

Greta Walker / Kaiser Permanente Transition

The way I stay active right now is being out in my garden, practicing yoga, taking tars on daily walks...we think he's pretty special.

Over the course of the past 25 years, I have been a Kaiser Permanente member three times.

I was really excited to come back to a place where I could have a primary care physician and a medical care team that could work with my medical needs of where I am right at this moment.

When I first met with New Member Connect, I was pleasantly surprised...The new Member Connect team helped me find a primary care doctor that could manage all of my challenging health needs...and I was very happy to be able to find a physician who was close to my house and could really direct my health care moving forward.

In the first week of being insured, I met with a clinical pharmacist and I talked to her about my medication being spread all over metro Denver at different pharmacies with different doctors...I was just put at ease immediately talking with the clinical pharmacist, and I was actually online on my record while I was on the phone with her, and as she was putting in my medications and asking me the questions about each medication, I could see them pop up right on my record, and so that just gave me the complete confidence that yes, if I need to go refill my medication next week, I can just go right down the road and it will be there at the pharmacy.

What's unique about clinical pharmacy within Kaiser Permanente is we have more than a hundred clinical pharmacists involved directly with the care teams that are taking care of our patients. So they're involved in the drug selection, the medication monitoring, optimization of their medication regimen, as well as monitoring to make sure they're safe and effective for the members.

Our clinical pharmacy team really helps get our members onboarded here at Kaiser Permanente and really sets up the physician for a meaningful first visit with their patients.

The best thing about joining Kaiser Permanente is the fact that I have all of my medications in one location. Last year I was working with six different pharmacies, some online pharmacies driving around miles during the week just to go and get medications, and it was really frustrating for me to have to do that. And when I walked back into the Kaiser Permanente building this year and was able to go see my primary care physician go and get lab work and then go pick up my prescriptions, I just remembered why I loved Kaiser Permanente so much.

The experience at Kaiser Permanente has been fantastic for me and for my family.