

Lauren Shockey
Kaiser Permanente Colorado member

I'd like Dr. Kusek to know just how grateful I am that she took everything so seriously.

We went in to see Dr. Kusek...once we realized that my son's personality changes and eating habits changed when he lost a lot of weight suddenly.

When we were at the appointment, Dr. Kusek said we need to go ahead and check everything because of the symptoms he was experiencing.

Tamara Kusek, MD
Pediatrician
Kaiser Permanente Rock Creek Medical Offices

I vividly...remember that visit with Lauren and I remember her being scared and I also had just a sense that there was really something significantly wrong with Weston.

Lauren Shockey

Dr. Kusek was able to make all the arrangements, and I just had to go three floors down, get the blood work, go one more floor down, get the ultrasound, and then it all came through on my app just all perfect right underneath my account with the kids. It was so seamless and so easy.

It meant so much to be able to do all of that in the same building, in the same appointment. I didn't have to run around while I was so stressed with my child who was in a failure to thrive situation.

Dr. Kusek

By being able to get actual data and results very quickly, I think it just eases the mind to not have to worry about what could this terrible thing be.

Within a couple of days of getting the results back, we knew what we were dealing with and were then able to proceed in a very quick manner to get him seen and to get the treatment that he needed.

Lauren Shockey

Weston is doing so great now. He just had his one-year checkup with the gastroenterologist. Everything is looking like it's supposed to, and all the inflammation in his intestines has all gone down, so he's doing really good and on the right track to be fully recovered.

The difference...with Kaiser Permanente is that I was able to do everything so simply.

Dr. Kusek

Our integrated care model is what is so key and what sets us apart from many other healthcare providers, in that we are often able to do not just an office visit, but lab, radiology, specialty care, under one roof and in a timely manner.

And in addition to that, we have many different ways that parents are able to access their care for their children, whether that be a telephone visit, a video visit. We have after hours chat where you can chat with a doc online.

So there is an understanding that parents work, and that they have lives, and the kids are at school, and oftentimes, things happen after hours, and that's often when they need the care the most.

Lauren Shockey

Kids get sick, they'll have weird little symptoms and you're like, oh my goodness, is this more than a doctor's appointment or is this something I could just chat with someone on?

...it's been so nice using the app because I'm able to chat with the doctor really quickly to determine if it warrants an appointment or not.

Kaiser Permanente is so seamless having a family.