

## **Bill Relph — Kaiser Permanente Colorado member story**

### **Bill Relph**

#### **Kaiser Permanente Colorado member**

Kaiser Steel is a company out of which Kaiser Permanente was born.

Kaiser Steel was a company with 7,000 employees. They ran 365 days a year making steel never shut down, and so it was a very dynamic job, lots of excitement.

I started as an industrial engineer, but I ended up as a director of planning.

Henry Kaiser...he was one of the seven companies that built Hoover Dam, and out of that, then he had Kaiser Aluminum, Kaiser Steel Kaiser engineers. And so, he was such a forward thinking person that he knew they needed health care, and so he started Kaiser Permanente.

They enrolled me, and I had to learn from that day on what health care was, and I did.

When I came to Colorado, they just transferred my membership right to Kaiser Permanente in Colorado.

To me, Kaiser Permanente is so complete. The service here is just amazing.

I was diagnosed with a heart problem...and I progressively got all the care I needed.

The team is keeping me going and I feel confident.

### **Samuel Mast, MD**

#### **Internal Medicine Physician**

#### **Kaiser Permanente Fort Collins Medical Offices**

Bill is so much fun to be around and I'm just so impressed with at his age at how much he may have been through medically, but how well he has done as well, and I think it's really a testament to the care that he's received here at Kaiser Permanente.

I make sure that I'm providing support for him if he's going through any new challenges or has any questions that may need a little further clarification, or he'd like just an input from his primary care.

There are a lot of benefits to being a long-term Kaiser Permanente member. I think just in terms of having that continuity and having everything all in one place, the same provider or the same primary care physician, the same specialists, the same electronic record.

Kaiser Permanente is different because of not only the model of care that we provide, but the collaboration that we have among all our providers and colleagues where we all are focused and united as one.

### **Bill Relph**

Dr. Mast always has a plan. When I come to see him, he comes prepared.

He's got an intuitive element...where he will see something in my blood work or just something in something else that I have, and then he'll send me off to a specialist to follow that, and I just feel secure going to him.

The trust that I have in Kaiser Permanente, I think is the big thing.

I've been a member of Kaiser Permanente for 68 years, and I can't think of any way to live it except with them.