County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Cascade Gresham Physical Therapy, Inc DBA Cascade Physical Therapy	19201 SE Division St, Gresham, OR. 97030	800-813-2000	Physical Therapy	May be required	Y	N
DVA, Inc - Gresham Station Dialysis	878 NW Burnside Rd, Gresham, OR. 97030	800-424-6589	Outpatient Dialysis	May be required	Y	N
FMC Dialysis Services of Mt Hood	23335 SE Stark St, Gresham, OR. 97030	800-813-2000	Outpatient Dialysis	May be required	Y	Y
New ProActive, LLC - Gresham	25500 SE Stark St, Gresham, OR. 97030	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
A Step Forward LLC	8605 SW Terwilliger Blvd, Portland, OR. 97219	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
Advantage Dental Clinics, LLC	10535 NE Glisan St, Portland, OR. 97220	971-229-8777	Surgical Services (Outpatient or ASC)	May be required	Y	Y
Albertina Kerr Centers	722 NE 162nd Ave, Portland, OR. 97230	855-632-8280	Assisted Living, Mental Illness Assisted Living Facility; Outpatient Psychiatric Facility Services	May be required	Y	N
All In One Mobility, Inc	12833 NE Airport Way, Portland, OR. 97230	800-813-2000	Durable Medical Equipment	May be required	Y	N
Apria Healthcare, LLC	17890 NE Airport Way, Portland, OR. 97230	800-562-6505	Durable Medical Equipment	May be required	Y	Y
Baker, Danielle, dba Portland Speech Clinic	1717 SE 43rd Ave, Portland, OR. 97215	503-568-1781	Speech Therapy	May be required	N	Y
Behavioral Learning Network - Oregon LLC	1827 NE 44th Ave, Portland, OR. 97213	855-632-8280	Outpatient Psychiatric Facility Services	May be required	Y	N
Blue Sprig Pediatrics, Inc - Canyon Ct	5457 SW Canyon Ct, Portland, OR. 97221	855-632-8280	Outpatient Psychiatric Facility Services	May be required	Y	N
Byram Healthcare Centers, Inc	10202 E Burnside St, Portland, OR. 97216	800-813-2000	Durable Medical Equipment	May be required	Y	N
Care Center, Inc DBA Port-haven Health Care Center	5330 NE Prescott St, Portland, OR. 97218	503-288-6585	Physical Therapy; Skilled Nursing Facilities	May be required	Y	Y
Cascade 205 - Two Rivers Physical Therapy, LLC	7522 N Lombard St, Portland, OR. 97203	800-813-2000	Physical Therapy	May be required	Y	Y
Cascade 205 Orthopedic and Sports Physical Therapy	9260 SE Stark St, Portland, OR. 97216	800-813-2000	Physical Therapy	May be required	Y	Y

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Center for Ocular Prosthetics, LLC	2525 N Lovejoy St, Portland, OR. 97210	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
Connected Healthcare, Inc	7515 NE Ambassador Pl, Portland, OR. 97220	503-261-8599	Home Health	May be required	Y	Y
Crary Shoe Manufacturing Company	12035 NE Glenn Wid-ing Dr, Portland, OR. 97220	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
DVA, Inc - Foster Powell Dialysis	6828 SE Foster Rd, Portland, OR. 97206	503-777-5780	Outpatient Dialysis	May be required	Y	Y
DVA, Inc - Portland Gate-way Dialysis	9932 NE Halsey St, Portland, OR. 97220	800-813-2000	Outpatient Dialysis	May be required	N	N
DVA, Inc - Portland MLK Dialysis	2737 NE Martin Luther King Jr Blvd, Portland, OR. 97212	800-813-2000	Outpatient Dialysis	May be required	N	N
Eastside Orthotics & Pros-thetics, Inc	17316 NE Halsey St, Portland, OR. 97230	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
EPIC Imaging, PC	233 NE 102nd Ave, Portland, OR. 97220	503-253-1105	Mammography	May be required	Y	Y
Fresenius Kidney Care Piedmont	7474 NE Martin Luther King Jr Blvd, Portland, OR. 97211	503-737-1020	Outpatient Dialysis	May be required	Y	Y
Fresenius Kidney Care Rose Quarter	4905 NE Martin Luther King Jr Blvd, Portland, OR. 97211	800-813-2000	Outpatient Dialysis	May be required	Y	Y
Friendship Health Center	3320 SE Holgate Blvd, Portland, OR. 97202	503-231-1411	Skilled Nursing Facilities	May be required	Y	Y
Hanger Prosthetics & Orthotics, Inc - Hoyt	5050 NE Hoyt, Port-land, OR. 97213	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Hanger Prosthetics & Or-thotics, Inc - Sam Jackson	2824 SW Sam Jackson Park Rd, Portland, OR. 97201	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Happy Acorn Learning, LLC	2223 NE 47th Ave, Portland, OR. 97213	503-577-0975	Physical Therapy	May be required	N	N
ISD Renal, Inc - Oregon Kidney Center	3524 NE Sandy Blvd, Portland, OR. 97232	800-813-2000	Outpatient Dialysis	May be required	Y	Y
Just Like A Woman, Inc	6333 SW Macadam Ave, Portland, OR. 97239	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
KCI USA, Inc - Portland, OR	11937 NE Summer St, Portland, OR. 97220	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Laurelhurst Operations, LLC DBA Laurelhurst Vil-lage Rehabilitation Center	3060 SE Stark St, Port-land, OR. 97214	503-535-4700	Skilled Nursing Facilities	May be required	Y	Y
Legacy Good Samaritan Hospital and Medical Center	1015 NW 22nd Ave, Portland, OR. 97210	800-813-2000	Physical Therapy	May be required	Y	N
Legacy VNA Hospice	815 NE Davis, Portland, OR. 97232	503-413-4092	Hospice	May be required	Y	Y
Marquis Companies, Inc DBA Marquis Mt Tabor	6040 SE Belmont St, Portland, OR. 97215	503-231-7166	Hospice; Skilled Nursing Facilities	May be required	Y	Y

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Mental Health Association of Oregon, The DBA Mental Health & Addiction Association of Oregon	10373 NE Hancock St, Portland, OR. 97220	855-632-8280	Substance Abuse Rehabilitation Facility	May be required	N	Y
Neurotherapeutic Pediatric Therapies, Inc - NE Portland Treatment Center	10130 NE Skidmore, Portland, OR. 97220	800-813-2000	Pediatric Rehabilitation Medicine	May be required	Y	Y
New Proactive, LLC - Gateway	1307 NE 102 Ave, Portland, OR. 97220	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	Y
Norco, Inc - NE 7th Ave	1877 NE 7th Ave, Portland, OR. 97212	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Nordstrom - SW	701 SW Broadway, Portland, OR. 97205	800-813-2000	Orthotics and Prosthetics	May be required	Y	N
NWRA - Pace Pediatric Therapy	3701 SE Milwaukie Ave, Portland, OR. 97202	503-308-1488	Physical Therapy	May be required	Y	Y
NWRA - St Johns Physical Therapy	8835 North Bradford St, Portland, OR. 97203	503-432-8034	Occupational Therapy; Physical Therapy	May be required	Y	N
NWRA - The Integrated Feminine	11 NE Martin Luther King JR Blvd, Portland, OR. 97232	971-337-6372	Occupational Therapy	May be required	Y	N
OHSU - Adult Perioperative Medicine Clinic	3181 SW Sam Jackson Park Rd, Portland, OR. 97239	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
OHSU - Casey Eye Institute - Facility	3181 SW Sam Jackson Park Rd, Portland, OR. 97239	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
OHSU - CHH Adult Perioperative Medicine Clinic	3303 S Bond Ave, Portland, OR. 97239	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
OHSU - Child Development & Rehabilitation Center - Portland	707 SW Gaines St, Portland, OR. 97239	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
OHSU - Tinnitus Clinic	3181 SW Sam Jackson Park Rd, Portland, OR. 97239	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
Oregon Artificial Limb Co, Inc	21 NE 7th Ave, Portland, OR. 97232	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
PNRS - Hollywood Dialysis Center	2824 NE Wasco St, Portland, OR. 97232	800-813-2000	Outpatient Dialysis	May be required	Y	Y
PNRS - Home Dialysis	2701 NW Vaughn St, Portland, OR. 97210	503-205-0320	Outpatient Dialysis	May be required	Y	Y
Providence Health & Services - Oregon dba Providence Home Health	6410 NE Halsey St, Portland, OR. 97213	800-813-2000	Home Health	May be required	Y	Y
Providence Home Health East	9936 SE Washington St, Portland, OR. 97216	800-813-2000	Home Health	May be required	Y	Y
Providence Home Infusion Home Medical	6410 NE Halsey St, Portland, OR. 97213	800-813-2000	Home Health	May be required	Y	Y
Roediger, Kerry, dba Playspace	1923 NE Broadway St, Portland, OR. 97232	800-813-2000	Speech Therapy	May be required	N	Y

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
SizeWise Rentals, LLC - Portland	17721 NE Riverside Pkwy, Portland, OR. 97230	800-813-2000	Durable Medical Equipment	May be required	Y	Y
United Seating and Mobility - NE 7th	1915 NE 7th Ave, Portland, OR. 97212	800-813-2000	Durable Medical Equipment	May be required	Y	N
West Portland Physical Therapy Clinic, LLC	1630 SW Morrison St, Portland, OR. 97205	503-227-7774	Pediatric Rehabilitation Medicine; Physical Therapy	May be required	Y	Y
Western Health Resources DBA Adventist Health Personal Care Services	5835 NE 122nd Ave, Portland, OR. 97230	800-813-2000	Home Health	May be required	N	N

Pierce County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
DVA, Inc - DVA Laboratory Services	1423 Pacific Ave, Tacoma, WA. 98402	800-813-2000	Outpatient Dialysis	May be required	N	N

Polk County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Pinnacle Physical Therapy, PC - Dallas	210 W Ellendale Ave, Dallas, OR. 97338	800-813-2000	Physical Therapy	May be required	Y	Y
PT Northwest - Monmouth Physical Therapy	225 Main St E, Monmouth, OR. 97361	503-838-4244	Occupational Therapy; Physical Therapy	May be required	Y	Y
Salem Health Medical Clinic - Monmouth	512 Main St E, Monmouth, OR. 97361	503-838-1182	Occupational Therapy; Physical Therapy; Speech Therapy	May be required	Y	Y
Fresenius Medical Care West Salem	1060 2nd St NW, Salem, OR. 97304	800-813-2000	Outpatient Dialysis	May be required	Y	Y
PT Northwest - West Salem Physical Therapy	1594 Edgewater St NW, Salem, OR. 97304	503-391-5542	Occupational Therapy; Physical Therapy	May be required	Y	Y
Willamette Valley Hospice, Inc	1015 3rd St NW, Salem, OR. 97304	800-813-2000	Home Health; Hospice	May be required	Y	Y

Umatilla County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
FMC Milton-Freewater	1213 S Main St, Milton Freewater, OR. 97862	800-813-2000	Outpatient Dialysis	May be required	Y	N

Union County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
PNRS - Eastern Oregon Dialysis Clinic	10601 S Walton Rd, La Grande, OR. 97850	800-813-2000	Outpatient Dialysis	May be required	Y	N

Wasco County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Mid-Columbia Medical Center	1730 E 19th St, The Dalles, OR. 97058	800-813-2000	Home Health	May be required	Y	N

Washington County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
Autism Spectrum Therapies, LLC	1800 NW 169th Pl, Beaverton, OR. 97006	866-727-8274	Outpatient Psychiatric Facility Services	May be required	Y	N
Beaverton Rehab & Specialty Care, LLC dba Avamere Rehabilitation of Beaverton	11850 SW Allen Blvd, Beaverton, OR. 97005	503-646-7164	Skilled Nursing Facilities	May be required	Y	Y
EPIC Imaging, PC - Bethany	1500 NW Bethany Blvd, Beaverton, OR. 97006	503-619-1100	Mammography	May be required	Y	Y
EPIC Imaging, PC - Nimbus	8950 SW Nimbus Ave, Beaverton, OR. 97008	503-372-1800	Mammography	May be required	Y	Y
Hello Foundation, LLC, The	4900 SW Griffith Dr, Beaverton, OR. 97005	503-517-8555	Speech Therapy	May be required	N	Y
ISD Renal, Inc - Cornell Road Dialysis	1700 NW 167th Pl, Beaverton, OR. 97006	800-813-2000	Outpatient Dialysis	May be required	Y	Y
Little Peas Speech Therapy, LLC	14780 SW Ospery Dr, Beaverton, OR. 97007	800-813-2000	Speech Therapy	May be required	N	Y
Norco, Inc - Beaverton	2770 SW Cedar Hills Blvd, Beaverton, OR. 97005	800-813-2000	Durable Medical Equipment	May be required	Y	Y
NWRA - Stargait Portland Physical Therapy LLC	8354 SW Nimbus Ave, Beaverton, OR. 97008	800-813-2000	Physical Therapy	May be required	Y	Y
Orthopedic and Fracture Clinic, PC - Beaverton	14795 SW Murray-Scholls Dr, Beaverton, OR. 97007	503-214-5200	Occupational Therapy; Physical Therapy	May be required	Y	Y
PNRS - Beaverton Dialysis Clinic	2715 SW 153rd Dr, Beaverton, OR. 97003	800-813-2000	Outpatient Dialysis	May be required	Y	Y
PNRS - Twin Oaks	15201 NW Greenbrier Pkwy, Beaverton, OR. 97006	800-813-2000	Outpatient Dialysis	May be required	Y	Y
Speech & Play, LLC	3869 SW Hall Blvd, Beaverton, OR. 97005	800-813-2000	Speech Therapy	May be required	N	N
West End Surgical, LLC DBA Oregon Surgical Institute	9405 SW Nimbus Ave, Beaverton, OR. 97008	971-708-0400	Surgical Services (Outpatient or ASC)	May be required	Y	N

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
PNRS - THC Raines Dialysis Center	3201 19th Ave, Forest Grove, OR. 97116	800-813-2000	Outpatient Dialysis	May be required	Y	Y
Apria Healthcare, Inc - Hillsboro	20827 NW Cornell Rd, Hillsboro, OR. 97124	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Autism Spectrum Therapies, LLC - Hillsboro	5121 NE Elam Young Pkwy, Hillsboro, OR. 97124	866-727-8274	Outpatient Psychiatric Facility Services	May be required	Y	N
DVA, Inc - Hillsboro Dialysis Center	2500 NE Century Blvd, Hillsboro, OR. 97124	800-813-2000	Outpatient Dialysis	May be required	N	N
Neurotherapeutic Pediatric Therapies, Inc - Hillsboro	5289 NE Elam Young Pkwy, Hillsboro, OR. 97124	800-813-2000	Pediatric Rehabilitation Medicine	May be required	Y	Y
Peckham-Miller, Inc dba Avamere Rehabilitation Hillsboro	650 SE Oak St, Hillsboro, OR. 97123	800-813-2000	Skilled Nursing Facilities	May be required	Y	Y
Physical Therapy and Hand Clinic of Hillsboro, LLP	620 SE Oak St, Hillsboro, OR. 97123	503-844-6565	Occupational Therapy; Physical Therapy	May be required	Y	Y
Advanced Pediatric Therapies, Inc	8339 SW Beaverton-Hillsdale Hwy, Portland, OR. 97225	800-813-2000	Pediatric Rehabilitation Medicine	May be required	N	Y
AKA Consulting, Inc DBA Anchor Academy	11481 SW Hall Blvd, Portland, OR. 97223	855-632-8280	Outpatient Psychiatric Facility Services	May be required	Y	N
CSS JV, LLC DBA Center for Specialty Surgery, JV, LLC	11782 SW Barnes Rd, Portland, OR. 97225	503-906-4300	Surgical Services (Outpatient or ASC)	May be required	Y	Y
Hanger Prosthetics & Orthotics, Inc - Barnes	9450 SW Barnes Rd, Portland, OR. 97225	800-813-2000	Durable Medical Equipment	May be required	Y	Y
Healthy Living at Home - Portland, LLC	16083 SW Upper Boones Ferry Rd, Portland, OR. 97224	800-813-2000	Home Health	May be required	Y	Y
NWRA - Evolve Physical Therapy - Bethany	18215 NW West Union Rd, Portland, OR. 97229	971-979-0979	Physical Therapy	May be required	Y	Y
Orthopedic and Fracture Clinic, PC	11782 SW Barnes Rd, Portland, OR. 97225	503-214-5255	Occupational Therapy; Physical Therapy	May be required	Y	Y
Pacific Footwear Company, Inc dba Priority Footwear and Pedorthic Services	10240 SW Nimbus Ave, Portland, OR. 97223	800-813-2000	Orthotics and Prosthetics	May be required	Y	Y
Providence Home Health West	10126 SW Park Way, Portland, OR. 97225	800-813-2000	Home Health	May be required	Y	Y
Sunderlin Behavioral Interventions, LLC	7140 SW Fir Loop, Portland, OR. 97223	855-632-8280	Outpatient Psychiatric Facility Services	May be required	Y	N
Surgery Center at St Vincent, LLC DBA East Pavilion Surgery Center	9135 SW Barnes Rd, Portland, OR. 97225	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
Therapeutic Associates, DBA Cedar Hills Physical Therapy	10215 SW Park Way, Portland, OR. 97225	800-219-8835	Physical Therapy	May be required	Y	Y

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
UBH of Oregon, LLC DBA Cedar Hills Hospital	10300 SW Eastridge St, Portland, OR. 97225	855-632-8280	Inpatient Psychiatric Facility Services	May be required	Y	N
Walgreens Infusion Services at Legacy Health, LLC dba Walgreens Infusion Services at Legacy Health	16195 SW 72nd Ave, Portland, OR. 97224	503-536-8300	Home Health	May be required	Y	Y
DVA, Inc - Sherwood Dialysis Center	21035 SW Pacific Hwy, Sherwood, OR. 97140	800-813-2000	Outpatient Dialysis	May be required	N	N
New ProActive, LLC - Sherwood	16555 SW 12th St, Sherwood, OR. 97140	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	Y
Avamere Home Health Care, LLC dba Signature Home Health	7632 SW Durham Rd, Tigard, OR. 97224	800-813-2000	Home Health	May be required	Y	Y
Nordstrom - Washington Square	9700 SW Washington Square Rd, Tigard, OR. 97223	800-813-2000	Orthotics and Prosthetics	May be required	Y	N
Serenity Palliative Care and Hospice, LLC	11481 SW Hall Blvd, Tigard, OR. 97223	800-813-2000	Hospice	May be required	Y	Y
Westside Surgery Center, LLC	13240 SW Pacific Hwy, Tigard, OR. 97223	800-813-2000	Surgical Services (Outpatient or ASC)	May be required	Y	Y
DVA, Inc - Meridian Park Dialysis Center	19255 SW 65th Ave, Tualatin, OR. 97062	800-813-2000	Outpatient Dialysis	May be required	N	N
New ProActive, LLC - Tualatin	19255 SW 65th Ave, Tualatin, OR. 97062	800-813-2000	Occupational Therapy; Physical Therapy	May be required	Y	N
PNRS - Tualatin Kidney Center	7780 SW Mohawk St, Tualatin, OR. 97062	800-813-2000	Outpatient Dialysis	May be required	Y	Y
United Seating and Mobility, LLC	11975 SW Herman Rd, Tualatin, OR. 97062	800-813-2000	Durable Medical Equipment	May be required	Y	Y

Yamhill County

Facility Name	Facility Address	Telephone	Services	Referral Requirements	Accepts Medicare	Accepts Medicaid
DVA, Inc - McMinnville Dialysis	200 NE Norton Ln, McMinnville, OR. 97128	800-813-2000	Outpatient Dialysis	May be required	N	N
Neurotherapeutic Pediatric Therapies, Inc - McMinnville	2274 SW 2nd St, McMinnville, OR. 97128	800-813-2000	Pediatric Rehabilitation Medicine	May be required	Y	N
PNRS - McMinnville Kidney Center	345 SE Norton Lane, McMinnville, OR. 97128	800-813-2000	Outpatient Dialysis	May be required	Y	N
Hazelden Betty Ford Foundation	1901 Esther St, Newberg, OR. 97132	855-632-8280	Substance Abuse Rehabilitation Facility	May be required	N	N
PNRS - Newberg Dialysis Center	3100 Haworth Ave, Newberg, OR. 97132	800-813-2000	Outpatient Dialysis	May be required	Y	N
Providence Home Health Yamhill	1515 Portland Rd, Newberg, OR. 97132	800-813-2000	Home Health	May be required	Y	Y

OTHER SERVICES FOR MEMBER CARE

Hours are Monday through Friday, 8 a.m. to 5 p.m., unless stated otherwise. For TTY, call 711.

Continuing Care Services

Geriatrics and Long-Term Care Program

For care at a skilled nursing facility, contact your hospital discharge coordinator (care coordinator).

To speak with the program about services, call:

Portland area	503-499-5200
Vancouver area.....	360-694-2210
Home Health	503-499-5200
Vancouver area.....	360-694-2210
Hospice Care Program	1-800-448-0838
Home Medical Equipment	503-813-4550

Ethics Service

Advance directives	503-813-2657
Ethics consultation	
Kaiser Permanente Sunnyside Medical Center	503-652-2880
Vancouver area.....	360-256-0556

Expanded Care Services (Senior Advantage II)

Monday through Friday, 8:30 a.m. to 5 p.m.

Portland area	503-499-5730
All other areas	1-800-943-0288

Health Engagement and Wellness Services

Classes, products, and resources

Health education information, class registration, and free health coach service

Portland area	503-286-6816
All other areas	1-866-301-3866
Inclement weather line	503-240-3905

Home Infusion Pharmacy

Portland area	503-261-2090
Vancouver area.....	1-866-768-9668

Long-Term Care Pharmacy

503-261-2000

Mail-Delivery Pharmacy.....

1-800-548-9809

Regional Telephonic Medicine Center

Portland area	503-735-2596
All other areas	1-877-813-5993

Referral Center.....

503-813-4560

BUSINESS SERVICES

Billing

For inquiries about charges for Kaiser Permanente services, Monday through Friday, 8 a.m. to 6 p.m., call:

All areas..... 1-800-813-2000

Claims Administration

National Claims Administration – Northwest

PO Box 370050

Denver, CO 80237-9998

For inquiries about claims, call:

All areas..... 1-800-813-2000

Coordination of Benefits

All areas..... 1-800-813-2000

Exceptional and Special Needs Care

8:30 a.m. to 5 p.m., Portland area..... 503-721-6435

All other areas 1-877-721-6435

Health Information Management

Regional Process Center

10220 SE Sunnyside Road

Clackamas, OR 97015

Monday through Friday, 7:30 a.m. to 4:30 p.m.

Medical/insurance reports or copies of medical records 503-571-5051

Emergency medical record information (24 hours)..... 503-571-5815

Patient Financial Services

Portland area 503-286-6870

All other areas 1-800-441-3560

Third-party liability claims..... 1-800-395-5568

Workers' Compensation

Occupational Health administrative offices

General inquiries and claims information

Portland area 503-721-3849

All other areas 1-888-238-1255

Billing information 503-721-3940, option 3

Occupational Health Service Center

Portland area 503-571-3366

All other areas 1-888-414-3531

X-ray records

Loan of films 503-571-8451

NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-813-2000** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.

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

HELP IN YOUR LANGUAGE

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-813-2000** (TTY: **711**).

አማርኛ (Amharic) ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ **1-800-813-2000** (TTY: **711**)፡

العربية (Arabic) ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-813-2000** (TTY: **711**)፡

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-813-2000** (TTY: **711**)፡

فارسی (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **1-800-813-2000** (TTY: **711**) تماس بگیرید.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-813-2000** (TTY: **711**).

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Rufnummer: **1-800-813-2000** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。**1-800-813-2000** (TTY: **711**) まで、お電話にてご連絡ください。

ខ្មែរ (Khmer) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-800-813-2000** (TTY: **711**)។

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-813-2000** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ **1-800-813-2000** (TTY: **711**).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih **1-800-813-2000** (TTY: **711**).

Afaan Oromoo (Oromo) XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa **1-800-813-2000** (TTY: **711**).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **1-800-813-2000** (TTY: **711**) 'ਤੇ ਕਾਲ ਕਰੋ।

Română (Romanian) ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **1-800-813-2000** (TTY: **711**).

Русский (Russian) ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-813-2000** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-813-2000** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
Tumawag sa **1-800-813-2000** (TTY: **711**).

ไทย (Thai) เรียน: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **1-800-813-2000** (TTY: **711**).

Українська (Ukrainian) УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **1-800-813-2000** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-813-2000** (TTY: **711**).

ONLINE PRACTITIONER AND PARTICIPATING PROVIDER DIRECTORY

Kaiser Permanente participating providers are dedicated to providing you with high-quality, comprehensive care. You can learn about our providers and choose the right one for you at **kp.org/chooseyourdoctor**. Our online provider directory includes biographies, training and certification information, and more.

To set up your first appointment with your provider, call Member Services (see contact information on page 5).

If you do not have Internet access and would like a printed copy of our participating provider directory, please contact Member Services at **1-800-813-2000** to request a participating provider directory.



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