

CORONAVIRUS (COVID-19): Coronavirus + Telehealth

To protect our members and patients and reduce their exposure to coronavirus, we are encouraging our members to stay at home and use telehealth services. You can get care from home using Kaiser Permanente's telehealth services. This allows you to get great care without being near people who are sick.

Kaiser Permanente offers many convenient ways to get you the care you need, on your time, for low to no cost. We recognize that we all have different ways of communicating and different preferences for receiving care. If you prefer to talk to someone, call the Kaiser Permanente appointment center at 1-833-KP4-CARE to schedule a telephone or video visit with a doctor or to speak with an advice nurse.

If you prefer to get your care online, visit kp.org to take an E-visit or email your doctor. If you have mild coronavirus symptoms, we recommend these services:

- E-visits, or
- Coronavirus information line at 1-877-813-7297.

If you have coronavirus symptoms and shortness of breath, call the Appointment Center to schedule a telephone or video visit.

If you have a kp.org account and you're a KP member, we recommend taking an E-visit. It will give you a more personalized experience as it is connected to your health record. In some cases, you can even chat with a provider. If you do not have a kp.org account or have loved ones and friends who are not Kaiser Permanente members but are concerned about their symptoms, you can direct them to our online assessment available at kp.org. This assessment is available to everyone, whether or not they are Kaiser Permanente members.

To support physical distancing, we're encouraging members to use mail order for nonurgent medications and refills. This will save you time and may reduce costs. We're working to deliver mail-order prescriptions within 7 days but try to plan ahead when possible. Visit kp.org/rxrefill to get started. For urgent prescriptions, visit your closest available Kaiser Permanente pharmacy.

Hospitals are considered essential during shelter-in-place, and these facilities will remain open. However, your doctor might ask to reschedule elective procedures and surgeries during this time. Kaiser Permanente has temporarily closed all Southern California Target clinics and has temporarily closed or is limiting services at some medical offices

in Southern California. For a detailed listing of impacted facilities, go to kp.org/careoptions/scal.

PLEASE REMEMBER, DO NOT WALK IN TO ANY MEDICAL FACILITY WITHOUT SPEAKING TO A MEDICAL PROFESSIONAL FIRST to avoid putting you, your loved ones, or others around you at risk.