Your Guidebook
to Kaiser Permanente Services

kp.org/eguidebook
Welcome to your Kaiser Permanente Guidebook

Welcome to your go-to source for facility information, health resources, and more. Being at the center of your health care starts with taking advantage of all that Kaiser Permanente has to offer. Read on to see what this book has in store for you.

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The information in Your Guidebook to Kaiser Permanente Services is updated from time to time and is current as of December 2018. Plan hospitals, Plan physicians, and other Plan providers, and the services available at Plan facilities, are subject to change at any time without notice. If you have questions about Your Guidebook, please call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-766-0616 (Spanish), 1-800-787-7585 (Chinese dialects), or 711 (TTY), 24 hours a day, 7 days a week (closed holidays). Or visit kp.org/facilities for the latest updated information.
Facility Directory

Area Locations

2001 DC Station Medical Offices ............... 4
2001 Junipero Serra Blvd.
6th Floor, Ste. 650
Daly City, CA 94014

Bayhill Medical Offices ..................... 4
801 and 851 Traeger Ave.
San Bruno, CA 94066

Cancer Treatment Center ................. 4
220 Oyster Point Blvd.
South San Francisco, CA 94080

Daly City Hearing Center ............... 5
15 Southgate Ave., Ste. 210
Daly City, CA 94015

Daly City Medical Offices ............... 5
395 Hickey Blvd.
Daly City, CA 94015
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Mill Valley Medical Offices ............. 7
Strawberry Village
750 Redwood Hwy. (Frontage Rd.)
Ste. 1206
Mill Valley, CA 94941

Mission Bay Medical Offices ............. 7
1600 Owens St.
San Francisco, CA 94158
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Novato Medical Offices ................ 9
97 San Marin Dr.
Novato, CA 94945
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Petaluma Medical Offices ............... 11
3900 Lakeville Hwy.
Petaluma, CA 94954
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Rohnert Park Medical Offices .......... 15
5900 State Farm Dr.
Rohnert Park, CA 94928
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

San Bruno Medical Offices .......... 17
901 El Camino Real
San Bruno, CA 94066
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

San Francisco Medical Center .......... 17
Emergency
2425 Geary Blvd.
San Francisco, CA 94115
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

San Rafael Hearing and Speech Center .. 24
1600 Los Gamos Dr., Ste. 120
Lobby A (Entrance on the parking lot side)
San Rafael, CA 94903

San Rafael Medical Center .......... 25
Emergency
99 Montecillo Rd.
San Rafael, CA 94903
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

San Rafael Psychiatry and Chemical Dependency Services .. 30
111 Smith Ranch Rd.
San Rafael, CA 94903
Downtown San Rafael .......................... 30
Medical Offices—3rd St.
1033 3rd St.
San Rafael, CA 94901

San Rafael Oncology Services ............ 32
820 Las Gallinas Ave.
San Rafael, CA 94903

Santa Rosa Chemical Dependency/ Addiction Medicine Offices ....... 33
Fountain Grove Center
3554 and 3558 Round Barn Blvd.
Santa Rosa, CA 95403

Santa Rosa Chronic Pain, Endocrinology, and Neurology ....... 33
3559 Round Barn Blvd.
Santa Rosa, CA 95403

Santa Rosa Hearing Center and Plastic Surgery ................ 33
3333 Mendocino Ave.
Santa Rosa, CA 95403

Santa Rosa Medical Center ............... 34
Emergency
401 Bicentennial Way
Santa Rosa, CA 95403

Santa Rosa Medical Offices .............. 39
3925 Old Redwood Hwy.
3975 Old Redwood Hwy.
Santa Rosa, CA 95403

Santa Rosa Medical Offices .............. 39
3925 Old Redwood Hwy., Basic and medical equipment access (P, E, EB, IB, R, T)
3975 Old Redwood Hwy., Limited and medical equipment access (E, EB, IB, R, T)

Santa Rosa Mental Health and Wellness ......... 41
2235 Mercury Way, Ste. 240
Santa Rosa, CA 95407

Santa Rosa Mercury Way Medical Offices ............. 42
2240 Mercury Way
Santa Rosa, CA 95407

San Rafael Oncology Services ............ 32
820 Las Gallinas Ave.
San Rafael, CA 94903

South San Francisco Medical Center ...... 43
Emergency
1200 El Camino Real
South San Francisco, CA 94080

Coastal Health Alliance

Bolinas Family Practice ................. 49
Bolinas Community Health Center
88 Mesa Rd.
Bolinas, CA 94924

Point Reyes Medical Clinic .............. 49
3 Sixth St.
Point Reyes Station, CA 94956

West Marin Medical Center ........... 49
11150 State Rte. 1
Point Reyes Station, CA 94956

West Marin Pharmacy ................. 49
11 Fourth St.
Point Reyes Station, CA 94956

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

DHCS survey results legend:
P = Parking
E = Exam Room
EB = Exterior (outside) Building
IB = Interior (inside) Building
R = Restroom
T = Exam Table/Scale
See page 93 for further explanation of abbreviations.
Location Details

2001 DC Station Medical Offices
2001 Junipero Serra Blvd.
5th Floor, Ste. 500
6th Floor, Ste. 650
Daly City, CA 94014
kp.org/southsanfrancisco
650-991-6200

• Addiction Medicine and Recovery Services (AMRS)
  Hours: M–F, 8:30 a.m.–5:30 p.m.
  Register on 6th Floor and receptionist will inform you the location of your clinician.

• Psychiatry/Mental Health
  – Adult
    6th Floor, Ste. 650
    Hours: M–F, 8:30 a.m.–5:30 p.m.
  – Child and Adolescent
    5th Floor, Ste. 500
    Hours: M–F, 8:30 a.m.–5:30 p.m.

Bayhill Medical Offices
801 and 851 Traeger Ave.
San Bruno, CA 94066
kp.org/southsanfrancisco

• Acupuncture
  By referral only
  801 Traeger Ave., 2nd Floor
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Information 650-742-7200

• Chronic Pain Management
  By referral only
  801 Traeger Ave., 2nd Floor
  Hours: M–Th, 8:30 a.m.–12:30 p.m. and 1:30–4:30 p.m.
  Information 650-742-7242

• Dermatology
  By referral only
  801 Traeger Ave., 3rd Floor, Ste. 310
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:45 p.m.
  Advice/Appts. 650-742-5969

• General Information
  650-742-2000

• Occupational Health Center
  (Kaiser Permanente On-the-Job®)
  801 Traeger Ave., 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 650-742-7110
  Workers’ Compensation and Occupational Health Care.

• Outside Referrals
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Information 209-735-5750

• Pharmacy
  801 Traeger Ave., 3rd Floor
  Hours: M–F, 9 a.m.–12:45 p.m. and 1:45–5:15 p.m.
  Info./Refills by phone 650-742-2388
  Mail-order Pharmacy
    (24 hours) 1-888-218-6245
  Online refills kp.org/refill

• Physical Medicine and Rehabilitation
  By referral only
  801 Traeger Ave., 2nd Floor
  Hours: M–F, 8 a.m.–12:30 p.m. and 1:30–4:30 p.m.
  Advice/Appts. 650-742-7226

• Rehabilitation Services (Outpatient)
  By referral only
  Physical and Occupational Therapy
  801 Traeger Ave., 3rd Floor
  Hours: M–F, 8 a.m.–12:30 p.m. and 1:30–5 p.m.
  Information 650-742-7277

Cancer Treatment Center
220 Oyster Point Blvd.
South San Francisco, CA 94080
kp.org/southsanfrancisco

Hours: M–F, 8 a.m.–noon and 1–5 p.m.
Info./Appts. 650-827-6500
Daly City Hearing Center
15 Southgate Ave., Ste. 210
Daly City, CA 94015
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information 650-758-5363

Daly City Medical Offices
395 Hickey Blvd.
Daly City, CA 94015
kp.org/southsanfrancisco

- Advice Nurse
  Phone hours: 7 days, 24 hours
Internal Medicine 650-301-5860
Ob-Gyn 650-742-2173
Pediatrics 650-742-2050
Advice/Appts. 1-866-454-8855

- Bone Density
  See Radiology/Diagnostic Imaging.

- Care Management
  Cardiovascular, Diabetes, PHASE
  (Prevent Heart Attacks and Strokes Everyday)
  Information 650-301-4538

- General Information
  650-301-4800

- Gynecology
  See Obstetrics-Gynecology.

- Health Education
  4th Floor
  Hours: M–F, 9 a.m.–1 p.m.
  Information 650-301-4445

- Injections
  - Adult Medicine Injection Clinic
    3rd Floor
    Office hours: M, Tu, F,
    8 a.m.–12:30 p.m. and 1:30–5 p.m.;
    W, Th, 8 a.m.–12:30 p.m. and 1:30–6 p.m.
    Injection hours:
    M–F, 9 a.m.–12:30 p.m.
    and 1:30–5:30 p.m.
    Advice/Appts./Cancel 650-742-2173

  - Pediatric Injection Clinic
    2nd Floor
    Hours: M–F, 9 a.m.–12:30 p.m.
    and 1:30–5 p.m.

- Internal Medicine
  4th Floor
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Advice/Appts. 650-301-5860
  Cancel 650-742-2770

- Laboratory
  4th Floor
  Hours: M–F, 8 a.m.–6:30 p.m.
  Information 650-301-4408
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

- Mammography
  See Radiology/Diagnostic Imaging.

- Member Outreach
  (Personal Physician Selection)
  1st Floor
  Hours: M–F, 9 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Information 650-301-4727
  Website kp.org/mydoctor/choose

- Nutrition Clinic (Outpatient)
  By referral only
  Health Education, 4th Floor
  Hours: M–F, 9 a.m.–5 p.m., by
  appointment only
  Information 650-301-4445
• Obstetrics-Gynecology
  3rd Floor
  Office hours: M, F, 8 a.m.–12:30 p.m. and 1:30–5 p.m.;
  Tu–Th, 8 a.m.–12:30 p.m. and 1:30–6 p.m.;
  LVN injection hours:
  M–F, 8:45 a.m.–noon and 1:30–4:45 p.m.
  Phone hours: 7 days, 24 hours
  Advice/Appts./Cancel 650-742-2173

• Ophthalmology/Optical Center/Optometry
  See Vision Essentials by Kaiser Permanente.

• Pediatrics
  2nd Floor
  Office hours: M–F, 9 a.m.–5 p.m.
  Phone hours: 7 days, 24 hours
  Advice/Appts. 650-742-2050

• Pediatrics After-Hours
  Hours: Sa, Su, and holidays, 9 a.m.–12:30 p.m. and 1:30–4:30 p.m.;
  by appointment only, call for same-day appointment
  Advice/Appts. 1-866-454-8855

• Pharmacy
  1st Floor
  Hours: M–F, 9 a.m.–6:30 p.m.;
  closed Sa, Su, and holidays.
  Info./Refills by phone 650-301-5788
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill

• Radiology/Diagnostic Imaging
  3rd Floor
  Appointments 650-742-2101
  - Bone Density
    Hours: M–F, 8:30 a.m.–4 p.m.
  - Mammography
    Hours: M–F, 8 a.m.–5:30 p.m.; Saturday appointments are variable for routine screening
  - Ultrasound
    Hours: M–F, 8 a.m.–4 p.m.
  - X-ray
    Hours: M–F, 9 a.m.–5 p.m.

• Security Vehicle assistance 650-301-4522

• Teen Lounge
  2nd Floor
  Hours: M–F, 9 a.m.–12:30 p.m. and 1:30–4:30 p.m.
  Information 650-301-4474
  For teenagers 13–18 years.

• Vision Essentials by Kaiser Permanente
  5th Floor
  - Ophthalmology
    Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
    Phone hours:
    M–F, 8:45 a.m.–12:30 p.m. and 1:30–4:45 p.m.
    Advice/Appts. 650-301-5800
  - Optometry
    Office hours: M–F, 8:30 a.m.–5:45 p.m.;
    W, 8:30 a.m.–6:45 p.m.;
    Sa, 8:30 a.m.–4:45 p.m.
    Contact lens appts./Info. 650-301-4550
    Contact lens refill 1-888-586-2020
    Website kp2020.org
  - Optical Center
    Eyeglasses, contact lenses
    Hour: M, Tu, Th, F, 8:30 a.m.–5:45 p.m.;
    W, 8:30 a.m.–6:45 p.m.;
    Sa, 8:30 a.m.–4:45 p.m.
    Contact lens appts./Info. 650-301-4550
  - Optometry
    Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
    W, 8:30 a.m.–6 p.m.; Sa, 9 a.m.–4 p.m.
    Appointments 650-301-5800

• Volunteer Services
  Hours: M–F, 9 a.m.–5 p.m.
  Information 650-301-4441
Mill Valley Medical Offices
Strawberry Village
750 Redwood Hwy. (Frontage Rd.)
Ste. 1206
Mill Valley, CA 94941
kp.org/sanrafael

- Acupuncture
  By referral only
  Hours: Tu, F, 8:30 a.m.–2:50 p.m.;
  W, 8:30 a.m.–4:50 p.m.;
  Th, 8:30 a.m.–4:30 p.m.
  Appointments 415-444-4178

- Dermatology
  By referral only
  Office hours:
  M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-444-2939
  Toll free from Petaluma 707-765-2062

- General Information
  415-444-2000

Mission Bay Medical Offices
1600 Owens St.
San Francisco, CA 94158
kp.org/sanfrancisco

- Advice Nurse
  Phone hours: 7 days, 24 hours
  English 415-833-2200
  Chinese dialects 415-833-2239
  Spanish 415-833-2203

- Bone Density By referral only
  2nd Floor
  Hours: M–F, 8 a.m.–3 p.m.
  Appts./Cancel/Info./Msgs. 628-242-6260

- Cardiac Diagnostics By referral only
  4th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  628-242-6470

- Dermatology
  By referral only; by appointment only
  9th Floor
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Appts./Cancel/Info./Msgs.
  628-242-6900

- Family Medicine
  See Internal and Family Medicine.

- General Information
  415-833-2200

- Gynecology
  See Obstetrics-Gynecology.

- Health Education
  1st Floor
  Hours: M–F, 9 a.m.–5 p.m.
  Website kp.org/sanfrancisco/healthed
  For general inquiries, to schedule an appointment or to register for a class, please email us at sfhealthed@kp.org or call 415-833-3450.

- Internal and Family Medicine
  By appointment only
  4th and 5th Floors
  Hours: M–F, 8:30 a.m.–7:30 p.m.
  Advice/Appts./Cancel/Info./Msgs.
  415-833-2200
• Laboratory  
  1st Floor  
  Hours: M–F, 8 a.m.–8 p.m.  
  Appts./Cancel/Info./Msgs. 628-242-6100  
  Call requesting practitioner for test results or check most lab results online at kp.org.

• Mammography  
  2nd Floor  
  Hours: M–F, 7:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 628-242-6259

• Minor Injury Center  
  By appointment only  
  2nd Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 415-833-2291

• MRI By referral only  
  2nd Floor  
  Hours: M–F, 7 a.m.–7 p.m.  
  Appts./Cancel/Info./Msgs. 628-242-6260

• Obstetrics-Gynecology  
  By appointment only  
  8th Floor  
  Hours: M–F, 8:30 a.m.–5:30 p.m.  
  Advice/Appts./Cancel/Info./Msgs. 415-833-9600

• Occupational Health  
  (Kaiser Permanente On-the-Job®)  
  2nd Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 415-833-2291

• Orthopedics and Podiatry  
  By referral only  
  2nd Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 415-833-2291

• Pediatrics  
  By appointment only  
  3rd Floor  
  Hours: M–F, 8:30 a.m.–5:30 p.m.  
  Advice/Appts./Cancel/Info./Msgs. 415-833-2200

• Pharmacy  
  1st Floor  
  Hours: M–F, 8 a.m.–8:30 p.m.  
  Info./Refills by phone 628-242-6150  
  Mail-order Pharmacy  
  (24 hours) 1-888-218-6245  
  Online refills kp.org/refill

• Physical Medicine and Rehabilitation  
  By referral only  
  2nd Floor  
  Hours: M–F, 8:30 a.m.–5:30 p.m.  
  Appts./Cancel/Info./Msgs. 415-833-4325

• Physical Therapy  
  By referral only  
  6th Floor  
  Hours: M–F, 7 a.m.–6 p.m.  
  Appts./Cancel/Info./Msgs. 415-833-4325

• Sports Medicine  
  By referral only  
  2nd Floor  
  Hours: M–F, 8:30 a.m.–5:30 p.m.  
  Appts./Cancel/Info./Msgs. 415-833-2291

• Ultrasound By referral only  
  2nd Floor  
  Hours: M–F, 8 a.m.–7:30 p.m.  
  Appts./Cancel/Info./Msgs. 628-242-6260

• Vision Essentials by Kaiser Permanente  
  – Optical Center, 3rd Floor  
    Hours: M–F, 8 a.m.–6 p.m.  
    Appts./Cancel/Info./Msgs. 628-242-6300  
    Website kp2020.org
  – Optometry, 3rd Floor  
    Hours: M–F, 7:45 a.m.–5:30 p.m.  
    Appts./Cancel/Info./Msgs. 415-833-2020

• X-ray  
  2nd Floor  
  Hours: M–F, 8 a.m.–8 p.m.  
  Appts./Cancel/Info./Msgs. 628-242-6260
Novato Medical Offices  
97 San Marin Dr.
Novato, CA 94945
kp.org/sanrafael

- Advice Nurse  
  Phone hours: 7 days, 24 hours  
  Infectious Disease 415-899-7412  
  Internal Medicine 415-899-7412  
  Nephrology 415-899-7412  
  Obstetrics-Gynecology 415-899-7411  
  Pediatrics 415-899-7414

- After-Hours Care  
  By appointment only  
  Hours: 7 days, 6 a.m.–10 p.m.  
  Advice/Appts./Cancel 415-899-7412  
  After-hours, weekend, and holiday urgent care available by appointment only at San Rafael Medical Center.

- Allergy  
  Building C  
  Antigen injections hours: 
  M, 9 a.m.–noon and 1:30–5 p.m.;  
  Tu–F, 8:30 a.m.–noon  
  and 1:30–4:30 p.m.;  
  no injections 2nd Tuesday of each month, 11:30 a.m.–12:30 p.m.  
  Appointment hours:  
  M–F, 8:30 a.m.–4:50 p.m.  
  Advice/Appts. 415-899-7509

- Allergy Injections  
  Building C, 1st Floor  
  Hours: M, 9 a.m.–noon and 1:30–5 p.m.;  
  Tu–F, 8:30 a.m.–noon  
  and 1:30–4:30 p.m.;  
  no injections 2nd Tuesday of each month, 11:30 a.m.–12:30 p.m.  
  Information 415-899-7509

- Asthma Care Management  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 415-492-6513

- Cardiac Rehabilitation  
  Care Management  
  Hours: M–Th, 8:30 a.m.–5 p.m.  
  Information 415-492-6519  
  Located at San Rafael Medical Center.

- Care Management  
  Asthma 415-492-6513  
  Cardiac Rehab Program 415-492-6519  
  Congestive Heart Failure 415-492-6557  
  Chronic Pain Management 415-492-6315  
  Diabetes 415-492-6558  
  Erythropoietin Management Services 415-899-7817  
  Harm Reduction 415-492-6524  
  Hypertension Management 415-492-6558  
  Life Care Planning 1-866-454-4918  
  Osteoporosis/fracture prevention coordinator 415-492-6559  
  Pain Management Program 415-492-6315  
  Palliative Care 415-446-2510  
  PHASE (Prevent Heart Attacks and Strokes Everyday) 415-492-6558

- Case Management/Complex Chronic Conditions  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 415-492-6507

- Complex Chronic Conditions  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 1-866-454-4918  
  Located at Novato, Petaluma, and Downtown San Rafael Medical Offices–3rd St.

- Congestive Heart Failure Care Management  
  Hours: M–Th, 8:30 a.m.–5 p.m.  
  Information 415-492-6557  
  Located at San Rafael Medical Center.

- Diabetes/Cardiovascular Risk Care Management /PHASE (Prevent Heart Attacks and Strokes Everyday)  
  Hours: M–Th, 8:30 a.m.–5 p.m.  
  Information 415-492-6558  
  Located at Novato, Petaluma, and Downtown San Rafael Medical Offices–3rd St.
• Eye Care (Urgent)
  See Eye Care (Urgent) at Downtown San Rafael Medical Offices–3rd St.

• General Information
  415-899-7400

• Gynecology
  See Obstetrics-Gynecology.

• Health Education
  See San Rafael Medical Center.

• Home Health Care
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-893-4132

• Infectious Disease
  By referral only
  Building A, 2nd Floor
  Hours: M–F, 9 a.m.–5 p.m.
  Information 415-899-7822

• Insulin Pump Program
  Hours: M, Tu, Th, 9 a.m.–5:30 p.m.
  Information 707-765-3594
  Located at San Rafael Medical Center.

• Internal Medicine
  Building A, 2nd Floor
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.; W, 9:30 a.m.–5 p.m.
  Advice/Appts./Cancel 415-899-7412

• Laboratory
  Building A, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-899-7515
  Fasting blood work requires 12–14 hours of water-only diet. Call requesting practitioner for test results or check most lab results online at kp.org.

• Mammography
  See Radiology/Diagnostic Imaging.

• Member Services
  100 Smith Ranch Rd., 2nd Floor
  San Rafael, CA 94903
  Office hours:
  M, W, Th, F, 8:30 a.m.–5 p.m.;
  Tu, 9:30 a.m.–5 p.m.

• Member Service Contact Center
  Phone hours: 7 days, 24 hours; closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711

• Nephrology
  By referral only
  Building A, 2nd Floor
  Hours: M–F, 9 a.m.–5 p.m.
  Appts./Cancel/Msgs. 415-899-7880

• Nutrition
  By referral only
  Information 415-444-2654

• Obstetrics-Gynecology
  Building B
  Office hours: M–F, 9 a.m.–5 p.m.
  Phone hours: 7 days, 24 hours
  Advice (24 hours)/
  Appts./Cancel 415-899-7411

• Optical Center/Optometry
  See Vision Essentials by Kaiser Permanente located at Petaluma Medical Offices and Downtown San Rafael Medical Offices–3rd St.

• Pediatrics Building C
  Hours: M–F, 8:45 a.m.–5 p.m.
  Advice (24 hours)/Appts./Msgs. 415-899-7414
  After-hours, weekend, and holiday urgent care appointments at San Rafael Medical Center. School/camp forms submit directly to your pediatrician’s office.

• Pharmacy
  Building C
  Hours: M–F, 9 a.m.–6 p.m.
  Info./Refills by phone 415-899-7563
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill
• Radiology/Diagnostic Imaging
  Mammography, Radiology, X-ray
  Building B
  Hours: M–F, 9 a.m.–5 p.m.
  Appts./Cancel 415-492-6375

• Release of Medical Information
  (Medical Secretaries)
  Building A
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Information 415-899-7660
  Email san-rafael-roidepartment@kp.org

• Sleep Lab
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appointments 415-899-7890

  – CPAP Patient Management
    Hours: M–F, 7:30 a.m.–5 p.m.
    Information 415-899-7892

• X-ray
  See Radiology/Diagnostic Imaging.

Petaluma Medical Offices
3900 Lakeville Hwy.
Petalma, CA 94954
kp.org/sanrafael

• Acupuncture
  By referral only
  Medical Office Two, 1st Floor
  Occupational Medicine
  Hours: M, Tu, 8:30 a.m.–4:50 p.m.
  Appointments 415-444-4178

• Advice Nurse
  Phone hours: 7 days, 24 hours
  Internal Medicine 707-765-3960
  Ob-Gyn 707-765-3940
  Pediatrics 707-765-3920

• After-Hours Care
  By appointment only
  Hours: 7 days, 6 a.m.–10 p.m.
  Adult Medicine 707-765-3960
  Pediatrics 707-765-3920
  After-hours, weekend, and holiday urgent care available by appointment only at San Rafael Medical Center.

• Allergy
  Medical Office One, 1st Floor
  Hours: W, 8:30 a.m.–noon
  Injections hours: Tu, W, 1:30–4:30 p.m.;
  F, 9 a.m.–noon and 1:30–4:30 p.m.
  Info./Cancel/Reschedule 415-899-7509

• Anticoagulation By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-866-454-4917

• Asthma Care Management
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-492-6519
  Located at Novato Medical Offices.

• Audiology (Adult and Child)
  Medical Office Two, 2nd Floor
  Hours: M, Tu, Th, 8:30 a.m.–5 p.m.
  Advice/Appts. 707-765-2101

• Business Office
  Medical Office One, 1st Floor
  Hours: M–F, 8:30 a.m.–noon
  Information 707-765-3415
• Cardiac Rehabilitation Care Management
  Hours: M–Th, 8:30 a.m.–5 p.m.
  Information 415-492-6519
  Located at San Rafael Medical Center.

• Cardiology
  Medical Office One, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 707-765-3633

• Care Management
  Asthma 415-492-6513
  Cardiac Rehab Program 415-492-6519
  Congestive Heart Failure 415-492-6557
  Chronic Pain Management 415-492-6315
  Diabetes 415-492-6558
  Erythropoietin Management Services 415-899-7817
  Harm Reduction 415-492-6524
  Hypertension Management 415-492-6558
  Life Care Planning 1-866-454-4918
  Osteoporosis/fracture prevention coordinator 415-492-6559
  Pain Management Program 415-492-6315
  Palliative Care 415-446-2510
  PHASE (Prevent Heart Attacks and Strokes Everyday) 415-492-6558

• Case Management/
  Complex Chronic Conditions
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-492-6507

• Chemical Dependency Services (CDS)
  Information 707-765-3565
  New patients need to drop in for initial intake evaluation in San Rafael at 111 Smith Ranch Rd. or call 415-491-3000.
  Walk-in CD Educational Series located in Petaluma Medical Offices Psychiatry Department on Fridays, 5–6 p.m.

• Complex Chronic Conditions
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-866-454-4918
  Located at Novato, Petaluma, and Downtown San Rafael Medical Offices–3rd St.

• Congestive Heart Failure Care Management
  Hours: M–Th, 8:30 a.m.–5 p.m.
  Information 415-492-6557
  Located at San Rafael Medical Center.

• Diabetes/Cardiovascular Risk Care Management
  PHASE (Prevent Heart Attacks and Strokes Everyday)
  Hours: M–Th, 8:30 a.m.–5 p.m.
  Information 415-492-6558
  Located at Novato, Petaluma, and Downtown San Rafael Medical Offices–3rd St., and San Rafael Medical Center.

• Dermatology
  By referral only
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Advice/Appts. 707-765-2062

• Discharge Planning
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-444-2638

• Eye Care (Urgent)
  See Eye Care (Urgent) at Downtown San Rafael Medical Offices—3rd St.

• Family Medicine
  Medical Office One, 2nd Floor
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 6 a.m.–10 p.m.
  Advice (24 hours)/Appts./Cancel 707-765-3960

• Gastroenterology (GI)
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel 707-765-3446

• General Information
  707-765-3900

• General Surgery
  See Surgery (General).

• Gynecology
  See Obstetrics-Gynecology.
• Head and Neck Surgery
  *By referral only*
  Medical Office Two, 2nd Floor
  Hours: Days may vary, 8:30 a.m.–5 p.m.
  Advice/Appts./Cancel 707-765-2101

• Health Education
  Medical Office One, next to Pharmacy
  Information 707-765-3485

• Home Health Care
  Hours: M–F, 9 a.m.–5 p.m.
  Information 415-893-4132

• Insulin Pump Program
  Hours: M, Tu, Th, 9 a.m.–5:30 p.m.
  Information 707-765-3594
  Located at San Rafael Medical Center.

• Internal Medicine
  Medical Office One, 2nd Floor
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 6 a.m.–10 p.m.
  Advice (24 hours)/Appts./Cancel 707-765-3960

• Laboratory
  Medical Office One, 1st Floor
  Hours: M–F, 7:30 a.m.–5 p.m.
  Information 707-765-3420
  Fasting blood work requires 12–14 hours of water-only diet. Call requesting practitioner for test results or check most lab results online at kp.org.

• Mammography
  See Radiology/Diagnostic Imaging.

• Member Assistance
  Medical Office One, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 707-765-3441

• Member Outreach
  (Personal Physician Selection)
  Hours: M–F, 8 a.m.–5 p.m.
  Information 707-765-3545
  Website kp.org/mydoctor/choose

• Member Services
  100 Smith Ranch Rd., 2nd Floor
  San Rafael, CA 94903
  Office hours: M, W, Th, F, 8:30 a.m.–5 p.m.; Tu, 9:30 a.m.–5 p.m.

• Member Service Contact Center
  Phone hours: 7 days, 24 hours; closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711

• Nutrition
  *By referral only*
  Information 415-444-2654

• Obstetrics-Gynecology
  Medical Office Two, 2nd Floor
  Office hours: M–F, 9 a.m.–5 p.m.
  Phone hours: 7 days, 24 hours
  Advice (24 hours)/Appts./Cancel 707-765-3940

• Occupational Health Center
  (Kaiser Permanente On-the-Job®)
  Medical Office Two, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. 707-765-3800
  Medical treatment for work-related injuries and illnesses.

• Ophthalmology/Optical Center/Optometry
  See Vision Essentials by Kaiser Permanente.

• Orthopedic Surgery
  *By referral only*
  Medical Office Two, 2nd Floor
  Information 707-765-6225

• Pediatrics
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice (24 hours)/Appts./Msgs. 707-765-3920
  Toll free from Petaluma 707-762-2547
  Petaluma pediatrics department is open Martin Luther King Jr. Day and Presidents Day. After-hours, weekend, and all other holiday appointments available at San Rafael Medical Center. School/camp forms submit directly to pediatrician’s office at Petaluma Medical Offices.
• PET/CT Scan
  See Radiology/Diagnostic Imaging.

• Pharmacy
  Medical Office One, 1st Floor
  Hours: M–F, 9 a.m.–6 p.m.;
  closed most holidays
  Info./Refills by phone 707-765-3450
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill

• Physical Medicine and Rehabilitation
  By referral only
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Msgs. 707-765-6225

• Physical Therapy
  By referral only
  Medical Office Two, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info. 707-765-3888

• Podiatry
  By referral only
  Medical Office Two, 2nd Floor
  Hours: Days vary, 8:30 a.m.–5 p.m.
  Advice/Appts./Msgs. 707-765-6225

• Psychiatry
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 707-765-3565

• Radiology/Diagnostic Imaging
  - CT Scan
    See San Rafael Medical Center.
  - Mammography
    Medical Office One, 1st Floor
    Hours: M–F, 8:15 a.m.–4 p.m.
    Appts./Info. 707-765-3684
  - MRI
    See San Rafael Medical Center.
  - PET/CT Scan
    Medical Office One, 1st Floor
    Appts./Info. 415-444-2363
  - Radiology
    Medical Office Two, 2nd Floor
    Hours: M–F, 9 a.m.–5 p.m.
    Appts./Info. 415-492-6375
  - Ultrasound
    Medical Office One, 1st Floor
    Hours: M–F, 7:30 a.m.–5 p.m.
    Appts./Info. 415-492-6375

• Release of Medical Information
  (Medical Secretaries)
  Medical Office One, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 707-765-3424
  Email san-rafael-roi-department@kp.org

• Social Services
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-444-2638

• Surgery (General)
  By referral only
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Cancel 707-765-6240

• Ultrasound
  See Radiology/Diagnostic Imaging.

• Urology
  By referral only
  Hours: Days may vary,
  8:30 a.m.–5 p.m.
  Advice/Appts./Cancel 707-765-2101
• Vision Essentials by Kaiser Permanente
  Medical Office Two, 1st Floor
- Optical Center
  Eyeglasses, contact lenses
  Hours: M–F, 8:30 a.m.–5:30 p.m.
  Appts./Info. 707-765-3930
  Contact lens refill 1-888-586-2020
  Website kp2020.org
- Optical Sales
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Msgs. 707-765-3930
- Optometry
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Appointments 707-765-6224
  Cancel (24 hours) 707-765-3517
- X-ray
  See Radiology/Diagnostic Imaging.

Rohnert Park Medical Offices
5900 State Farm Dr.
Rohnert Park, CA 94928
kp.org/santarosa

• Advice Nurse
  Phone hours: 7 days, 24 hours
  Family Medicine/Pediatrics/
  Ob-Gyn 707-206-3044

• Family Medicine
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice (24 hours)/Appts. 707-206-3044

• General Information
  707-206-3000

• Laboratory
  Hours: M–F, 6 a.m.–5 p.m.
  Information 707-206-3003
  Fasting blood work requires 8–12 hours
  of water-only diet. Call requesting
  practitioner for test results or check most
  lab results online at kp.org.

• Obstetrics-Gynecology
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice (24 hours)/Appts. 707-206-3044

• Mammography
  See Radiology/Diagnostic Imaging.

• Member Outreach
  (Personal Physician Selection)
  Hours: M–F, 9 a.m.–5 p.m.
  Information 707-393-3186
  Website kp.org/mydoctor/choose

• Member Services
  Office hours: M–F, 9 a.m.–noon
  and 1:30–5 p.m.

• Member Service Contact Center
  Phone hours: 7 days, 24 hours;
  closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711
• Occupational Health Center  
(Kaiser Permanente On-the-Job®)  
Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
Advice/Appts./Authorization/Info./Transfer 707-206-3091  
Fax 707-206-3093  
Medical treatment for work-related injuries and illnesses. Pre-employment screening, fitness for duty, and DMV physicals.

• Optical Center/Optometry  
See Vision Essentials by Kaiser Permanente.

• Pediatrics  
Hours: M–F, 8:30 a.m.–5 p.m.  
Advice (24 hours)/Appts. 707-206-3044

• Pharmacy  
Hours: M–F, 8:30 a.m.–6 p.m.  
Info./Refills by phone 707-206-3001  
Mail-order Pharmacy  
(24 hours) 1-888-218-6245  
Online refills kp.org/refill

• Psychiatry  
Appts./Info. 707-571-3778

• Radiology/Diagnostic Imaging  
– Digital mammography and X-ray, General X-ray  
Hours: M–F, 8:30 a.m.–5 p.m.

– Mammography  
Hours: M–F, 7:30 a.m.–4 p.m.  
Phone hours: M–F, 7:30 a.m.–4 p.m.  
Appts./Info. 707-206-3103  
Call your physician for test results.

• Release of Medical Information  
(Medical Secretaries)  
Release of information, disability claims  
Hours: M–F, 9:30 a.m.–12:30 p.m. and 1:30–4 p.m.  
Information 707-206-3072  
Email sro.roi@kp.org

• Rehabilitation Services  
By referral only  
Physical therapy  
Hours: M, W, F, 8 a.m.–4:30 p.m.  
Appointment 707-566-5844

• Spanish Language Line  
(Línea de Asistencia en Español)  
Información 1-800-788-0616  
Consejos/Citas 707-206-3086

• Vision Essentials by Kaiser Permanente  
– Optical Center  
Eyeglasses, contact lenses  
Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5:15 p.m.  
Appts./Info. 707-206-3200  
Contact lens refill 1-888-586-2020  
Website kp2020.org  
– Optometry  
Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
Appts./Msgs. 707-566-6060
San Bruno Medical Offices
901 El Camino Real
San Bruno, CA 94066
kp.org/southsanfrancisco

- Advice Nurse
  Phone hours: 7 days, 24 hours
  Advice 650-742-2100
  Advice/Appts. 1-866-454-8855

- Care Management
  Cardiovascular, Diabetes, PHASE
  (Prevent Heart Attacks and Strokes Everyday)
  Information 650-301-4538

- General Information
  650-742-2000

- Internal Medicine
  Office hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Phone hours: 7 days, 24 hours
  Advice (24 hours)/Appts. 650-742-2100
  Cancel 650-742-2770

- Pharmacy
  1st Floor
  Hours: M–F, 9 a.m.–12:45 p.m.
  and 1:45–5:15 p.m.
  Info./Refills by phone 650-742-1388
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill

San Francisco Medical Center
Emergency
2425 Geary Blvd.
San Francisco, CA 94115
kp.org/sanfrancisco

When calling our San Francisco Medical Center, be sure to use the 1 + 415 area code, even when calling locally. We want to be certain you reach us when you need us, and not a private residence or another company.

- Addiction Medicine and Recovery Services (AMRS)
  1201 Fillmore St.
  Hours: M–Th, 7:30 a.m.–8:30 p.m.;
  F, 7:30 a.m.–5:30 p.m.;
  Sa, Su, 8:30 a.m.–1 p.m.
  Information 415-833-9400

- Admitting
  2425 Geary Blvd., lobby level
  Hours: 7 days, 24 hours
  Information 415-833-4077

- Adult and Family Medicine
  2238 Geary Blvd., 4th and 6th Floors
  Hours: M–F, 8:30 a.m.–5:30 p.m.
  Advice/Appts.
    English 415-833-2200
    Chinese dialects 415-833-2239
    Spanish 415-833-2203

- Advice Nurse
  Phone hours: 7 days, 24 hours
  English 415-833-2200
  Chinese dialects 415-833-2239
  Spanish 415-833-2203
• Allergy/Immunology
  1635 Divisadero St., 1st Floor
  Hours: M, W, F, 8:30 a.m.–12:30 p.m.
  and 1:15–5 p.m.; Tu, noon–3 p.m.
  and 3:45–7 p.m.; Th, 8 a.m.–12:30 p.m. and 1:15–5 p.m.
  Injections hours:
  M, Th, 8:30 a.m.–noon
  and 1:45–4:30 p.m.;
  Tu, noon–2:30 p.m. and 4–6 p.m.;
  W, 8:30 a.m.–noon; there is a
  30-minute wait required after injection
  Information 415-833-3780

• Ambulatory Surgery
  By referral only
  2425 Geary Blvd., 4th Floor
  Information 415-833-3314
  or 415-833-3308

• Apnea Clinic
  By referral only
  450 6th Ave., 4th Floor
  Information 415-833-5700

• Audiology/Hearing Center
  4141 Geary Blvd., 1st Floor
  Hours: M–F, 8 a.m.–12:30 p.m.
  and 1:30–5:30 p.m.
  Information 415-833-8222
  Fax 415-833-8444

• Autism Spectrum Disorders
  Evaluation Center
  By referral only
  4141 Geary Blvd., 4th Floor
  Hours: M–F, 9 a.m.–5 p.m.
  Information 415-833-4189

• Bone Density
  By referral only
  2238 Geary Blvd., 3rd Floor
  Hours: M–F, 8 a.m.–5 p.m.
  Information 415-833-0255

• Business Office
  Information 415-833-2929
  – 2238 Geary Blvd., lobby level
  Hours: M–F, 8 a.m.–4:30 p.m.
  Information 415-833-2934
  – 2425 Geary Blvd., lobby level
  Hours: M–F, 8 a.m.–4:30 p.m.
  Information 415-833-2945

• Cardiac Fitness and Rehabilitation
  By referral only
  1635 Divisadero St., Ste. 300
  Hours: Tu, Th, 9:30 a.m.–12:30 p.m.
  Information 415-833-4326

• Cardiology
  By referral only
  2238 Geary Blvd., 8th Floor
  Hours: M–F, 8 a.m.–5 p.m.
  Information 415-833-2616

• Cardiothoracic Surgery
  By referral only
  2238 Geary Blvd., 8th Floor
  Hours: M–F, 8 a.m.–5 p.m.
  Information 415-833-3800

• Chronic Conditions Management
  2350 Geary Blvd.
  Information 415-833-0142

• Chronic Pain Management
  By referral only
  4141 Geary Blvd.
  2nd Floor, Room 212
  Hours: M, Tu, Th, 8 a.m.–5:30 p.m.;
  W, F, 8 a.m.–5 p.m.
  Information 415-833-4414

• Clinical Trials
  By referral only
  4141 Geary Blvd., Ste. 219
  Information 415-833-3480

• Computed Tomography (CT)
  See Radiology/Diagnostic Imaging.

• Coordination of Benefits
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Patient Financial Services
  1-800-201-2123
• Disability Claims
  2238 Geary Blvd., 2nd Floor
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Information 415-833-2933
  Fax 1-877-612-2937

• Discharge Planning
  2425 Geary Blvd., mezzanine
  Information 415-833-3530

• Durable Medical Equipment (Northern California)
  Phone hours: 7 days, 8:30 a.m.–5 p.m.
  Information 1-877-317-6230

• ECHO (Echocardiography)
  By referral only
  2238 Geary Blvd., 8th Floor
  2425 Geary Blvd., 2nd Floor
  Hours: M–F, 8 a.m.–4:30 p.m.
  Information 415-833-4270

• EEG (Electroencephalography)/Sleep Lab
  By referral only
  450 6th Ave., 3rd Floor
  Information 415-833-3626

• EKG (Electrocardiography)
  By referral only
  2238 Geary Blvd., 3rd Floor NE
  Hours: M–F, 8 a.m.–5 p.m.
  Information 415-833-2615

• Emergency
  2425 Geary Blvd., 2nd Floor
  Hours: 7 days, 24 hours
  Information 415-833-3304

• Ethics Committee
  Consultation/Info. 415-833-4702

• Eye Care (Urgent)
  Medical problems only
  1635 Divisadero St.
  Hours: M–F, 8 a.m.–5 p.m.
  Information 415-833-2020

• Gastroenterology (GI)
  By referral only
  2350 Geary Blvd., 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 415-833-3514
  Sigmoidoscopies are done at 2238 Geary Blvd. See also Sigmoidoscopy.

• Gender Pathways
  1635 Divisadero St., 6th Floor
  Hours: Th (1st and 3rd), 8:30 a.m.–12:30 p.m.
  Information
  415-833-TRNS (415-833-8767)

• General Information
  415-833-1222

• Genetics By referral or self-referred
  2350 Geary Blvd., 3rd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-2998

• Gynecology
  See Obstetrics-Gynecology.

• Head and Neck Surgery
  By referral only
  450 6th Ave., 2nd Floor
  Hours: M–F, 8 a.m.–5 p.m.
  Information 415-833-6673

• Health Education
  - Healthy Living Store
    and Outpatient Nutrition Clinic
    2241 Geary Blvd.
    Hours: M–F, 9 a.m.–5 p.m.
  - Technology and Wellness Center
    2238 Geary Blvd, lobby
    Hours: M–F, 9 a.m.–5 p.m.

  For general inquiries, to schedule an appointment, or to register for a class,
  please email us at sfhealthed@kp.org or call 415-833-3450.
  Website kp.org/sanfrancisco/healthed.

• Health Sciences Library
  2425 Geary Blvd., mezzanine
  Hours: M–F, 9:30 a.m.–6 p.m.
  Information 415-833-3837
• Hearing Center
  4141 Geary Blvd., 1st Floor
  Hours: M–F, 8 a.m.–5:30 p.m.
  Information 415-833-8222
  Fax 415-833-8444
• HIV Care and Prevention
  2238 Geary Blvd.,
  APC Team 1, 4th Floor
  HIV benefits coordinators
    415-833-3475
  HIV program voice mail 415-833-0018
  Support groups 415-833-2292
  Walk-in support group 415-833-8720
  For immediate attention or acute medical
  need, including possible HIV exposure, call 415-833-2200.
• Home Health Care
  Information 415-833-2770
• Hospice
  4131 Geary Blvd., 3rd Floor
  Hours: M–F, 8 a.m.–5 p.m.
  Bereavement coordinator
    415-833-3173
  Information 415-833-3655
• Hospital Information
  2425 Geary Blvd., mezzanine
  Information 415-833-2000
• Hospital Medicine
  2425 Geary Blvd.
  Hours: M–F, 8 a.m.–4 p.m.
  Information 415-833-2850
  Operator 415-833-2000
• Immunohistochemistry and
  Hematopathology (Regional)
  350 St. Joseph’s Ave., 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-6477
• Infusion Center
  By referral only
  2238 Geary Blvd., 8th Floor
  Hours: M–F, 8 a.m.–4:30 p.m.
  Information 415-833-3422
• Injury Center and Sports Medicine
  By appointment only
  2238 Geary Blvd., 3rd Floor SE
  Office hours: M–F, 8:30 a.m.–7:30 p.m.;
  Sa, Su, holidays, 9 a.m.–5 p.m.
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-2291
• Interpreter Services
  Interpreter services are available for our
  members 24/7. On-site, telephonic, and
  video interpreter services are available. Please request an interpreter when you
  make an appointment with your provider
  for any health care related services.
• Interventional Pain Clinic
  By referral only
  2238 Geary Blvd., 7th Floor NW
  Hours: M–F, 8 a.m.–4:30 p.m.
  Information 415-833-0095
• Laboratory
  – 2238 Geary Blvd., 2nd Floor
  Outpatient phlebotomy
  Hours: M–F, 6:15 a.m.–8 p.m.;
  Sa, Su, holidays, 7 a.m.–4 p.m.
  Information 415-833-3580
  – 2425 Geary Blvd., 1st Floor
  Inpatient hours: 7 days, 24 hours;
  no outpatient services
  Information 415-833-3875
  – 4131 Geary Blvd., 1st Floor
  French Campus Presurgery Center
  Outpatient phlebotomy
  Hours: M–F, 9 a.m.–12:30 p.m.
  and 1:30–5 p.m.; closed holidays
  Information 415-833-3283
  – Results 415-833-2200
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.
• Labor and Delivery
  2425 Geary Blvd., 3rd Floor
  Hours: 7 days, 8 a.m.–8 p.m.
  Information 415-833-2515

• Mammography
  2238 Geary Blvd., 3rd Floor
  Hours: M, Tu, 7:30 a.m.–7:30 p.m.;
  W–F, 7:30 a.m.–6:30 p.m.
  Appts./Cancel/Info. 415-833-2200

• Medical Records (Inpatient)
  Birth/death certificates 415-833-3825

• Member Outreach
  (Personal Physician Selection)
  2238 Geary Blvd., 1st Floor
  Hours: M–F, 9 a.m.–5 p.m.
  Information 415-833-2562
  Website kp.org/mydoctor/choose

• Member Services
  2238 Geary Blvd., 1st Floor
  Office hours: M–F, 9 a.m.–5 p.m.

• Member Service Contact Center
  Phone hours: 7 days, 24 hours;
  closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711

• MRI
  See Radiology/Diagnostic Imaging.

• Nephrology
  By referral only
  Renal care and pre-transplant
  2238 Geary Blvd., 2nd Floor SW
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-3828

• Nephrology Specialty
  By referral only
  Post-renal transplant program
  450 6th Ave., 3rd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-8726

• Neurology
  By referral only
  450 6th Ave., 3rd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-2202

• Nuclear Medicine
  By referral only
  2245 Geary Blvd., 2nd Floor
  Hours: M–F, 8 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Information 415-833-4200

• Nutrition Clinic
  By referral only
  2241 Geary Blvd.
  Hours: M–F, 9 a.m.–5 p.m.
  Information 415-833-3862

• Obstetrics-Gynecology
  2238 Geary Blvd., 5th and 7th Floors
  Hours: M–F, 8 a.m.–5 p.m.
  Advice/Appts.
  English 415-833-2200
  Chinese dialects 415-833-2239
  Spanish 415-833-2203

– Labor and Delivery
  2425 Geary Blvd., 3rd Floor
  Hours: 7 days, 8 a.m.–8 p.m.
  Information 415-833-2515

• Occupational Health Center
  (Kaiser Permanente On-the-Job®)
  601 Van Ness Ave., Opera Plaza
  Mezzanine level, Ste. 2008
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-9600
  Treatment for work-related injuries and illnesses, pre-placement, employment and other exams.

• Oncology
  By referral only
  2238 Geary Blvd., 8th Floor SE
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-3692

• Ophthalmology/Optical Center/Optometry
  See Vision Essentials by Kaiser Permanente.
• Orthopedic Surgery  
  By referral only  
  - 2238 Geary Blvd., 5th Floor  
    Hours: M–F, 8 a.m.–5 p.m.  
    Information 415-833-3898  
  - 2238 Geary Blvd., 3rd Floor SE  
    Hours: M–F, 8:30 a.m.–5 p.m.  
    Information 415-833-3898  

• Palliative Care  
  By referral only  
  2238 Geary Blvd., 2nd Floor SW  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Please contact your doctor for information.  

• Pathology  
  350 St. Joseph’s Ave., 1st Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 415-833-3870  

• Pediatrics  
  2238 Geary Blvd., 5th Floor  
  Hours: M–F, 9 a.m.–5 p.m.;  
  Sa, Su, 9 a.m.–1 p.m.  
  Advice/Appts.  
    English 415-833-2200  
    Chinese dialects 415-833-2239  
    Spanish 415-833-2203  
  School/camp forms 415-833-4647  

• Perioperative Surgery (Cardiothoracic)  
  By referral only  
  2425 Geary Blvd.  
  Information 415-833-3800  
  - Center for Perioperative Medicine  
    2425 Geary Blvd., lobby level  
    Information 415-833-2370  

• Pharmacies  
  - 2238 Geary Blvd., Main Pharmacy  
    Hours: M–F, 8:30 a.m.–8:30 p.m.;  
    Sa, 9 a.m.–6 p.m.;  
    Su, holidays, 9:30 a.m.–6 p.m.  
    Info./Refills by phone 415-833-8150  
  - 2238 Geary Blvd., 6th Floor  
    Hours: M–F, 9:30 a.m.–1 p.m.  
    and 2–5:30 p.m.  
    Info./Refills by phone 415-833-8150  
  - 4141 Geary Blvd., French Campus  
    Outpatient Pharmacy  
    Hours: M–F, 9 a.m.–6 p.m.;  
    closed Sa, Su, holidays  
    Info./Refills by phone 415-833-3295  

• Physical Medicine and Rehabilitation  
  By referral only  
  Physical Medicine, Physical Therapy,  
  Occupational Therapy, Speech Therapy  
  1635 Divisadero St., 3rd Floor, Ste. 300  
  Hours: M–F, 8 a.m.–5 p.m.  
  Appts./Info. 415-833-4325  

• Physical Therapy Satellite Office  
  350 St. Joseph’s Ave., 1st Floor  
  Hours: M–F, 8 a.m.–5 p.m.  
  Appts./Info. 415-833-4325  

• Plastic and Reconstructive Surgery  
  1635 Divisadero St., 6th Floor  
  Hours: M–F, 8:30 a.m.–5:30 p.m.  
  Information 415-833-7527 (415-833-PLAS)  

• Podiatry  
  By referral only  
  - 450 6th Ave., 5th Floor  
    Hours: M–F, 8 a.m.–5 p.m.  
    Information 415-833-3898  
  - 2238 Geary Blvd., 3rd Floor SE  
    Hours: M–F, 8:30 a.m.–5 p.m.  
    Information 415-833-3898
• Presurgery Center  
 2425 Geary Blvd., lobby level  
  Information 415-833-2370

• Psychiatry  
  4141 Geary Blvd., 3rd Floor  
  Hours: M–Th, 7:30 a.m.–7 p.m.;  
  F, 7:30 a.m.–5 p.m.  
  Information 415-833-2292

• Pulmonary Function Testing (PFT)  
  By referral only  
  2350 Geary Blvd., 1st Floor  
  Hours: M–F, 8 a.m.–5 p.m.  
  Information 415-833-3412

• Pulmonology  
  By referral only  
  2350 Geary Blvd., 1st Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 415-833-1785

• Radiology/Diagnostic Imaging  
  Information 415-833-3700
  
  - 2238 Geary Blvd., 3rd Floor  
    Hours: M–F, 7 a.m.–12:30 p.m.  
    and 1:30–8 p.m.;  
    Sa, Su, 8:30 a.m.–12:30 p.m.  
    and 1:30–5 p.m.  
    X-ray hours: M–F, 8 a.m.–12:30 p.m.  
    and 1:30–8 p.m.;  
    Sa, Su, 8:30 a.m.–12:30 p.m.  
    and 1:30–5 p.m.  
    CT Scan hours: M–F, 8 a.m.–12:30 p.m.  
    and 1:30–4:30 p.m.  
  
  - 2425 Geary Blvd., 2nd Floor  
    Hours: 7 days, 24 hours  
  
  - 4131 Geary Blvd., 1st Floor  
    MRI hours: M–F, 6:30 a.m.–6:30 p.m.  
    X-ray hours: M–F, 8 a.m.–5 p.m.  
  
  - 350 St. Joseph’s Ave., basement  
    Digital Imaging Librarian hours:  
    M–F, 8 a.m.–5 p.m.  
    PET CT hours: Tu–Th, 7 a.m.–6 p.m.

• Release of Medical Information (ROMI)  
  2238 Geary Blvd., 7th Floor  
  Hours: M–F, 9 a.m.–4:30 p.m.  
  Disability fax 1-877-612-2937  
  Disability info. 415-833-2933  
  ROMI fax 1-877-601-2476  
  ROMI info. 415-833-3778

• Rheumatology  
  By referral only  
  2238 Geary Blvd., 2nd Floor SW  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 415-833-0772

• Sigmoidoscopy  
  By referral only  
  2238 Geary Blvd., 2nd Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. 415-833-3514

• Sleep Lab  
  See EEG (Electroencephalography).

• Social Services  
  2425 Geary Blvd., mezzanine  
  Information 415-833-3530

• Spine Clinic  
  By referral only  
  1635 Divisadero St., Ste. 300  
  Hours: M–F, 8 a.m.–5:30 p.m.  
  Appts./Info. 415-833-4325

• Surgery (Outpatient)  
  2238 Geary Blvd., 2nd Floor  
  Hours: M–F, 8:30 a.m.–5:30 p.m.  
  General Surgery 415-833-3385  
  Vascular Surgery 415-833-3383

• Transgender Surgery  
  1635 Divisadero St, 6th Floor, Ste. 601  
  Hours: M–F, 8:30 a.m.–5:30 p.m.  
  Information 415-833-8767 (415-833-TRNS)

• Transportation  
  2190 O'Farrell St.  
  Information 415-833-3775

• TTY  
  California Relay Service 711  
  Fax 415-356-0495
• Ultrasound
  See Radiology/Diagnostic Imaging.

• Urgent Care
  - Adult Medicine
    2238 Geary Blvd., 3rd Floor
    Hours: M–F, 5:30–7:30 p.m.;
    Sa, Su, holidays, 9 a.m.–5 p.m.
    Information 415-833-2200

  - Pediatrics
    2200 O’Farrell St.
    Hours: Sa, Su, holidays, 9 a.m.–1 p.m.
    Information 415-833-2200

• Urology
  *By referral only*
  450 6th Ave., 4th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-3239

• Vision Essentials by Kaiser Permanente
  1635 Divisadero St., 3rd and 4th Floors

  - Ophthalmology
    Hours: M–F, 8 a.m.–5 p.m.
    Information 415-833-2020

  - Optical Center
    Eyeglasses, contact lenses
    Hours: M–W, F, 8:30 a.m.–5:30 p.m.;
    Th, 8:30 a.m.–8:30 p.m.;
    Sa, 8:30 a.m.–4:30 p.m.
    Appts./Info. 415-833-2799
    Contact lens refill 1-888-586-2020
    Website kp2020.org

  - Optometry
    Hours: M–W, F, 8 a.m.–5 p.m.;
    Th, 8 a.m.–8 p.m.;
    Sa, 8:30 a.m.–4:30 p.m.
    Appts./Info. 415-833-5665

San Rafael Hearing and Speech Center
1600 Los Gamos Dr., Ste. 120
Lobby A (Entrance on the parking lot side)
San Rafael, CA 94903
kp.org/sanrafael

  - Audiology
    Advice/Appts./Cancel 415-444-2919

  - Hearing Center
    Hours: M–F, 8:30 a.m.–5 p.m.
    Appointments 415-444-7400

  - Speech Therapy
    *By referral only*
    Hours: M–F, 8:30 a.m.–5 p.m.
    Appointments 415-444-7400
San Rafael Medical Center
Emergency
99 Montecillo Rd.
San Rafael, CA 94903
kp.org/sanrafael

- Admitting
  Hospital, 3rd Floor
  Hours: 7 days, 24 hours
  Information 415-444-2075

- After-Hours Care
  - Adult Medicine
    By appointment only
    Medical Office One, 3rd Floor
    Hours: M–F, 5–8:30 p.m.;
    Sa, Su, holidays, 8:30 a.m.–5 p.m.
    Advice (24 hours)/Appts. 415-444-294
  - Pediatrics
    By appointment only
    Medical Office Two, 1st Floor
    Advice (24 hours)/Appts. 415-444-4460

- Anticoagulation
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-866-454-4917

- Asthma Care Management
  Hours: M–F, 7:30 a.m.–4 p.m.
  Information 415-492-6513
  Located at Novato Medical Offices.

- Cardiac Rehabilitation Care
  Management
  By referral only
  Hours: M–Th, 8:30 a.m.–5 p.m.
  Information 415-492-6519

- Cardiology
  By referral only
  Medical Office One, 3rd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-444-4620
  from Petaluma 707-765-3633

- Care Management
  Asthma 415-492-6513
  Cardiac Rehab Program 415-492-6519
  Congestive Heart Failure 415-492-6557
  Chronic Pain Management 415-492-6315
  Diabetes 415-492-6558
  Erythropoietin Management Services 415-899-7817
  Harm Reduction 415-492-6524
  Hypertension Management 415-492-6558
  Life Care Planning 1-866-454-4918
  Osteoporosis/fracture prevention coordinator 415-492-6559
  Pain Management Program 415-492-6315
  Palliative Care 415-446-2510
  PHASE (Prevent Heart Attacks and Strokes Every Day) 415-492-6558

- Case Management/Complex Chronic Conditions
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-866-454-4918
  Located at Novato, Petaluma, and Downtown San Rafael Medical Offices–3rd St.

- Chinese Interpreter Call Center
  Hours: M–F, 7 a.m.–6 p.m.;
  Sa, 8 a.m.–1 p.m.
  Information 1-877-393-2332
  Adult Medicine, Ob-Gyn, Pediatric advice/Appts. 415-833-2239

- Audiology
  See San Rafael Hearing and Speech Center.

- Business Office
  Medical Office One, 1st Floor
  Hours: M–F, 9 a.m.–3 p.m.
  Information/Billing Office 415-444-2100
  Financial Advisor 415-444-2409

- Cardiac Catheterization Lab
  By referral only
  Medical Office One, 1st Floor
  Hours: M–F, 7:30 a.m.–3:30 p.m.
  Information 415-444-4957
• Chronic Pain Management
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-492-6315

• Complex Chronic Conditions
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-866-454-4918
  Located at Novato, Petaluma, and Downtown San Rafael Medical Offices–3rd St.

• Congestive Heart Failure Care Management
  Hours: M–F, 8:30 a.m.–4 p.m.
  Information 415-492-6557

• Coordination of Benefits
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Patient Financial Services 1-800-201-2123

• CT Scan
  See Radiology/Diagnostic Imaging.

• Diabetes/Cardiovascular Risk Care Management/PHASE (Prevent Heart Attacks and Strokes Everyday)
  Hours: M–F, 8:30 a.m.–4 p.m.
  Information 415-492-6558
  Located at Novato, Petaluma, and Downtown San Rafael Medical Offices–3rd St., and San Rafael Medical Center.

• Dermatology
  By referral only
  Medical Office One, 4th Floor
  Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-444-2939 from Petaluma 707-765-2062

• Discharge Planning
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. 415-444-2638

• Durable Medical Equipment (Northern California)
  Phone hours: 7 days, 8:30 a.m.–5 p.m.
  Information 1-877-317-6230

• Emergency
  Hours: 7 days, 24 hours
  Information 415-444-2400

• Eye Care (Urgent)
  See Eye Care (Urgent) at Downtown San Rafael Medical Offices–3rd St.

• Gastroenterology (GI)
  By referral only
  Medical Office One, 5th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-444-2291

• General Information
  415-444-2000

• General Surgery
  See Surgery (General).

• Gynecology
  See Obstetrics-Gynecology.

• Head and Neck Surgery
  By referral only
  Medical Office One, 4th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-444-2919
  Toll free from Petaluma 707-765-2101

• Health Education
  Medical Office One, 3rd Floor
  (Across from Pharmacy)
  Hours: M–F, 9 a.m.–5 p.m.
  Information 415-444-2173

• Health Sciences Library
  Medical Office One, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-444-2058

• Hematology/Oncology
  See San Rafael Oncology Services.
- Hepatitis C Services
  *By referral only*
  Treatment coordinator **415-444-4572**

- HIV services
  *By referral only*
  Hours: M–F, 8:30 a.m.–5:30 p.m.
  HIV coordinator **415-444-4572**

- Home Health Care
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information **415-893-4132**

- Infectious Disease
  *By referral only*
  Hours: M–F, 8:30 a.m.–5 p.m.
  HepC coordinator **415-899-7866**
  HIV coordinator **415-444-4572**
  Information **415-444-2497**
  Latent TB coordinator **415-899-7865**
  PrEP coordinator **415-899-7865**

- Infusion Therapy
  *By referral only*
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Information **415-444-2319**

- Insulin Pump Program
  *By referral only*
  Hours: Tu, W, F, 9 a.m.–5:30 p.m.
  Information **415-444-4742**

- Internal Medicine
  **Medical Office One, 3rd and 5th Floors**
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice (24 hours)/Appts. **415-444-2940**

- Interpreter Services
  On-site interpreter services in most languages are available. Request an interpreter when you make an appointment. Please inquire with the medical staff when in need of an interpreter.

- Laboratory
  **Medical Office One, 1st Floor**
  Hours: M–F, 7 a.m.–6 p.m.; Sa, 8 a.m.–3 p.m.
  Information **415-444-2064**
  Fasting blood work requires 12–14 hours of water-only diet. Call requesting practitioner for test results or check most lab results online at **kp.org**.

- Mammography
  See Radiology/Diagnostic Imaging.

- Pulmonology
  *By referral only*
  **Medical Office One, 5th Floor**
  Hours: M–F 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Advice/Appts. **415-444-2891**

- Oncology
  See San Rafael Oncology Services.

- Member Outreach
  *(Personal Physician Selection)*
  Hours: M–F, 8 a.m.–5 p.m.
  Information **415-492-6545**
  Website **kp.org/mydoctor/choose**

- Member Services
  **100 Smith Ranch Rd., 2nd Floor**
  San Rafael, CA 94903
  Office hours: M, W, Th, F, 8:30 a.m.–5 p.m.; Tu, 9:30 a.m.–5 p.m.

- Member Service Contact Center
  Phone hours: 7 days, 24 hours; closed holidays
  English **1-800-464-4000**
  Spanish **1-800-788-0616**
  Chinese dialects **1-800-757-7585**
  TTY **711**

- Mohs/Dermatology Services
  *By referral only*
  **Medical Office One, 4th Floor**
  Microscopic Skin Cancer Surgery
  Hours: M–F, 7 a.m.–3 p.m.
  Information **415-444-2233**
• Neurology
  By referral only
  Medical Office Two, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-444-2905

• Nuclear Medicine
  See Radiology/Diagnostic Imaging.

• Nutrition
  By referral only
  Information 415-444-2654

• Obstetrics-Gynecology
  Medical Office One, 2nd Floor
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 24 hours
  Advice (24 hours)/Appts./Cancel 415-444-4450

• Occupational Health Center
  (Kaiser Permanente On-the-Job®)
  Medical Office Two, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. 415-444-2900
  Medical treatment for work-related injuries and illnesses.

• Ophthalmology/Optical Center/Optometry
  See Vision Essentials by Kaiser Permanente located at Petaluma Medical Offices and Downtown San Rafael Medical Offices–3rd St.

• Orthopedics
  By referral only
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/ Appts. 415-444-4430

• Orthopedic Surgery
  By referral only
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/ Appts. 415-444-4430
  Toll free from Petaluma 707-765-6225

• Pediatrics
  Medical Office Two, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  After-Hours Care:
  Sa, Su, holidays, 9 a.m.–5 p.m.
  Advice (24 hours)/Appts./Msgs. 415-444-4460
  Toll free from Petaluma 707-762-2547
  School/camp forms submit directly to pediatrician’s office at San Rafael Medical Center.

• Perioperative Medicine
  By referral only
  Medical Office One, 4th Floor
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Appts./Cancel/Info. 415-444-2579

• Pharmacies
  – Pharmacy 1
    Medical Office One, 3rd Floor
    Hours: M–F, 8 a.m.–10 p.m.; Sa, Su, major holidays, 8 a.m.–6:30 p.m.
    Info./Refills by phone 415-444-2980

  – Pharmacy 2
    Medical Office Two, 1st Floor
    Hours: M–F, 9:15 a.m.–12:45 p.m. and 1:45–5:30 p.m.; closed holidays
    Info./Refills by phone 415-444-4335

  – Mail-order Pharmacy
    (24 hours) 1-888-218-6245
    Online refills kp.org/refill

• Physical Medicine and Rehabilitation
  By referral only
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/ Appts./Msgs. 415-444-2988

• Physical Therapy
  By referral only
  Medical Office Two
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel(24 hours)/Info. 415-444-2962
• Plastic and Reconstructive Surgery
  *By referral only*
  Medical Office One, 4th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. **415-444-2633**

• Podiatry *By referral only*
  Medical Office Two, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. **415-444-4430**
  Toll free from Petaluma **707-765-6225**

• Radiology/Diagnostic Imaging
  - Radiology
    *By referral only*
    Medical Office One, 1st Floor
    Hours: M–F, 7 a.m.–8:30 p.m.;
    Sa, Su, 7:30 a.m.–6 p.m.
    Appts./Info. **415-492-6375**
  - Ultrasound
    *By referral only*
    Medical Office One, 1st Floor
    Hours: M–F, 7 a.m.–8:30 p.m.
  - X-ray, Film Duplication/Pickup
    See Release of Medical Information.

• Release of Medical Information
  (Medical Secretaries)
  100 Smith Ranch Rd., 2nd Floor
  San Rafael, CA 94903
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information **415-492-6317**
  Email san-rafael-roi-department@kp.org

• Social Services
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. **415-444-2638**

• Spanish Interpreter
  Hours: M–F, 8:30 a.m.–5 p.m.
  Phone **415-492-6745**
  Email monica.x1.perez@kp.org
  Schedule may change due to appointment needs.

• Surgery (General) *By referral only*
  Medical Office One, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Msgs. **415-444-2950**
  Toll free from Petaluma **707-765-6225**

• Urology
  *By referral only*
  Medical Office One, 4th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. **415-444-2919**
  Toll free from Petaluma **707-765-2101**

• Vascular Surgery
  *By referral only*
  Medical Office One, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Msgs. **415-444-2950**
  Toll free from Petaluma **707-765-6240**
• Volunteers
  Hospital information desk 415-444-2054
  Medical Office One
  information desk 415-444-2792
  Medical Office Two
  information desk 415-444-2603

• Wound Care
  By referral only
  Medical Office One, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Msgs. 415-444-2950
  Toll free from Petaluma 707-765-6240

Downtown San Rafael
Medical Offices—3rd St.
1033 3rd St.
San Rafael, CA 94901
kp.org/sanrafael

• Advice Nurse
  Phone hours: 7 days, 24 hours
  Family/Internal Medicine 415-444-2940

• After-Hours Care
  By appointment only
  Hours: 7 days, 6 a.m.–10 p.m.
  Advice (24 hours)/Appts./
  Msgs. 415-444-2940
  After-hours, weekend, and holiday
  urgent care by appointment only at San
  Rafael Medical Center.

San Rafael Psychiatry and Chemical
Dependency Services
111 Smith Ranch Rd.
San Rafael, CA 94903
kp.org/sanrafael

• Chemical Dependency Services (CDS)
  Walk-in hours: M–F, 9 a.m.–3 p.m.
  Advice/Appts. 415-491-3000
  Cancel (24 hours) 415-491-3000
  Toll free from Petaluma 707-765-3565

• Psychiatry
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-491-3000
  Cancel (24 hours) 415-491-3000

San Rafael Psychiatry and Chemical
Dependency Services
111 Smith Ranch Rd.
San Rafael, CA 94903
kp.org/sanrafael

• Anticoagulation
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-866-454-4917

• Asthma Care Management
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-492-6513
  Located at Novato Medical Offices.

• Cardiac Rehabilitation Care
  Management By referral only
  Hours: M–Th, 8:30 a.m.–5 p.m.
  Information 415-492-6519
  Located at San Rafael Medical Center.

• Care Management
  Asthma 415-492-6513
  Cardiac Rehab Program 415-492-6519
  Congestive Heart Failure 415-492-6557
  Chronic Pain Management 415-492-6315
  Diabetes 415-492-6558
  Erythropoietin Management Services
  415-899-7817
  Harm Reduction 415-492-6524
  Hypertension Management 415-492-6558
  Life Care Planning 1-866-454-4918
  Osteoporosis/fracture prevention
  coordinator 415-492-6559
  Pain Management Program 415-492-6315
  Palliative Care 415-446-2510
  PHASE (Prevent Heart Attacks and
  Strokes Everyday) 415-492-6558
• Case Management/
  Complex Chronic Conditions
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-492-6507

• Complex Chronic Conditions
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-866-454-4918
  Located at Novato, Petaluma, and
  Downtown San Rafael Medical Offices–
  3rd St.

• Congestive Heart Failure Care
  Management
  Hours: M–Th, 8:30 a.m.–5 p.m.
  Information 415-492-6657
  Located at San Rafael Medical Center.

• Diabetes/Cardiovascular Risk Care
  Management/PHASE
  Hours: M–Th, 8:30 a.m.–5 p.m.
  Information 415-492-6558
  Located at Novato, Petaluma, and
  Downtown San Rafael Medical Offices–
  3rd St., and San Rafael Medical Center.

• Eye Care (Urgent)
  2nd Floor
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Advice/Appts./Msgs. 415-444-2990
  Cancel (24 hours) 415-444-2020
  Toll free from Petaluma 707-765-6224

• Family Medicine
  3rd Floor
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 6 a.m.–10 p.m.
  Advice (24 hours)/Appts./
  Cancel 415-444-2940

• General Information
  415-482-6800

• Insulin Pump Program
  By referral only
  Hours: Tu, W, F, 9 a.m.–5:30 p.m.
  Information 415-444-4742
  Located at San Rafael Medical Center.

• Internal Medicine
  3rd Floor
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 6 a.m.–10 p.m.
  Advice (24 hours)/Appts./
  Cancel 415-444-2940

• Laboratory
  1st Floor
  Hours: M–F, 7:30 a.m.–5 p.m.
  Information 415-482-6770
  Fasting blood work requires 12–14 hours
  of water-only diet. Call requesting
  practitioner for test results or check most
  lab results online at kp.org.

• Member Outreach
  (Personal Physician Selection)
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-492-6545
  Website kp.org/mydoctor/choose

• Member Services
  100 Smith Ranch Rd., 2nd Floor
  San Rafael, CA 94903
  Office hours: M, W, Th, F,
  8:30 a.m.–5 p.m.; Tu, 9:30 a.m.–5 p.m.

• Member Service Contact Center
  Phone hours: 7 days, 24 hours;
  closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711

• Ophthalmology/Optical Center/Optometry
  See Vision Essentials by
  Kaiser Permanente.

• Pharmacy
  1st Floor
  Hours: M–F, 9 a.m.–6 p.m.;
  closed holidays
  Info./Refills by phone 415-482-6900
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill
• Radiology/Diagnostic Imaging
  General Radiology and Mammography
  1st Floor
  Hours: M–F, 9 a.m.–5 p.m.
  Bone Density hours:
  M–F, 8:30 a.m.–4 p.m.
  Appts./Info. 415-492-6375

• Rheumatology
  By referral only
  3rd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-482-6789

• Vision Essentials by Kaiser Permanente
  – Ophthalmology
    2nd Floor
    Hours: M–F, 8:30 a.m.–12:30 p.m.
    and 1:30–5 p.m.
    Advice/Appts./Msgs. 415-444-2990
    Cancel (24 hours) 415-444-2020
    Toll free from Petaluma 707-765-6224
  – Optical Center
    Eyeglasses, contact lenses
    1st Floor
    Hours: M–F, 8:45 a.m.–6 p.m.;
    Sa, 8:30 a.m.–5 p.m.
    Appts./Info. 415-444-2277
    Contact lens refill 1-888-586-2020
    Website kp2020.org
  – Optometry
    2nd Floor
    Hours: M–F, 8:10 a.m.–12:30 p.m.
    and 1:30–5 p.m.;
    Sa, 8:30 a.m.–4:30 p.m.
    Advice/Appts./Msgs. 415-482-6826
    Cancel 415-444-2020
    Toll free from Petaluma 707-765-3616

San Rafael Oncology Services
820 Las Gallinas Ave.
San Rafael, CA 94903
kp.org/sanrafael

• Hematology/Oncology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-446-2500

• Infusion Therapy
  By referral only
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Advice/Appts. 415-446-2555

• Palliative Care
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts. 415-446-2510
Santa Rosa Chemical Dependency/Addiction Medicine Offices
Fountain Grove Center
3554 and 3558 Round Barn Blvd.
Santa Rosa, CA 95403
kp.org/santarosa

- Chemical Dependency/Addiction Medicine
  3554 Round Barn Blvd., Ste. 100
  Phone hours:
  M, W, F, 8:30 a.m.–5:30 p.m.;
  Tu, Th, 8:30 a.m.–7 p.m.
  Appts./Cancel/Info. 707-571-3778
  After-hours/Weekends 707-571-3835

- Psychiatry (Adult)
  3554 Round Barn Blvd., Ste. 100
  Phone hours:
  M, W, F, 8:30 a.m.–5:30 p.m.;
  Tu, Th, 8:30 a.m.–7 p.m.
  Appts./Cancel/Info. 707-571-3778
  After-hours/Weekends 707-571-3778
  Prescription refills 707-571-3837
  RN line 707-571-3777
  See also Santa Rosa Mental Health and Wellness at 2235 Mercury Way, Ste. 240.

- Psychiatry (Child and Family)
  3558 Round Barn Blvd., Ste. 106
  Phone hours:
  M, W, F, 8:30 a.m.–5:30 p.m.;
  Tu, Th, 8:30 a.m.–7 p.m.
  Appts./Cancel/Info. 707-571-3778
  After-hours/Weekends 707-571-3778
  Prescription refills 707-571-3837
  RN line 707-571-3777
  See also Santa Rosa Mental Health and Wellness at 2235 Mercury Way, Ste. 240.

Santa Rosa Chronic Pain, Endocrinology, and Neurology
3559 Round Barn Blvd.
Santa Rosa, CA 95403
kp.org/santarosa

- Chronic Pain
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. 707-571-3921

- Endocrinology
  By referral only
  Hours: M–F, 8:30 a.m.–5 pm
  Appts./Info./Msgs. 707-571-3957
  Bone density 707-571-3908

- Neurology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 707-571-3953
  EEG 707-571-3940

Santa Rosa Hearing Center and Plastic Surgery
3333 Mendocino Ave.
Santa Rosa, CA 95403
kp.org/santarosa

- Audiology and Hearing Center
  Ste. 115
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Appts./Info. 707-566-5201

- Plastic Surgery
  By referral only
  Ste. 130
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Appts./Info. 707-566-5288
Santa Rosa Medical Center
Emergency
Hospital, Medical Office Buildings 1 and 2
401 Bicentennial Way
Santa Rosa, CA 95403
kp.org/santarosa

- Admitting
  Hospital Building, lobby
  Hours: 7 days, 6 a.m.–11 p.m.;
  closed 11 p.m.–6 a.m.
  Information 707-393-4666 (option 4)

- Adult and Family Medicine
  By appointment only
  Medical Office Buildings 1 and 2
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5:30 p.m.
  Advice (24 hours)/Appts./Msgs.
  707-393-4044
  Consejos (24 horas)/Citas en Español
  707-393-CITA (707-393-2482)

  - Evening and After-Hours Care:
    M–F, 5:30–7:30 p.m.;
    holidays, 8:30 a.m.–4:30 p.m.

  - Weekend After-Hours Care:
    Sa, Su, 8:30 a.m.–12:30 p.m.
    and 1:30–4:30 p.m.

  - Subspecialties
    By referral only
    Cardiology, Gastroenterology (GI), Nephrology,
    Oncology, Pulmonary Disease,
    Rheumatology, Sleep Medicine
    Appts./Info. 707-393-4008

- Advice Nurse
  Phone hours: 7 days, 24 hours
  Family Medicine 707-393-4044
  Ob-Gyn 707-393-4081
  Pediatrics 707-393-4033
  Consejos (24 horas)/Citas en Español
  707-393-CITA (707-393-2482)

- After-Hours Care
  By appointment only
  Medical Office Building 1
  Hours: M–F, 5:30–7:30 p.m.;
  Sa, Su, 8:30 a.m.–12:30 p.m.
  and 1:30–4:30 p.m.
  Adult Medicine 707-393-4044
  Pediatrics 707-393-4033
  Consejos (24 horas)/Citas en Español
  707-393-CITA (707-393-2482)

- Allergy
  By referral only
  Injections/Testing
  Medical Office Building 1
  Shot hours: M, F, 8:45 a.m.–12:30 p.m.
  and 1:30–4:45 p.m.;
  Tu, 7:15 a.m.–12:30 p.m.
  and 1:30–3:15 p.m.;
  W, 11 a.m.–2 p.m. and 3–6:15 p.m.
  Advice/Appts./Info./Msgs. 707-393-4130

- Anesthesiology
  Medical Office Building 2
  Hours: 7 days, 24 hours
  Information 707-393-4000
  Call the hospital operator and ask to
  have the on-call anesthesiologist paged.

- Anticoagulation
  By referral only
  Hours: M–F, 9 a.m.–4 p.m.
  Information 707-566-5929

- Audiology
  Medical Office Building 2, Ste. 180
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Appts./Msgs. 707-566-5201

- Breast Care Center
  By referral only
  Medical Office Building 2
  2nd Floor, Ste. 270
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 707-393-4698

- Business Office
  Hospital, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 707-393-4690
• **Cardiac Lab (EKG)**  
  *By referral only*  
  Medical Office Building 2  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 707-393-4232  
  Includes EKG, ECHO, cardiac monitors, and treadmill testing. Walk-in for EKG only. ECHO, cardiac monitors, and treadmill testing by appointment only.

• **Cardiology**  
  *By referral only*  
  Medical Office Building 2  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info. 707-393-4008

• **Chemical Dependency**  
  See Santa Rosa Psychiatry and Chemical Dependency Offices at 3554 Round Barn Blvd., Ste. 100 and Santa Rosa Mental Health and Wellness at 2235 Mercury Way, Ste. 240.

• **Chronic Conditions Management Programs**  
  Medical Office Building 2  
  - **Asthma Care Management**  
    Hours: M–F, 8 a.m.–4 p.m.  
    Program line 707-393-3514  
  - **Blood Pressure Clinic**  
    Hours: M–F, 8:30 a.m.–5 p.m.  
    Program line 707-393-3321  
  - **Cardiac Rehab Program**  
    *By referral only*  
    Hours: M–F, 8:30 a.m.–5 p.m.  
    Information 707-393-3457  
  - **Complex Chronic Conditions/Special Needs Plan RNs**  
    Hours: M–F, 8:30 a.m.–5 p.m.  
    Program line 707-393-4860  
  - **Depression Program**  
    Hours: M–F, 8:30 a.m.–5 p.m.  
    Program line 707-571-3829  
  - **Diabetes Program**  
    Hours: M–F, 8 a.m.–5 p.m.  
    Program line 707-393-3457  
  - **Chronic Pain**  
    See Santa Rosa Chronic Pain, Endocrinology, and Neurology at 3559 Round Barn Blvd.

• **Dermatology**  
  See Mercury Way Medical Offices.

• **Emergency**  
  Hours: 7 days, 24 hours  
  Advice (24 hours) 707-393-4044  
  Consejos (24 horas)/Citas en Español 707-393-CITA (707-393-2482)  
  TTY 711

• **Endocrinology**  
  See Santa Rosa Chronic Pain, Endocrinology, and Neurology at 3559 Round Barn Blvd.

• **Geriatric Medicine**  
  *By referral only*  
  Medical Office Building 2  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 707-393-3340

• **General Information**  
  707-393-4000

• **Gift Shop**  
  Hospital, 1st Floor  
  Hours: M–F, 9 a.m.–5 p.m.; Sa, Su, 10 a.m.–4 p.m.  
  Program line 707-393-4643

• **Gynecology**  
  See Obstetrics-Gynecology.

• **Head and Neck Surgery**  
  *By referral only*  
  Medical Office Building 2  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 707-393-3154  
  Fax 707-393-4322

• **Health Education Center**  
  Medical Office Building 1, Ste. 145  
  Hours: M–F, 9 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Information 707-393-4167  
  Classes/Library resources/Online support/Support groups.
• Hearing Center
   See Santa Rosa Hearing and Speech Center.

• HIV Services
   By referral only
   Medical Office Buildings 1 and 2
   Hours: M–F, 8:30 a.m.–5 p.m.
   HIV coordinator 707-393-4837

• Home Health Care
   By referral only
   Hours: 8:30 a.m.–5 p.m.
   Information 707-566-5488
   After-hours 707-393-4044

• Infectious Disease
   By referral only
   Medical Office Building 1
   Hours: M–F, 9 a.m.–12:30 p.m.
   and 1:30–5:30 p.m.
   Information 707-393-4704

• Interpreter Services
   On-site interpreter services in most
   languages are available. Request an
   interpreter when you make an
   appointment.

• Laboratory
   Medical Office Building 2, Ste. 185
   Hours: M–F, 6 a.m.–7 p.m.;
   Sa, Su, 6 a.m.–3 p.m.
   Information 707-393-6954
   Fasting blood work requires 8–12 hours
   of water-only diet. Call requesting
   practitioner for test results or check most
   lab results online at kp.org.

• Supportive Care Services/
   Life Care Planning
   Medical Office Building 1
   Hours: M–F, 8:30 a.m.–12:30 p.m.
   and 1:30–5 p.m.
   Information 707-393-4482

• Medical Secretaries
   Hospital Building, 1st Floor
   (Located in the Business Office)
   Hours: M–F, 8:30 a.m.–noon
   and 1-5 p.m.
   Info./Disability claims 707-571-3770

• Member Outreach
   (Personal Physician Selection)
   Hours: M–F, 9 a.m.–5 p.m.
   Information 707-393-3186
   Website kp.org/mydoctor/choose

• Member Services
   Medical Office Building 2, 1st Floor
   Office hours: M–W, F, 9 a.m.–12:15 p.m.
   and 1:30–5 p.m.; Th, 10 a.m.–12:15 p.m.
   and 1:30–5 p.m.

• Member Service Contact Center
   Phone hours: 7 days, 24 hours;
   closed holidays
   English 1-800-464-4000
   Spanish 1-800-788-0616
   Chinese dialects 1-800-757-7585
   TTY 711

• Nephrology
   By referral only
   Medical Office Building 2
   Hours: M–F, 8:30 a.m.–5 p.m.
   Appts./Info. 707-393-4194

• Neurology
   See Santa Rosa Chronic Pain,
   Endocrinology, and Neurology at 3559
   Round Barn Blvd.

• Nutrition
   See Santa Rosa Medical Offices.

• Obstetrics-Gynecology
   Medical Office Building 1
   Hours: M–F, 8:30 a.m.–5 p.m.
   Advice (24 hours)/Appts./Msgs.
   707-393-4081 or
   707-393-CITA (707-393-2482)
• Oncology/Hematology
  By referral only
  Medical Office Building 1
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. 707-393-4008

• Ophthalmology/Optometry
  See Vision Essentials by Kaiser Permanente.

• Orthopedic Surgery
  By referral only
  Medical Office Buildings 1 and 2
  Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:15–5 p.m.
  Appts./Msgs. 707-393-4080
  Fax 707-393-4559

• Pediatrics
  – Weekend and holiday urgent care
    By appointment only
    Medical Office Building 1, 1st Floor
    Hours: Sa, Su, holidays, 9 a.m.–5 p.m.
  – Drop-in Immunization Clinic
    Medical Office Building 4
    3924 Old Redwood Hwy.
    Hours: M–F, 9 a.m.–12:30 p.m. and 1:30–4 p.m.
  – Weekday Pediatric Clinic
    Medical Office Building 4
    3924 Old Redwood Hwy.
    Hours: M–F, 8:30 a.m.–6 p.m.
    Advice (24 hours)/Appts./Msgs. 707-393-4033

• Perioperative Medicine (POM)
  By referral only
  Medical Office Building 2, Ste. 320
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Information 707-566-5557

• Pharmacies
  – Discharge Pharmacy
    Hospital, 1st Floor
    Hours: 7 days, 24 hours for emergency and urgent care. No walk-in service.
  – Medical Office Building 1, 1st Floor
    Hours: M–F, 8 a.m.–8 p.m.; Sa, Su, 9 a.m.–7 p.m.
    Info./Refills by phone 707-393-4180
  – Medical Office Building 2, 1st Floor
    Hours: M–F, 8:45 a.m.–6 p.m.; closed holidays
    Info./Refills by phone 707-393-4440
  – Mail-order Pharmacy
    (24 hours) 1-888-218-6245
    Online refills kp.org/refill

• Psychiatry
  See Santa Rosa Psychiatry and Chemical Dependency Offices at 3554 Round Barn Blvd., Ste. 100 and Santa Rosa Mental Health and Wellness at 2235 Mercury Way, Ste. 240.

• Pulmonology
  By referral only
  Medical Office Building 2
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. 707-393-4008
- Radiology/Diagnostic Imaging
  Office hours: 7 days, 24 hours for Inpatient and Emergency Departments. Call your physician for test results.

  - CT Scan
    *By referral only*
    Hours: M–F, 8 a.m.–5 p.m.
    Appts/Info. 707-566-5560

  - Fluoroscopy
    *By referral only*
    Hours: M–F, 8 a.m.–3 p.m.
    Appts/Info. 707-566-5560

  - MRI
    *By referral only*
    Appts/Info. 707-393-2585

  - Nuclear Medicine
    *By referral only*
    Appts/Info. 707-393-4805

  - Radiology
    *By referral only*
    Appts/Info. 707-393-2633

  - Ultrasound
    *By referral only*
    Hours: M–F, 7:30 a.m.–9 p.m.;
    Sa, Su, noon–8:30 p.m.

  - X-ray (Walk-in)
    Hours: M–F, 7:30 a.m.–7:30 p.m.;
    Sa, Su, 8:30 a.m.–5 p.m.

- Rheumatology
  *By referral only*
  Medical Office Building 2
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Msgs. 707-393-4008

- Sleep Medicine
  *By referral only*
  Medical Office Building 2
  Office hours: M–F, 8:30 a.m.–5 p.m.
  After-hours: M, W, Th, F, 5:15–8 p.m.;
  Tu, 5:15–7:30 p.m.
  Appts./Info. 707-393-4008

- Social Services (Coordination of Care)
  Medical Office Buildings 1 and 2
  Hours: M, 8 a.m.–4:30 p.m.;
  Tu, F, 8 a.m.–6 p.m.;
  Sa, 10:30 a.m.–6 p.m.
  Appts./Info. 707-393-3151

- Spanish Language Line
  (Línea de Asistencia en Español)
  Información 1-800-788-0616
  Consejos (24 horas)/Citas
  707-393-CITA (707-393-2482)

- STD Testing
  *Self-referral*
  Medical Office Buildings 1 and 2
  Hours: M–F, 8:30 a.m.–5 p.m.
  HIV and STD Testing
  English 707-393-4874
  Spanish 707-393-4874

- Surgery
  *By referral only*
  General Surgery, Vascular Surgery
  Medical Office Building 1
  2nd Floor, Ste., 270
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:15–5 p.m.
  Advice/Appts./Msgs. 707-393-4090

- Release of Medical Information
  (Medical Secretaries)
  Hospital, 1st Floor
  (Across from the elevators)
  Hours: M–F, 8:30 a.m.–5 p.m.
  Info./Disability claims 707-571-3770
  Fax 707-571-3767
  Email sro.roi@kp.org
• Travel Clinic
  Medical Office Building 2
  Hours: M–F, 8 a.m.–4:30 p.m.
  Advice/Appts./Msgs. 707-393-4343

• TTY
  California Relay Service 711

• Urology
  By referral only
  Medical Office Building 2
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.; closed holidays
  Appts./Msgs. 707-393-4064
  Fax 707-393-4872

• Vascular Surgery
  See Surgery.

• Volunteer Services
  Information 707-393-4595

Santa Rosa Medical Offices
Medical Office Building 4
3925 Old Redwood Hwy.
Medical Office Building 5
3975 Old Redwood Hwy.
Santa Rosa, CA 95403
kp.org/santarosa

• Advice Nurse
  Phone hours: 7 days, 24 hours
  Family Medicine 707-393-4044
  Ob-Gyn 707-393-4081
  Pediatrics 707-393-4033
  Consejos en Español
  (24 horas) 707-393-CITA
  (707-393-2482)

• Foot and Ankle Surgery
  See Mercury Way Medical Offices.

• Gastroenterology (GI)
  By referral only
  Medical Office Building 5, Ste. 152
  Hours: M–F, 8 a.m.–noon
  and 1–4:30 p.m.
  Appts./Info. 707-566-5875

• General Information
  707-393-4033

• Health Education Center
  Medical Office Building 4, Ste. 144
  Hours: M–F, 9 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Classes/Library resources/Online support/Support groups.

• Laboratory
  Medical Office Building 4
  2nd Floor, Ste. 243
  Hours: M–F, 6 a.m.–5 p.m.
  Information 707-566-5225
  Fasting blood work requires 8–12 hours of water-only diet. Call requesting practitioner for test results or check most lab results online at kp.org.

• Mammography
  See Radiology/Diagnostic Imaging.
• Member Outreach
  (Personal Physician Selection)
  Hours: M–F, 9 a.m.–5 p.m.
  Information 707-393-3186
  Website kp.org/mydoctor/choose
• Member Service Contact Center
  Phone hours: 7 days, 24 hours;
  closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711
• Nutrition
  By referral only
  Medical Office Building 5, Ste. 152
  Appts./Info. 707-393-4167
  By physician or nurse practitioner referral only.
• Occupational Medicine
  Medical Office Building 5, Ste. 152
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Appts./Authorizations/Cancel/
  Info./Transfers 707-566-5555
  Fax 707-566-5536
• Ophthalmology/Optometry
  See Vision Essentials by Kaiser Permanente.
• Pediatrics
  Medical Office Building 4
  Hours: M–F, 8:30 a.m.–5:30 p.m.
  Advice (24 hours)/Appts./
  Msgs. 707-393-4033
  – Drop-in Immunization Clinic
    Hours: M–F, 9 a.m.–12:30 p.m.
    and 1:30–4 p.m.
  – Weekend and holiday urgent care
    By appointment only
    Medical Office Building 1, 1st Floor
    401 Bicentennial Way
    Hours: Sa, Su, holidays, 9 a.m.–5 p.m.
• Pharmacy
  Medical Office Building 4
  Hours: M–F, 8:45 a.m.–6 p.m.
  Info./Refills by phone 707-566-5300
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill
• Physical Medicine
  By referral only
  Medical Office Building 5, Ste. 152
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Advice/Appts. 707-566-5557
  Fax 707-566-5604
• Radiology/Diagnostic Imaging
  – General X-ray
    Medical Office Building 4
    Office hours: M–F, 8:30 a.m.–5 p.m.
    Phone hours: M–F, 8 a.m.–4:30 p.m.
    Information 707-566-5560
    Call your physician for test results.
  – CT Scan
    By appointment only
    Medical Office Building 5, Ste. 153
    Hours: M–F, 8 a.m.–4:30 p.m.
    Appts/Info. 707-566-5560
  – Mammography
    Medical Office Building 5, Ste. 153
    Office hours:
    M–F, 7:30 a.m.–7:30 p.m.
    Phone hours: M–F, 8 a.m.–4:30 p.m.
    Appts/Info. 707-566-5560
  – MRI
    By appointment only
    Medical Office Building 5, Ste. 153
    Office hours: M–F, 7 a.m.–7 p.m.
    Phone hours:
    M–F, 7:30 a.m.–8:30 p.m.
    Appts/Info. 707-393-2585
  – Ultrasound
    Office hours: M–F, 7:30 a.m.–4 p.m.
    Phone hours: M–F, 8 a.m.–4:30 p.m.
    Appts/Info. 707-566-5560
• Rehabilitation Services
  *By referral only*
  Physical Therapy, Occupational Therapy, Speech Therapy, and Hand Therapy
  Medical Office Building 5, Ste. 154
  Hours: M–F, 7:30 a.m.–5 p.m.
  Appts. 707-566-5844

• Sports Medicine
  *By referral only*
  Medical Office Building 5, Ste. 152
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Appts./Cancel/Info. 707-393-2255

• Surgery (Outpatient)
  *By referral only*
  Medical Office Building 5
  Nurses Station, 2nd Floor
  Ambulatory surgery 707-566-5592

• TTY
  California Relay Service 711

• Vision Essentials by Kaiser Permanente
  – Ophthalmology
    *By referral only*
    Medical Office Building 4, Ste. 145
    Hours: M–F, 8:30 a.m.–5 p.m.
    Appts./Cancel/Info. 707-566-5222
  – Optical Center
    Medical Office Building 4
    Hours: M–F, 8:30 a.m.–6 p.m.; Sa, 8:30 a.m.–5 p.m.
    Appts./Info. 707-566-5330
    Contact lens refill 1-866-586-2020
    Website kp2020.org
  – Optometry
    Medical Office Building 4, Ste. 141
    Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:15–5 p.m.; Sa, 8:30 a.m.–5 p.m.
    Appts./Cancel/Info. 707-566-5330

Santa Rosa Mental Health and Wellness
2235 Mercury Way, Ste. 240
Santa Rosa, CA 95407
kp.org/santarosa

• Office hours:
  M–Th, 7:45 a.m.–7:30 p.m.;
  F, 7:45 a.m.–5:30 p.m.
  Phone Hours:
  M, W, F, 8:30 a.m.–5:30 p.m.;
  Tu, Th, 8:30 a.m.–7 p.m.
  Appts./Cancel/Info. 707-571-3778
  After-hours/Weekends 707-571-3778
  Prescription refills 707-571-3837
  RN line 707-571-3777
Santa Rosa Mercury Way Medical Offices
2240 Mercury Way
Santa Rosa, CA 95407
kp.org/santarosa

- Advice Nurse
  Phone hours: 7 days, 24 hours
  Family Medicine 707-393-4044
  Ob-Gyn 707-393-4081
  Pediatrics 707-393-4033
  Consejos (24 horas)/Citas en Español 707-393-CITA (707-393-2482)

- Adult and Family Medicine
  1st, 2nd, 3rd Floors
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 707-566-6302
  Spanish Call Center 707-570-3604

- Dermatology
  By referral only
  3rd Floor
  Hours: M, Tu Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs. 707-570-3440

- Foot and Ankle Surgery/Podiatry
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info. 707-570-3120

- General Information
  707-570-3100

- Gynecology
  See Obstetrics-Gynecology.

- Healthy Living Center
  Walk-in
  Hours: M–F, 9 a.m.–5 p.m.
  Information 707-566-2260

- Laboratory
  1st Floor
  Hours: M–F, 6 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 707-570-3110
  Fasting blood work requires 8–12 hours of water-only diet. Call requesting practitioner for test results or check most lab results online at kp.org.

- Member Services and Release of Medical Information (ROMI)
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 707-571-3770

- Member Service Contact Center
  Phone hours: 7 days, 24 hours; closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711

- Obstetrics-Gynecology
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info. 707-566-6303

- Pediatrics
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info. 707-566-6301

- Pharmacy
  Hours: M–F, 8:45 a.m.–6 p.m.
  Info./Refills by phone 707-570-3499
  Fax 707-570-3478
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill

- Physical Therapy
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info. 707-570-5844

- Radiology/Diagnostic Imaging
  Walk-in
  Hours: M–F, 7:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 707-570-3320
Sneath Lane Medical Offices
1011 Sneath Ln., 2nd Floor
San Bruno, CA 94066
kp.org/southsanfrancisco

- General Information
  650-742-2000

- Home Health Care
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 415-833-2770
  Home Health intake desk
  415-833-2735 or 415-833-4465
  After-hours/Weekend
  support 650-742-2100
  No clinic appointments at this location.
  Clinicians will offer home visit by referral.

- Hospice
  See San Francisco Medical Center.

- Palliative Care
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 650-827-6385
  No clinic appointments at this location.
  Clinicians will offer home visit by referral.

South San Francisco Medical Center
Emergency
Hospital, Orchid Center, and Medical Offices
1200 El Camino Real
South San Francisco, CA 94080
kp.org/southsanfrancisco

- Addiction Medicine and Recovery Services (AMRS)
  See 2001 DC Station Medical Offices.

- Admitting
  Hospital Tower, 1st Floor
  Information 650-742-2318

- Advice Nurse
  Phone hours: 7 days, 24 hours
  Advice 650-742-2100
  Advice/Appts. 1-866-454-8855

- After-Hours Care
  - Adult Medicine
    Medical Offices, 4th Floor, Medical 7
    Office hours: M–F, 5:30–7 p.m.;
    Sa, Su, holidays, 10 a.m.–7 p.m.
    Phone hours: 7 days, 24 hours
    Advice (24 hours)/Appts. 650-742-2100
  - Pediatrics
    See Daly City Medical Offices.

- AIDS/HIV Testing
  Counseling/Program services
  650-742-2230
• Allergy
  *By referral only*
  Medical Offices, 1st Floor
  Office hours:
  M, 8:45 a.m.–12:45 p.m.
  and 1:45–5:30 p.m.;
  Tu (1st and 3rd), 8 a.m.–12:25 p.m.
  and 3–6 p.m.;
  Tu (2nd and 4th), 8 a.m.–12:25 p.m.
  and 2–6 p.m.;
  W, 7:30 a.m.–12:30 p.m.;
  Th, 8 a.m.–12:25 p.m.
  and 2–6 p.m.;
  F, 8 a.m.–12:25 p.m. and 2–4:30 p.m.

• Allergy Injections
  *By referral only*
  Hours: M, 9 a.m.–12:25 p.m.
  and 2–5 p.m.;
  Tu (1st and 3rd), 11 a.m.–12:25 p.m.
  and 3–6 p.m.;
  Tu (2nd and 4th), 10 a.m.–12:25 p.m.
  and 2–6 p.m.;
  Th, 10 a.m.–12:25 p.m. and 2–6 p.m.
  Advice/Appts. **650-742-2147**

• Ambulance Billing
  See Business Office.

• Anesthesia
  Hospital Tower, 1st Floor
  Administrative hours:
  M–F, 6 a.m.–2:30 p.m.
  Nonurgent voicemail **650-742-2395**

• Audiology
  See Head and Neck Surgery.

• Bariatric Surgery
  *By referral only*
  Medical Offices, 3rd Floor
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Information **650-742-3079**

• Business Office
  Medical Offices, 1st Floor, Room 1184
  Hours: M–F, 8:30 a.m.–5 p.m.
  Ambulance billing **1-800-464-4000**
  Information **650-742-2436**
  Medical financial assistance/ general information **1-866-399-7696**
  Patient financial advisor/medical financial assistance **650-742-2436**

• Cardiology
  *By referral only*
  Medical Offices, 2nd Floor, Module 5
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Information **650-742-2912**

• Cardiovascular, Diabetes, PHASE
  (Prevent Heart Attacks and Strokes Everyday)
  Information **650-301-4538**

• Care Management
  – Asthma **650-742-2605**
  – MultiFit (Cardiac Rehabilitation) **650-742-2977**
  – Chronic Pain **650-742-7242**
  – Congestive Heart Failure **650-742-2531**
  – Cardiovascular, Diabetes, PHASE (Prevent Heart Attacks and Strokes Everyday) **650-301-4538**

• Child and Adolescent Services
  See 2001 DC Station Medical Offices.

• Chinese Interpreter Call Center
  Hours: M–F, 7:30 a.m.–5 p.m.;
  Sa, 8 a.m.–noon
  Information **1-877-393-2332**
  Internal Medicine, Ob-Gyn, Pediatrics
  Advice/Appts. **415-833-2239**

• Coordination of Benefits
  Hours: M–F, 8 a.m.–4 p.m.
  Patient Financial Services
  **1-800-498-2748**
- Disability Claims/Medical Correspondence Unit
  See Release of Medical Information (ROMI).

- Discharge Planning/Utilization Management (Inpatient only)
  Hospital Tower, 5th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 650-742-2332

- Durable Medical Equipment (Northern California)
  Phone hours: 7 days, 8:30 a.m.–5 p.m.
  Information 1-877-317-6230

- ECHO (Echocardiography)
  Medical Offices, 2nd Floor, Module 5
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 650-742-2545

- EKG (Electrocardiography/Holter/Treadmill)
  Medical Offices, 2nd Floor, Window “A”
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 650-742-2542

- Emergency
  Hospital Tower, 1st Floor
  Hours: 7 days, 24 hours
  Information 650-742-2511

- Endocrinology By referral only
  Medical Offices, 2nd Floor, Module 4
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Information 650-742-2230

- Family Travel Clinic
  Information 650-742-2100

- Gastroenterology (GI)
  By referral only
  Orchid Center
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Information 650-742-2851

- General Information
  650-742-2000

- Gynecology
  See Obstetrics-Gynecology at Daly City Medical Offices.

- Head and Neck Surgery
  By referral only
  Medical Offices, 1st Floor
  Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Phone hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:45 p.m.
  Appts./Msgs. 650-742-2075
  Audiology 650-742-2075
  Speech Therapy 650-742-2075

- Health Education
  Medical Offices, 1st Floor
  Hours: 9 a.m.–12:30 p.m. and 1:30–4:30 p.m.
  Information 650-742-2439

- Health Sciences Library
  Hospital Tower, 2nd Floor
  Hours: Vary, please call before visiting
  Information 650-742-2540

- Home Health Care
  See Sneath Lane Medical Offices.

- Hospice
  See Sneath Lane Medical Offices.

- Infectious Diseases By referral only
  Medical Offices, 2nd and 4th Floors
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Information 650-742-2230

- Infusion Center By referral only
  Orchid Center
  Hours: M–F, 8:30 a.m.–5 p.m
  Information 650-742-2364

- Injections
  Medical Offices, 4th Floor
  Hours: M–F, 9 a.m.–12:30 p.m. and 2–5 p.m.
  Information 650-742-2380

- Internal Medicine
  Medical Offices, 2nd and 4th Floors
  Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Phone hours: 7 days, 24 hours
  Advice (24 hours)/Appts. 650-742-2100
  Cancel 650-742-2770
• Interventional Pain Management  
  *By referral only*  
  Orchid Center  
  Hours: M–F, 8 a.m.–12:30 p.m. and 1:30–4:30 p.m.  
  Information 650-742-2447

• Interventional Radiology  
  *By referral only*  
  Hospital, 1st Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 650-742-2284

• Laboratory Medical Offices, 1st Floor  
  Hours: M–F, 7 a.m.–6:30 p.m.; Sa, Su, holidays, 7 a.m.–5:30 p.m.  
  Information 650-742-2544  
  Call requesting practitioner for test results or check most lab results online at kp.org.

• Lost and Found  
  Hours: M–F, 8 a.m.–4 p.m.  
  Information 650-742-3333

• Medical Correspondence Unit/  
  Medical Secretaries  
  See Release of Medical Information.

• Member Outreach  
  See Member Outreach at Daly City Medical Offices.

• Member Services  
  Medical Offices, 1st Floor  
  Office hours: M–F, 9 a.m.–5 p.m.

• Member Service Contact Center  
  Phone hours: 7 days, 24 hours; closed holidays  
  English 1-800-464-4000  
  Spanish 1-800-788-0616  
  Chinese dialects 1-800-757-7585  
  TTY 711

• Minor Injury Center  
  *No emergencies; by appointment only*  
  Medical Offices, 3rd Floor  
  Office hours: M–F, 8:30 a.m.–5:30 p.m.; Sa, Su, 9:30 a.m.–6 p.m. (weekends only — Register on the 4th Floor, Medical 7)  
  Phone hours: M–F, 8:30 a.m.–4:45 p.m.  
  Advice/Appts. 650-742-2188

• Nephrology *By referral only*  
  Medical Offices, 2nd Floor, Module 4  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Information 650-742-2230

• Neurology *By referral only*  
  Medical Offices, 4th Floor  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:45 p.m.  
  Advice/Appts. 650-742-2179

• Nuclear Medicine *By referral only*  
  Hospital Tower, 1st Floor  
  Hours: M–F, 8 a.m.–5 p.m.  
  Advice/Appts. 650-742-2543

• Nutrition Clinic  
  See Daly City Medical Offices.

• Obstetrics-Gynecology  
  See Daly City Medical Offices.

• Oncology *By referral only*  
  Orchid Center  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Information 650-742-2908

• Ophthalmology  
  See Vision Essentials by Kaiser Permanente at Daly City Medical Offices.

• Orthopedics *By referral only*  
  Medical Offices, 3rd Floor  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Cast room hours: M–F, 8 a.m.–4:45 p.m.  
  Appts./Msgs. 650-742-2191

• Pain Management  
  See Interventional Pain Management.

• Palliative Care  
  1200 El Camino Real  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Inpatient 650-742-3760  
  Outpatient 650-827-6385

• Pediatrics  
  See Daly City Medical Offices.

• Pediatrics After-Hours Clinic  
  See Daly City Medical Offices.
• Perioperative Medicine Clinic (POM)  
  *By appointment only*  
  Medical Offices, 4th Floor  
  Hours: M–F, 8 a.m.–5 p.m.  
  Appointments 650-742-3008

• Pharmacies  
  - Annex Pharmacy  
    Medical Offices, 1st Floor  
    Hours: M–F, 9 a.m.–6 p.m.; closed Sa, Su, major holidays  
    Info./Refills by phone 650-742-2800
  - Main Pharmacy  
    Parking garage  
    Hours: M–F, 8:30 a.m.–8 p.m.; Sa, Su, holidays, 9 a.m.–8 p.m.  
    Info./Refills by phone 650-742-2888
  - Mail-order Pharmacy  
    (24 hours) 1-888-218-6245  
    Online refills kp.org/refill

• Physical Therapy *By referral only*  
  See Rehabilitation Services at Bayhill Medical Offices.

• Podiatry *By referral only*  
  Medical Offices, 3rd Floor  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Information 650-742-2191

• Psychiatry/Mental Health (Adult)  
  See Psychiatry/Mental Health at 2001 DC Station Medical Offices.

• Pulmonary Function Testing (PFT)  
  Medical Offices, 2nd Floor, Module 6  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Information 650-742-3313

• Pulmonology *By referral only*  
  Medical Offices, 2nd Floor, Module 6  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Information 650-742-2230

• Radiation Oncology  
  See Cancer Treatment Center.

• Radiology/Diagnostic Imaging  
  Hospital Tower, 1st Floor  
  - CT Scan  
    Hours: M–F, 8:30 a.m.–5:30 p.m.; Sa, Su, 9 a.m.–noon
  - General X-ray  
    Hours: M–F, 9 a.m.–8 p.m.
  - MRI  
    Hours: M–Th, 7:30 a.m.–9 p.m.; F–Su, 8 a.m.–10 p.m.
  - Ultrasound  
    Hours: M–F, 8 a.m.–6:30 p.m.; Sa, Su, 8:30 a.m.–5 p.m.  
    Appointments 650-742-2101

• Release of Medical Information  
  (Medical Secretaries)  
  Hospital Tower, lobby, 1st Floor  
  (Next to the Gift Shop)  
  Office hours: M–F, 8:30 a.m.–5 p.m.; closed holidays  
  Disability claims intake 650-827-6409 (option 2)  
  Information 650-827-6409  
  Email ssf.roi.dept@kp.org  
  For more information and to download authorization form, visit kp.org/ssf/romi.

• Rheumatology *By referral only*  
  Medical Offices, 2nd Floor, Module 6  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Information 650-742-2230

• Security  
  Hours: 7 days, 24 hours  
  Vehicle assistance 650-742-2000
• Skilled Nursing Facility Billing
  Billing 1-800-337-0115
  Fax 925-979-7677
  Information 650-827-6405
  After-hours info. (Continuing Care Advice Program) 1-877-263-5756

• Sleep Lab By referral only
  Medical Offices, 2nd Floor, Module 6
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Information 650-742-3313

• Social Services (Inpatient)
  By referral only
  Hospital Tower, 5th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 650-742-2332

• Surgery By referral only
  Medical Offices, 3rd Floor
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Advice/Appts. 650-742-2188

• Urology By referral only
  Medical Offices, 4th Floor
  Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Phone hours: M–F, 8:30 a.m.–4:45 p.m.
  Advice/Appts. 650-742-3004

• Volunteer Services
  Hours: M–F, 9 a.m.–5 p.m.
  Information 650-742-2321
  To become a volunteer 650-742-2678
Coastal Health Alliance
Information only 415-899-7525

Primary Care
The following primary care is available from participating local providers:

- Routine adult primary care (except allergy and dermatology)
- Routine gynecology exams, including Pap tests
- Prenatal care
- Routine pediatric care, including well-child exams and childhood immunizations
- Evaluation and care for minor injuries, including initial treatment and follow-up care for sprains and minor fractures

Urgent Care
Urgent care services are available from the following participating local providers for treatment of minor illnesses for adults and children.

Participating local providers:

Bolinas Family Practice
Bolinas Community Health Center
88 Mesa Rd.
Bolinas, CA 94924
- Office hours by appointment
  Appts./Info. 415-868-0124

Point Reyes Medical Clinic
3 Sixth St.
Point Reyes Station, CA 94956
- Office hours by appointment
  Appts./Info. 415-663-8666

West Marin Medical Center
11150 State Rte. 1
Point Reyes Station, CA 94956
- Office hours by appointment
  Appts./Info. 415-663-1082
  Fax 415-663-9474

West Marin Pharmacy
11 Fourth St.
Point Reyes Station, CA 94956
- Hours: M–F, 9 a.m.–6 p.m.; Sa, 9 a.m.–4 p.m.
  Information 415-663-1121
  Fax 415-663-1219
  Online refills kp.org/refill
Choose your doctor – and change anytime

Select from a wide range of great doctors
At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Having a doctor you connect with is an important part of taking care of your health.

Choose the right doctor
To help you find a personal doctor who’s right for you, you can browse our online doctor profiles. There, you’ll see information about their education, credentials, specialties, and languages spoken.

You can choose a personal doctor within these specialties:
- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Each covered family member can choose his or her own personal doctor. Teens 18 and older should choose a doctor from adult medicine or family medicine.

Women 18 to 64 can choose an ob-gyn as well as a personal doctor, although women choosing a family medicine physician as their personal doctor may not need to choose a separate ob-gyn.

Choose online
Go to kp.org/mydoctor/connect to browse our doctor profiles and choose a doctor who matches your needs.

Choose by phone
Call the Member Outreach or physician selection service at the location where you plan to get most of your care. See the facility directory, starting on page 2.

Nurse practitioners
At some facilities, you can also choose a nurse practitioner. Nurse practitioners are registered nurses with advanced education and training.

They can diagnose and treat a wide variety of conditions, write prescriptions, order lab and medical imaging tests, and more. They practice with doctor supervision and support, following standard guidelines.

Change your doctor anytime
You can choose and change your doctor at any time, for any reason, by visiting kp.org/mydoctor/connect. If the doctor you’d like isn’t accepting new patients, you can call us for help.

See specialists, some without a referral
You can make an appointment with a provider in the following specialties without a referral:
- Most obstetrics-gynecology
- Optometry
- Most psychiatry
- Substance use disorder treatment

For other types of specialty care, your doctor will refer you. See page 77 for more about referrals.
Getting care

No matter what kind of care you need, we’ve got you covered
As a Kaiser Permanente member, you have access to a full range of care and services, including:

Routine care
Routine care is for expected care needs, like a scheduled visit to your doctor for a recommended preventive screening. Examples include:

• Adult and well-child checkups or physical exams
• Follow-up visits
• Pap test or immunization (shots)

Urgent care
An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. Examples include:

• Minor injuries
• Backaches
• Earaches
• Sore throats
• Coughs
• Upper-respiratory symptoms
• Frequent urination or a burning sensation when urinating

Emergency care
Emergency care is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include:

• Chest pain or pressure
• Severe stomach pain that comes on suddenly
• Decrease in or loss of consciousness
• Severe shortness of breath

If you have an emergency medical condition, call 911 or go to the nearest hospital.¹

Care advice whenever you need it
If you’re not sure what kind of care you need, nurses are available to help you figure out what type of care is best for your symptom or condition. Just call 1-866-454-8855, 24 hours a day, 7 days a week.

Call to make an appointment
To schedule an appointment with your personal doctor in internal medicine, family medicine, obstetrics-gynecology, or pediatrics, call 1-866-454-8855 24 hours a day, 7 days a week. For TTY, call 711.

We can also tell you if a location accepts walk-ins, offers after-hours care, or if you can make a same-day or next-day appointment. In addition, you can schedule routine appointments online at kp.org/getcare.²

¹An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that you reasonably believed that the absence of immediate medical attention would result in any of the following: (1) placing the person’s health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part. A mental health condition is an emergency medical condition when it meets the requirements above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or to others, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

²This feature is available when you get care at a Kaiser Permanente facility.
Care away from home

Plan ahead, travel well, and come home healthy. Visit kp.org/travel or call the Away from Home Travel Line at 951-268-39001 for 24/7 travel support anytime, anywhere.

You're covered for emergency and urgent care anywhere in the world.2

Our website and travel team can help you:

• Learn how to refill a prescription early or away from home
• Find care in a Kaiser Permanente region
• File a claim for reimbursement when you're back

Before you go
A little planning makes a big difference. Plan now for a healthy trip.

• Create your online account at kp.org to see your health information and email your Kaiser Permanente doctor with nonurgent issues at home or away from home — anytime.
• Get our KP app to stay connected when you're on the go.
• Consult your doctor if you need to manage a condition during your trip.
• Refill your eligible prescriptions to have enough while you're away.
• Print a summary of your online medical record in case you don't have Internet access.
• Make sure your immunizations are up-to-date, including your yearly flu shot.
• Don't forget to bring your Kaiser Permanente ID card. It has important phone numbers on the back.

Get ready for your visit

We want you to get the most out of your appointments. These guidelines can help you prepare for your visit.

Before your visit

• Make a list of your medications
  Make a list of all the medications you take, including vitamins and herbal supplements. Bring your list or medicine bottles to your appointment.

• Understand your test results
  Ask your doctor how and when to get your test results and what the test results mean. You can also view recent test results at kp.org. Sign up for an account at kp.org/register.

• Write down what's important to you
  Talk to your doctor about your health care values, such as any cultural, religious, or personal beliefs that could affect your care now or in the future.

During your visit

• If you have questions or concerns, ask for more information.

• Before a medical test or treatment, ask:
  - What will this test tell me?
  - What are the risks and benefits of this treatment plan?

• When you're prescribed medication, ask:
  - What is it? And how will it help me?
  - Does it have side effects?
  - How do I take it? And how often?
  - Do I need to change what I eat, or the activities I do while I'm taking this medication?

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1This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code “001” for landlines and “+1” for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas), and closes early the day before a holiday at 10 p.m. Pacific time (PT). The phone line reopens the day after a holiday at 4 a.m. PT. 2For Medi-Cal members, please refer to your Evidence of Coverage or other coverage documents for any restrictions.
• Before you leave, make sure you know:
  - Which medications to take and how often
  - When your follow-up tests or appointments are scheduled
  - When you can return to your regular diet and activities

• If you’re not sure about any of your care, such as tests or medications, ask your doctor to help you understand. You can also bring a friend or family member with you to help ask questions, remember answers, and speak for you, if needed. If you don’t get a printout of instructions for your care plan, ask for one.

3 questions to ask:*
  • What’s my main condition?
  • What do I need to do about it?
  • Why is it important for me to do this?

When you arrive for your appointment
There are 2 ways to check in:
  • At the reception desk
    Please have your Kaiser Permanente ID card and a photo ID (driver’s license, passport, or California ID). This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 71.)
  • At a self-service kiosk (computer)
    Insert your Kaiser Permanente ID card or enter your name. You can pay for your visit with a debit or credit card, update certain personal information, and get directions to your appointment (available in several languages). Kiosks may not be available at all locations.

If your plan includes a copay, coinsurance, or deductible, you’ll be asked for a payment when you check in. You can pay by debit or credit card at the reception desk or at the kiosk. You’ll receive a statement that shows what services you got, how much you paid, and whether you still owe anything. Ask the receptionist for details or refer to your Evidence of Coverage, Certificate of Insurance, or other plan documents.

*Adapted from the National Patient Safety Foundation “Ask Me 3” Campaign.
**Timely access to scheduled appointments**

Your health is our top priority. And we’re committed to offering you a timely appointment when you need care.

The following standards for appointment availability were developed by the California Department of Managed Health Care (DMHC). This information can help you know what to expect when you request an appointment.

<table>
<thead>
<tr>
<th>Type of appointment</th>
<th>Appointment offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent care (defined on page 51)</td>
<td>Within 48 hours</td>
</tr>
<tr>
<td>Nonurgent primary care (including adult/internal medicine, pediatrics, and family medicine)</td>
<td>Within 10 business days</td>
</tr>
<tr>
<td>Nonurgent mental health care with a practitioner other than a physician</td>
<td>Within 10 business days</td>
</tr>
<tr>
<td>Nonurgent specialty care with a physician</td>
<td>Within 15 business days</td>
</tr>
</tbody>
</table>

If you prefer to wait for a later appointment that will better fit your schedule or to see the provider of your choice, we’ll respect your preference. In some cases, your wait may be longer than the time listed if a licensed health care professional decides that a later appointment won’t have a negative effect on your health.

The standards for appointment availability don’t apply to preventive care services. Your provider may recommend a specific schedule for these types of services, depending on your needs. Preventive care services may include physical exams, vision and hearing tests, immunizations, health education, and prenatal care. The standards also do not apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

**Timely access to telephone assistance**

In addition, the following standards for answering telephone inquiries require health plans to answer the following telephone inquiries within specified time frames:

- For telephone advice about whether you need to get care and where to get care, plans must answer within 30 minutes, 24 hours a day, 7 days a week.
- For customer service inquiries, plans must answer within 10 minutes during normal business hours.

**Use interpreter services at no cost to you**

When you call or come in for an appointment or call for advice, we want to speak with you in the language you’re most comfortable using. For more about our interpreter services, call our Member Service Contact Center:

- **1-800-464-4000** English and more than 150 languages using interpreter services
- **1-800-788-0616** Spanish
- **1-800-757-7585** Chinese dialects
Getting your prescriptions

Your doctor may order a prescription for you during your appointment. In most cases, it will be sent to our pharmacy electronically, and you can usually pick it up at your preferred pharmacy location after your appointment. You can also refill your prescriptions at any of our pharmacy locations at your convenience. Find a pharmacy near you in the directory, starting on page 2.

Refill prescriptions from home
Our mail-order pharmacy offers a convenient way to refill your prescriptions. We can mail most prescription drugs to your home within 5 to 7 days at no extra cost for standard U.S. postage.*

To pay, you can use a credit card (American Express, MasterCard, or Visa) or a Visa or MasterCard debit card.

For Northern California, please call 1-888-218-6245 (option 2) to speak to a Kaiser Permanente representative.

Refill online
Visit kp.org/refill to order refills and check the status of your orders. If it's your first time placing a refill order online, please create an account by visiting kp.org/register.

Refill by phone
Call the pharmacy refill number on your prescription label. Have your medical record number, prescription number, home phone number, and credit or debit card information ready when you call.

Have questions?
Please call the pharmacy number printed at the top of your prescription label or find a local pharmacy in the directory beginning on page 2.

For information about your benefits, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays):
1-800-464-4000 English and more than 150 languages using interpreter services
1-800-788-0616 Spanish
1-800-757-7585 Chinese dialects
711 TTY

Out of refills?
If you don’t have any prescription refills left when you order, we can request extra refills from your doctor. Please allow 2 business days for us to process your order.

Please ask about our mail-order pharmacy service and see if you qualify for a 3-month supply of refills by mail.

Save time and money. Have your prescriptions mailed by calling our mail-order pharmacy number at 1-888-218-6245.

*Please see your Evidence of Coverage or Certificate of Insurance for information about your drug coverage, or check with your local Kaiser Permanente pharmacy if you have a question about mailing. Kaiser Permanente can no longer mail prescriptions to many addresses outside the state of California from our Northern and Southern California mail-order facilities. We mail within these states: California, Colorado, Hawaii, the District of Columbia, Georgia, Maryland, Oregon, Virginia, and Washington.
Need to transfer prescriptions?

- **From a non–Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy:**
  Get the prescription number and phone number of the non–Kaiser Permanente pharmacy, then call the Kaiser Permanente pharmacy you want to use. We’ll handle the rest. Please allow 2 business days for us to transfer eligible prescriptions.

- **From one Kaiser Permanente pharmacy to another:**
  Go to [kp.org/refill](http://kp.org/refill) and select your medication from your online list or call the Kaiser Permanente pharmacy where you’d like to pick up your prescription. Enter your current prescription number when prompted. If you don’t have any refills left, it may take 2 business days to complete your order.

*Some drugs, such as schedule II controlled substances, are not transferable due to their high potential for abuse and addiction.

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**Prescription drug benefits**
Most of our plans only cover prescriptions from:

- Kaiser Permanente or affiliated doctors and staff
- Doctors and staff we’ve referred you to
- Doctors providing emergency services or out-of-area urgent care
- Dentists

You’ll generally pay full price for all other prescription drugs. If your coverage doesn’t include a prescription drug benefit, you can still use a Kaiser Permanente pharmacy, but you’ll need to pay the full price.

For new members, Kaiser Permanente will generally cover a temporary supply of non-formulary medication until you can transfer your care to a Kaiser Permanente or affiliated doctor or other provider. Transfer of care to a Kaiser Permanente or affiliated provider needs to be completed within the first 90 days of your membership.

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**Over-the-counter offerings**
Kaiser Permanente pharmacies also carry a variety of nonprescription medicines and supplements, including vitamins, antacids, and cough and cold medicines. You don’t need prescriptions for any of these.

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**Prescription drug formulary**
Our formulary is a list of covered drugs that have been carefully evaluated and approved by our Pharmacy and Therapeutics (P&T) Committee, primarily composed of Kaiser Permanente (Plan) physicians and pharmacists. The committee meets every other month and thoroughly reviews the medical literature and determines which drugs to include on the formulary based on factors, including safety and effectiveness.

The formulary is updated monthly based on new information or when new drugs that become available.
Plan physicians may prescribe generic or brand-name drugs that are on our formulary, or, in rare cases, drugs that are not on our formulary (non-formulary drugs), based on what’s medically necessary for your condition.

A generic drug is a chemical copy of a brand-name drug and is equivalent to the brand-name drug in action, quality, and safety, but usually costs less. Generic drugs have the same active ingredients in the same dosage as their brand-name counterparts and are also approved by the U.S. Food and Drug Administration.

Some brand-name drugs have a generic version and others don’t. Generally, when a new generic drug becomes available, it’s added to the formulary and the brand-name equivalent is removed. When both versions (generic and brand) are available, usually only the generic version is listed in our formulary. When a generic version isn’t available, the formulary will list the brand-name version. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generic drugs for use within the program.

If you have a prescription drug benefit and are prescribed a formulary drug, that drug will be covered under the terms of your benefits. Non-formulary medications are not covered unless your doctor determines that one is medically necessary. If your plan doesn’t have a prescription drug benefit, you’ll be charged full price for both formulary and non-formulary drugs.

For more information on our prescription drug formulary,* visit kp.org/formulary. Or call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays): 1-800-464-4000 English and more than 150 languages using interpreter services) 1-800-788-0616 Spanish 1-800-757-7585 Chinese dialects 711 TTY

Changing to a different medicine (also known as “therapeutic interchange”)
If a prescription is changed from one medication to another, it’s because our Pharmacy and Therapeutics Committee has reviewed the evidence and determined that the new drug is a better option based on standards of safety, effectiveness, or affordability.

These kinds of medication changes generally only happen between drugs in the same class or family that are similarly safe and effective. In most cases, your pharmacist will automatically change your prescription to the new medication at your next refill.

Please note: Your doctor will choose the appropriate therapy based on his or her judgment of medical necessity. Even if a drug is part of our formulary, your doctor may decide not to prescribe it for you.

If there are any changes to our drug formulary — including new restrictions on specific drugs — and a drug you’re taking is affected, you may be allowed to keep receiving it according to your drug benefit if your doctor considers it medically necessary.

See your Evidence of Coverage, Certificate of Insurance, or other plan documents for more information about your drug benefits.

*The prescription drug formulary may vary depending on your health plan and is subject to change. For more information about which drug formulary applies to your plan visit kp.org/formulary or call our Member Service Contact Center.
Managing chronic conditions

Disease management programs
Our disease management programs help our members get the care they need to manage their chronic conditions and get the most out of life. Services include:

- Specialized care
- Medication monitoring
- Education to help prevent complications

We offer disease management programs for a variety of chronic conditions:

- Asthma
- Hepatitis C
- Hypertension
- Coronary artery disease
- Cardiac rehabilitation
- Diabetes
- Congestive heart failure
- Fracture prevention
- Chronic pain

Cardiac rehabilitation offers support and care management after a heart attack or other cardiovascular event. Our PHASE (Prevent Heart Attacks and Strokes Everyday) program is for members who are at increased risk for heart attack or stroke.

If you're ready to make lifestyle changes or want to be considered for a program, talk to your provider or call the number for Health Education at your local facility.

Take control of your health
One of the keys to managing ongoing conditions is taking the right medications and using them only as prescribed. These tips can help.

Coronary artery disease and heart failure:
A heart healthy lifestyle includes regular physical activity, stress management, and careful control of blood pressure and cholesterol. Your care team will help you determine if certain medications can make you and your heart feel better.

Asthma help:
Prevent asthma flare-ups by taking your controller medications daily as prescribed. Talk with your doctor if you're using quick-relief or rescue medication (like albuterol) more than twice a week, waking up from asthma 2 or more times a month, or refilling your albuterol inhaler prescription more than twice a year. Your doctor may need to adjust your asthma medication. When your asthma is under control, you'll breathe easier, have more energy, and get more out of life. For more tips on how to manage your asthma, visit kpdoc.org/asthma.

Diabetes ABCs:
- “A” is for A1c or average blood sugar. An A1c test gives a 3-month average of your blood sugar levels.
- “B” is for blood pressure. The goal is at least 139/89 or lower. Check with your provider for the goal that’s right for you.
- “C” is for cholesterol. For most people with diabetes, using a statin medication at the right dose, along with healthy lifestyle changes, protects the heart and cardiovascular system.

Keep your ABCs under control and prevent heart attacks, strokes, and kidney disease.

Complex Chronic Conditions (CCC) Case Management Program
The Complex Chronic Conditions (CCC) Case Management Program helps members who have trouble managing more than one chronic condition. Nurses and social workers work with you and your doctor to address your needs. You'll learn self-care skills to properly manage your chronic conditions. If you or your caregiver thinks you qualify for the program, call the Case Management number at your local facility. See the directory beginning on page 2.
Create your online account on kp.org

As a Kaiser Permanente member, it’s easy for you to stay on top of your health at kp.org. Once you’ve created your online account, you can securely access many timesaving tools and resources to help you manage the care you get at Kaiser Permanente facilities.

Manage your care at kp.org
Visit kp.org anytime, from anywhere, to:

• View most lab results
• Refill most prescriptions
• Email your doctor with nonurgent questions
• Schedule and cancel routine appointments
• Print vaccination records for school, sports, and camp
• Manage a family member’s health care*

Manage your medical finances — anytime, anywhere
Through kp.org and the Kaiser Permanente app, you can also easily and securely:

• View and pay medical bills
• See your current amount due (as of your last statement)
• Check your payment history
• Get an instant confirmation when you pay

Go paperless
Sign up to view and pay your medical bills online kp.org/paperless.

Get inspired at kp.org
kp.org also gives you access to many tools and tips for healthy living as well as recipes and articles on a wide range of health topics.

Go mobile
Download the Kaiser Permanente app from your preferred app site. Click on “register” to set up an account. If you already have an account on kp.org, you can use the same user ID and password to sign in to the app.

*Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.
Healthy living resources

Choose from a wide variety of healthy living resources, including classes and online programs to help you manage and improve your health.¹ You'll find inspiration and tools to help you feel your best.

Connect with your doctor

With My Doctor Online, you can search for health topics and sign in for personal health information for you and your family. Visit kp.org/mydoctor to:

- Get to know your doctor and specialists — read about their backgrounds, education, awards, and more
- Email your doctor with nonurgent questions, view most lab results, schedule in-person, video, and phone appointments, refill most prescriptions²
- View preventive health reminders³
- Search for health topics and get relief with trusted information from your doctor

Health on the go

My Doctor Online and My KP Meds apps help you manage your care and your family’s care anytime, anywhere.

With the My Doctor Online app, you can:

- Get personalized health reminders
- Check doctor appointment details
- Join a video visit

With the My KP Meds app, you can:

- Create reminders to take medications at the right time
- Order refills right from your smartphone or mobile device
- Manage medication lists, schedules, and reminder histories

Download our apps, My Doctor Online and My KP Meds, at the App Store® or on Google Play.

Google Play and the Google Play logo are trademarks of Google LLC.

Video visits

For some conditions, you may be able to skip a visit to the doctor’s office with a video visit. A video visit is an appointment done through the camera on your mobile device or computer.

Next time you need care, ask if a video visit is right for your symptoms. When scheduling an appointment online or through our apps, you may be offered a video visit depending on the type of care you need.

To learn more about video visits, go to kp.org/mydoctor/videovisits.

In addition, you can schedule routine appointments online at kp.org/getcare¹ or by calling 1-866-454-8855 24 hours a day, 7 days a week. For TTY, call 711.

Wellness Coaching by Phone

Kaiser Permanente wellness coaches can help you make lasting lifestyle changes. Whether you want to get active, eat better, manage your weight, stop smoking, sleep better, or handle stress, a wellness coach can help you reach your goals.

Personalized sessions are available at no cost for Kaiser Permanente members, weekdays from 7 a.m. to 7 p.m. and Saturdays from 8:30 a.m. to 5 p.m.

To schedule an appointment, call 1-866-251-4514. To learn more about wellness coaching, go to kp.org/mydoctor/wellnesscoaching.

¹Some classes require a fee.
²Some features require registration on kp.org. If you’re not registered, go to kp.org/register to get started, or visit the Health Education Department at a facility near you.
³Online features change when children reach age 12. Teens are entitled to additional privacy protection under state laws. When your child turns 12 years old, you will still be able to manage care for your teen, with modified access to certain features.
⁴This feature is available when you get care at a Kaiser Permanente facility.
Your immunization information

Your immunization information is shared with the California Immunization Registry (CAIR), as well as the Regional Immunization Data Exchange (RIDE) in Stanislaus and San Joaquin counties, the Solano County Public Health Department, and the San Diego Regional Immunization Registry in San Diego County. These secure databases are managed by state and county government agencies. Any California health care provider can see most immunizations received at any participating provider. Go to cairweb.org/forms for more information.

Here are some benefits of sharing your information:

- You have a backup in case you lose your or your child’s yellow immunization card.
- Participating schools can easily view your child’s required immunizations.
- You’ll keep a consistent immunization record if you ever need to change health plans.

If you don’t want Kaiser Permanente to share your or your child’s immunization information with other California health care providers or participating schools through these registries, you can opt out at any time. Visit cairweb.org/forms and see the “CAIR Patient Forms” section for information about opting out.

Preventive care guidelines

Use our preventive care guidelines to learn what you can do to be healthier and when to get immunizations and routine health screenings.

These guidelines are for people who are generally healthy. If you have ongoing health problems, special health needs or risks, or if certain conditions run in your family, your preventive care guidelines may be different. Talk to your doctor about an approach that fits your needs. To learn about which preventive care services are covered under your health plan, consult your Evidence of Coverage or Certificate of Insurance, or call our Member Service Contact Center.

The preventive care guidelines are current as of August 2018. You can also find out if you’re due for a preventive screening or immunization by signing on to My Doctor Online at kp.org/mydoctor/whatsdue.
## Preventive care guidelines for children and teens

<table>
<thead>
<tr>
<th>Topic</th>
<th>Birth–12 years</th>
<th>13–18 years</th>
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</thead>
<tbody>
<tr>
<td><strong>Recommended Lifestyle Practices</strong></td>
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</tr>
<tr>
<td><strong>Activity</strong></td>
<td>Get up and play. Aim for at least 60 minutes of physical activity every day. Limit screen time to 1 to 2 hours a day. This includes TV, smartphones, tablets, computers, and video games. Children younger than 2 shouldn’t watch any TV or videos. Keep screens out of children’s bedrooms.</td>
<td><strong>Teens:</strong> Aim for at least 60 minutes of physical activity every day. Try different activities to find one that you enjoy. Limit screen time to 1 to 2 hours a day. This includes TV, smartphones, tablets, computers, and video games. Avoid temptation by keeping electronic devices out of your bedroom.</td>
</tr>
<tr>
<td><strong>Alcohol and drugs</strong></td>
<td>Talk with older children about the dangers of alcohol and drugs. Set a good example.</td>
<td><strong>Parents:</strong> Talk with older children about the dangers of alcohol and drugs, including prescription drugs, and set clear expectations. Your teen’s doctor will talk about drugs and alcohol at well-teen visits. Keep all medications out of reach — and out of easily accessible places like the medicine cabinet. <strong>Teens:</strong> Don’t drink alcohol or use drugs, including any medicine that’s been prescribed for someone else. Don’t drink and drive and don’t accept rides from anyone who has been drinking or is high.</td>
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<tr>
<td><strong>Dental care (choose a dentist for your child to see regularly)</strong></td>
<td>Prevent baby bottle tooth decay — don’t leave a bottle with your baby at nap time or nighttime. Never prop up your baby’s bottle. When teeth appear, use a soft toothbrush to brush twice a day with a tiny smear of toothpaste. During regular well-child visits, your child’s pediatrician will check his or her teeth and gums to make sure they’re healthy. Fluoride varnish may also be offered. Plan to schedule a first dental visit by your child’s first birthday. <strong>Starting at age 2,</strong> use a pea-sized amount of toothpaste and help your child brush and floss their teeth daily.</td>
<td><strong>Parents:</strong> Encourage good dental hygiene (regular brushing and flossing) at home and take your teen to the dentist for regular checkups (usually every 6 months).</td>
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<tr>
<td><strong>Diet and nutrition</strong></td>
<td>Fill half your child's plate with fruits and vegetables at each meal. Serve foods rich in calcium, iron, and fiber, and limit fast food, sweets, and salty snacks. Choose water or plain milk instead of soda, juice, sports drinks, and other sweetened drinks. Fuel up with breakfast every morning and eat meals together as a family. Let your child decide how much to eat. Encourage your child to help you shop and cook.</td>
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<tr>
<td><strong>Emotional health</strong></td>
<td>Spend relaxed time with your children regularly and talk to them about school, friends, and any difficulties they may be having. Let them know you’re there to help. Make sure your child is getting enough sleep and isn’t over-scheduled with activities.</td>
<td><strong>Teens:</strong> Try to get at least 8 hours of sleep a night. Eating a healthy diet, getting regular physical activity, and getting enough sleep will help you manage stress. If you feel sad, stressed out, or hopeless, talk to your doctor or a trusted adult for help.</td>
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<tr>
<td><strong>Environmental safety</strong></td>
<td>Reduce your child’s exposure to toxins (lead, smoke, pesticides, and those in some plastics.) Do not heat food or drinks in plastic. Store food in glass or stainless steel when possible. Serve more fresh or frozen fruits and vegetables. Wash all produce that can’t be peeled. Choose cleaning products with fewer harmful substances. If your house was built before 1978, inspect it for lead.</td>
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<tr>
<td>Topic</td>
<td>Birth–12 years</td>
<td>13–18 years</td>
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<tr>
<td>Medical care</td>
<td>Bring your child to all well-child visits. Protect your child from serious diseases by keeping up with all immunizations. Sign up for kp.org and add your child to your family list. Download our My Doctor Online app to receive reminders when it’s time for well-child visits and immunizations. Subscribe to our Thriving Families blog.</td>
<td>Parents: Schedule well-teen visits every 1 to 2 years. Make sure your teen is current with regularly scheduled immunizations, as well as with well-care visits. Teens: You can see a doctor or provider without your parents’ permission for confidential concerns like pregnancy, birth control, sexually transmitted diseases (STDs), and drug and alcohol issues.</td>
</tr>
<tr>
<td>Safety</td>
<td>Keep children younger than 12 out of the front seat of the car and always use age-appropriate safety seats and seat belts. Put medicines and any products with harmful substances out of reach. Install fences and self-latching gates around pools and use guards on windows and stairs. Install smoke detectors and carbon monoxide detectors and change the batteries regularly. Never leave your young child alone at home or in a car. Teach children never to go with strangers. Monitor your child’s computer and mobile device use to limit inappropriate contact. It is safest not to keep guns. If you must, store them unloaded and locked up, with ammunition stored separately. Use a helmet when on a bike, scooter, skateboard, or skates.</td>
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<tr>
<td>Sexuality</td>
<td>Talk with your child about what changes to expect during puberty, including physical development and emotional changes. Answer your children’s questions about sex in an honest, straightforward way. Monitor your child’s online use to limit inappropriate content.</td>
<td>Teens: Not having sex is the only certain way to protect against pregnancy and sexually transmitted infections (STI). Get information from a trusted adult about sexual decision-making, birth control, emergency contraception, and STI protection before starting to have sex. Information and services are available confidentially from your doctor.</td>
</tr>
<tr>
<td>Skin safety</td>
<td>Protect your child’s skin. Children and teens should wear hats and long-sleeved shirts and should use sunscreen to reduce their risk of skin cancer. Choose a “broad-spectrum” sunscreen that has an SPF of at least 15. Provide sunglasses with at least 99 percent UV protection. Tanning is not safe.</td>
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<tr>
<td>Smoking and Vaping</td>
<td>Don’t smoke or vape, or allow anyone else to do so around your child. If you smoke, one of the most important things you can do for your own health and the health of your children is to quit. Kaiser Permanente has resources to help you quit smoking.</td>
<td>Parents: Do not allow your teen to smoke or vape. Teens: Smoking is expensive, smelly, and hurts your health. Vaping is not a safe alternative. If you smoke, vape, or Juul, you are risking addiction. We can help you quit. You can also call the California Smokers’ Helpline at 1-800-662-8887.</td>
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<tr>
<td>Recommended Screening Tests</td>
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<tr>
<td>Autism</td>
<td>Your child’s doctor will screen your toddler for signs of autism spectrum disorder. Talk with your child’s doctor if you have any concerns about your child’s development.</td>
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<tr>
<td>Blood pressure</td>
<td>Get tested at every well-child visit starting at age 3.</td>
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<tr>
<td>Chlamydia</td>
<td>Teens: If you’re sexually active, get tested for chlamydia every year.</td>
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<tr>
<td>Hearing</td>
<td>Tested once on all newborns, then periodically as needed.</td>
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<tr>
<td>Height, weight, and BMI</td>
<td>Starting at age 2, body mass index (BMI) is calculated to help determine if your child is at a healthy weight. We’ll also ask regularly about eating and physical activity habits.</td>
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</tr>
<tr>
<td>HPV</td>
<td>At age 11 or 12, all preteens need 2 doses of HPV vaccine to prevent cancer. Catch up: Teens who are age 15 and older need 3 shots over 6 months.</td>
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</tr>
</tbody>
</table>
Vision

Your child’s doctor will examine your child’s eyes at all well-child visits and screen for eyesight problems at **age 3**, and periodically as needed between **ages 4 and 17**.

Immunizations

Protect your child from serious preventable diseases. Be sure your child gets the flu vaccine every year. Keep up with all recommended immunizations (see pages 67 and 68).

Learn more about the shots your child needs to stay healthy. For information on immunizations for babies and young children, visit [kpdoc.org/youngchildshots](http://kpdoc.org/youngchildshots).

For information on immunizations for older children and teens, visit [kpdoc.org/olderchildshots](http://kpdoc.org/olderchildshots).

Recommended Well-Child Visits

<table>
<thead>
<tr>
<th>Topic</th>
<th>Birth–12 years</th>
<th>13–18 years</th>
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</thead>
<tbody>
<tr>
<td>Visit schedule</td>
<td><strong>Babies and toddlers:</strong> Schedule visits at 2 to 3 days, 2 weeks, 2 months, 4 months, 6 months, 12 months, 18 months, and 24 months. <strong>Children:</strong> Schedule visits at 3 years, 4–5 years, 6–8 years, 8–10 years, and 11–12 years. <strong>Teens:</strong> Schedule visits every 1–2 years, based on your doctor’s or nurse practitioner’s advice. Your child’s doctor may recommend a slightly different schedule.</td>
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</table>

Preventive care guidelines for adults

<table>
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<tr>
<th>Topic</th>
<th>Adult</th>
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<tbody>
<tr>
<td>Recommended Lifestyle Practices</td>
<td></td>
</tr>
<tr>
<td>Alcohol and drugs</td>
<td>Don’t drive after drinking or using drugs. If drinking or using drugs is causing problems for you or someone you know, talk to your personal physician or health care professional.</td>
</tr>
<tr>
<td>Diet and nutrition</td>
<td>Eat a diet that emphasizes vegetables, fruits, whole grains, dairy, protein and oils. Limit foods high in sodium or added sugars, as well as saturated or trans-fat. Get 1,000 mg of calcium a day. Most adults <strong>50 or older</strong> need 1,200 mg of calcium a day and 1,000 to 2,000 IU of vitamin D a day from dietary sources when possible. Take a folic acid supplement or fortified foods with 400 to 800 mcg daily, especially for women of childbearing age.</td>
</tr>
<tr>
<td>Emotional health</td>
<td>Talk to your personal physician or health care professional to get help if you’re feeling depressed, anxious, or hopeless, or if you’re being threatened, abused, or hurt by anyone.</td>
</tr>
<tr>
<td>Exercise</td>
<td>Be physically active for a minimum of 150 minutes a week, or at least 30 minutes a day on most days of the week.</td>
</tr>
<tr>
<td>Healthy weight</td>
<td>Reach and maintain a healthy weight, or a body mass index (BMI) below 25. A BMI of 25 or above increases the risk of heart disease, stroke, diabetes, joint pain, and some cancers.</td>
</tr>
<tr>
<td>Injury prevention</td>
<td>Always wear your seat belt when you drive, and buckle in children. Don’t text and drive. Wear a helmet when you’re on a bike, motorcycle, skateboard, scooter, or skates.</td>
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<tr>
<td>Topic</td>
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<tr>
<td><strong>Life care planning</strong></td>
<td>We encourage all adults to select a health care decision-maker, someone to speak for them if they’re ever unable to communicate for themselves. Speak to your health care decision-maker now about your future health care wishes and complete an Advance Health Care Directive. For help, go to <a href="http://kp.org/lifecareplan">kp.org/lifecareplan</a> or visit your local Health Education Department.</td>
</tr>
<tr>
<td><strong>Midlife choices</strong></td>
<td><strong>Starting at age 45,</strong> talk to your personal physician about options for managing menopausal symptoms and preventing serious medical conditions later in life.</td>
</tr>
<tr>
<td><strong>Sexual practices</strong></td>
<td>Practice safer sex by using condoms to avoid sexually transmitted infections (STI). Talk to your clinician about effective birth control (including emergency contraception) if you don’t want to become pregnant now.</td>
</tr>
<tr>
<td><strong>Skin protection</strong></td>
<td>Always protect your skin from the sun when outdoors. Wear a hat and a broad-spectrum (UVA and UVB protection) sunscreen to reduce your risk of skin cancer.</td>
</tr>
<tr>
<td><strong>Smoking and Vaping</strong></td>
<td>Don’t smoke or use tobacco. If you do, we can help you quit. Don’t allow anyone to smoke around you or your child.</td>
</tr>
<tr>
<td><strong>Recommended Screening Tests</strong></td>
<td></td>
</tr>
<tr>
<td>Abdominal aortic aneurysm (for men)</td>
<td>If you’ve ever smoked, have an abdominal ultrasound once between <strong>ages 65 and 75.</strong></td>
</tr>
<tr>
<td>Breast cancer (for women)</td>
<td>Get a mammogram every 1 to 2 years between <strong>ages 50 and 74.</strong> If you have risk factors for breast cancer, talk to your doctor about starting mammograms earlier than 50. <strong>Women ages 40 to 49 and 75 and older</strong> should talk to their doctor about the risks and benefits of getting a mammogram. Contact your doctor immediately if you find a lump in your breast.</td>
</tr>
<tr>
<td>Cervical cancer (for women)</td>
<td>Women <strong>ages 21-65</strong> should get screened every 3 years. You do not need cervical cancer screening after age 65, unless you’ve had previous abnormal results.</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>Get your cholesterol levels checked starting at <strong>age 20</strong> or at your first Kaiser Permanente visit. If you don’t have risk factors for heart disease, get a cholesterol test every 5 years between <strong>ages 40 and 79</strong>; if you do have risk factors, or if your cholesterol level is above normal, get tested more often.</td>
</tr>
<tr>
<td>Colon cancer</td>
<td>Between <strong>ages 50 and 75,</strong> do a fecal immunochemical test (FIT) once a year, or a colonoscopy every 10 years. Speak to your doctor about screening earlier if you have a family history of colon cancer or a history of advanced polyps.</td>
</tr>
<tr>
<td>Diabetes</td>
<td>Get tested every 3 years after <strong>age 40</strong> or if you have a body mass index (BMI) over 25. Get tested more often if you have certain risk factors, such as prediabetes, high cholesterol, high blood pressure, or had diabetes during pregnancy.</td>
</tr>
<tr>
<td>Hepatitis B and C</td>
<td>Get screened for Hepatitis B if you or your parents were born in a country with a high rate of Hepatitis B, or if you have other risk factors for it. Get screened for Hepatitis C if you were born between 1945 and 1965, or more often if you have other risk factors for Hepatitis C.</td>
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<tr>
<td>Topic</td>
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<tr>
<td><strong>HIV and other STDs</strong></td>
<td>Get tested for HIV at least once, even if you think you’re not at risk. Get tested for HIV and other STI if you’ve had unprotected sex, are pregnant, or have any reason to think you may be at risk. Have a yearly chlamydia test if you’re sexually active and between ages 18 and 24 or if you’re older than 25 and at risk for STI.</td>
</tr>
<tr>
<td><strong>Hypertension</strong></td>
<td>Have your blood pressure checked every 3 to 5 years between ages 18 and 39, or annually if you’re 40 or older or have prehypertension or other risk factors for heart disease.</td>
</tr>
<tr>
<td><strong>Osteoporosis</strong></td>
<td>Get a bone mineral density test for women age 65 and older and for men age 70 and older, or before these ages if you have risk factors for early bone fractures.</td>
</tr>
<tr>
<td><strong>Overweight and obesity</strong></td>
<td>Ask your doctor about your body mass index during office visits; if it is higher than recommended, discuss weight management options.</td>
</tr>
<tr>
<td><strong>Prostate cancer (for men)</strong></td>
<td>Men between ages 50 and 69 should talk to their doctor about the benefits and risks of having a screening.</td>
</tr>
<tr>
<td><strong>Tuberculosis (TB)</strong></td>
<td>Talk to your doctor about getting a TB test if you’re in close contact with someone who has infectious TB, are a recent immigrant from a country with a high rate of TB, or work in a hospital or nursing home.</td>
</tr>
</tbody>
</table>

### Immunizations

<table>
<thead>
<tr>
<th>Topic</th>
<th>Adult</th>
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<tbody>
<tr>
<td><strong>Influenza (flu vaccine)</strong></td>
<td>Everyone 6 months and older needs a flu vaccine every year. Flu protection is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, or heart disease; and anyone age 65 or older.</td>
</tr>
</tbody>
</table>
| **HPV**                      | The HPV vaccine is recommended for all young women through age 26 and young men through age 21 — if they didn’t get the vaccine when they were younger. The HPV vaccine is also recommended for the following people, through age 26, if they didn’t get the vaccine when they were younger:  
  - Men who have sex with men  
  - Transgender young adults  
  - Young adults with immunocompromising conditions |
| **Pneumococcal**             | All adults age 65 and older should get the pneumococcal vaccine. These immunizations protect against ear infections, pneumonia, and meningitis. If you’re younger than 65 and smoke or have a chronic condition, discuss with your doctor if you should receive them. |
| **Tdap (tetanus, diphtheria, and pertussis)** | Get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once between ages 18 and 64. Be sure to get your Tdap booster if you’re pregnant (during every pregnancy) or if you’re age 65 or older and spend time with a baby. |
| **Zoster (shingles)**        | Protect yourself from shingles if you’re age 50 or older and not at increased risk for infections, and even if you’ve had shingles in the past. Get 2 doses over a 6-month period. |
2018 recommended immunizations for children from birth through 6 years old
As recommended by the Centers for Disease Control and Prevention.

<table>
<thead>
<tr>
<th>Birth</th>
<th>1 month</th>
<th>2 months</th>
<th>4 months</th>
<th>6 months</th>
<th>12 months</th>
<th>15 months</th>
<th>18 months</th>
<th>19-23 months</th>
<th>2-3 years</th>
<th>4-6 years</th>
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<tbody>
<tr>
<td>HepB</td>
<td>HepB</td>
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<td>Influenza (yearly)(^1)</td>
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<td>Varicella</td>
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<td>HepA(^2)</td>
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</tbody>
</table>

Shaded boxes indicate the vaccine can be given during shown age range.

**Note:** If your child misses a shot, you don’t need to start over, just go back to your child’s doctor for the next shot. Talk with your child’s doctor if you have questions about vaccines.

If your child has any medical conditions that put him at risk for infection or is traveling outside the United States, talk to your child’s doctor about additional vaccines that he may need.

\(^1\)Two doses given at least four weeks apart are recommended for children aged 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.

\(^2\)Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 months after the last dose. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who did not receive the HepA vaccine and are at high-risk, should be vaccinated against HepA.

**DTaP** vaccine combines protection against diphtheria, tetanus, and pertussis.
**HepA** vaccine protects against hepatitis A.
**HepB** vaccine protects against hepatitis B.
**Hib** vaccine protects against *Haemophilus influenzae* type b.
**Influenza (Flu)** vaccine protects against influenza.
**IPV** vaccine protects against polio.
**MMR** vaccine combines protection against measles, mumps, and rubella
**PCV13** vaccine protects against pneumococcus.
**RV** vaccine protects against rotavirus.
**Varicella** vaccine protects against chickenpox.

For more information, call 1-800-CDC-INFO (1-800-232-4636) or visit cdc.gov/vaccines/parents
2018 recommended immunizations for children from 7–18 years old
As recommended by the Centers for Disease Control and Prevention.

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>7-8 years</th>
<th>9-10 years</th>
<th>11-12 years</th>
<th>13-15 years</th>
<th>16-18 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu (Influenza)¹</td>
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<tr>
<td>Tdap (Tetanus, diphtheria, pertussis)²</td>
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<tr>
<td>HPV (Human papillomavirus)³</td>
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<tr>
<td>Meningococcal (MenACWY)⁴</td>
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<tr>
<td>Meningococcal (MenB)⁵</td>
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<tr>
<td>Pneumococcal</td>
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<tr>
<td>Hepatitis B</td>
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<tr>
<td>Hepatitis A</td>
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<tr>
<td>Inactivated Polio</td>
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<tr>
<td>MMR (Measles, mumps, rubella)</td>
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<tr>
<td>Chickenpox (Varicella)</td>
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</tbody>
</table>

¹ Preteens and teens should get a flu vaccine every year.
² Preteens and teens should get one shot of Tdap at age 11 or 12 years.
³ All 11-12 year olds should get a 2-shot series of HPV vaccine at least 6 months apart. A 3-shot series is needed for those with weakened immune systems and those age 15 or older.
⁴ All 11-12 year olds should get a single shot of a meningococcal conjugate (MenACWY) vaccine. A booster shot is recommended at age 16.
⁵ Teens, 16-18 years old, may be vaccinated with a meningococcal (MenB) vaccine.

For more information, call 1-800-CDC-INFO (1-800-232-4636) or visit cdc.gov/vaccines.
2018 recommended immunizations for adults  
As recommended by the Centers for Disease Control and Prevention

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>19-21 years</th>
<th>22-26 years</th>
<th>27-49 years</th>
<th>50-64 years</th>
<th>65+ years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu (Influenza)¹</td>
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<tr>
<td>Tdap or Td (Tetanus, diphtheria, and pertussis)²</td>
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<tr>
<td>Shingles Zoster (RZV)³</td>
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<tr>
<td>Shingles Zoster (ZVL)³</td>
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<tr>
<td>Pneumococcal (PCV13)⁴</td>
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<tr>
<td>Pneumococcal (PPSV23)⁴</td>
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<tr>
<td>Meningococcal (MenACWY)⁵</td>
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<td>Meningococcal (MenB)⁵</td>
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<tr>
<td>MMR (Measles, mumps, rubella)⁶</td>
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<tr>
<td>HPV Human papillomavirus (for women)⁶,7</td>
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<tr>
<td>HPV Human papillomavirus (for men)⁶,7</td>
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<tr>
<td>Chickenpox (Varicella)⁶</td>
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<tr>
<td>Hepatitis A⁶</td>
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<tr>
<td>Hepatitis B⁶</td>
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<tr>
<td>Hib (Haemophilus influenzae type b)</td>
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</table>

¹ You should get flu vaccine every year.
² You should get 1 dose of Tdap if you did not get it as a child or adult. You should also get a Td booster every 10 years. Women should get 1 dose of Tdap during every pregnancy.
³ There are 2 types of zoster vaccine. You should get 2 doses of RZV at age 50 years or older (preferred) or 1 dose of ZVL at age 60 years or older even if you had shingles before.
⁴ There are 2 types of pneumococcal vaccine. You should get 1 dose of PCV13 and at least 1 dose of PPSV23 depending on your age and health condition.
⁵ There are 2 types of meningococcal vaccine. You may need one or both types depending on your health condition.
⁶ You should get this vaccine if you did not get it when you were a child.
⁷ You should get HPV vaccine if you are a woman through age 26 years or a man through age 21 years and did not already complete the series.

- **Recommended for you:** This vaccine is recommended for you unless your health care professional tells you that you do not need it or should not get it.
- **May be recommended for you:** This vaccine is recommended for you if you have certain risk factors due to your health condition. Talk to your health care professional to see if you need this vaccine.

If you are traveling outside the United States, you may need additional vaccines. Ask your health care professional about which vaccines you may need at least 6 weeks before you travel.

For more information, call 1-800-CDC-INFO (1-800-232-4636) or visit cdc.gov/vaccines.
Emergency services and coverage

If you have an emergency medical condition, call 911 (where available) or go to the nearest hospital emergency department. An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that you reasonably believed that the absence of immediate medical attention would result in any of the following:

- Placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true:

- The person is an immediate danger to himself or herself or to others.
- The person is immediately unable to provide for, or use, food, shelter, or clothing, due to the mental disorder.

Emergency services coverage

When you have an emergency medical condition, we cover emergency services you receive from Plan providers or non-Plan providers anywhere in the world.* You do not need prior authorization for emergency services.

*For Medi-Cal Members, coverage for emergency services only applies within the United States, except as described in your Evidence of Coverage.

Emergency services include all of the following with respect to an emergency medical condition:

- A medical screening exam that is within the capability of the emergency department of a hospital, including ancillary services (such as imaging and laboratory services) routinely available to the emergency department to evaluate the emergency medical condition
- Within the capabilities of the staff and facilities available at the hospital, medically necessary examination and treatment required to stabilize you (once your condition is stabilized, services you receive are post-stabilization care and not emergency services)

"Stabilize" means to provide medical treatment for your emergency medical condition that is necessary to assure, within reasonable medical probability, that no material deterioration of your condition is likely to result from or occur during your transfer from the facility. With respect to a pregnant woman who is having contractions, when there is inadequate time to safely transfer her to another hospital before delivery (or the transfer may pose a threat to the health or safety of the woman or her unborn child), "stabilize" means to deliver
For more information on emergency care coverage, see your Evidence of Coverage, Certificate of Insurance, or other plan documents.

Post-stabilization care
Post-stabilization care is medically necessary care related to your emergency medical condition that you receive in a hospital (including the Emergency Department) after your treating physician determines that this condition is stabilized. Kaiser Permanente covers post-stabilization care from a non-Plan provider only if we provide prior authorization for the care or if otherwise required by applicable law ("prior authorization" means that we must approve the service in advance). To request prior authorization for post-stabilization care from a non-Plan provider, the non-Plan provider must call us at 1-800-225-8883 (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card before you receive the care.

We will discuss your condition with the non-Plan provider. If we determine that you require post-stabilization care, and that this care is part of your covered benefits, we will authorize your care from that provider or arrange to have a Plan provider (or other designated provider) provide care. Be sure to ask the non-Plan provider to tell you what care (including any transportation) we have authorized because we will not cover post-stabilization care or related transportation provided by non-Plan providers that has not been authorized, except as otherwise described in the Evidence of Coverage, Certificate of Insurance, or other plan documents. If you receive care from a non-Plan provider that we have not authorized, you may have to pay the full cost of that care.

NOTE: If you are a Senior Advantage (HMO) member, you will only be held financially liable if you are notified by the non-Plan provider or us about your potential liability.

Notify us that you have been admitted to a non-Plan hospital. If you are admitted to a non-Plan hospital or get emergency care, please notify us as soon as possible by calling 1-800-225-8883 (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card.

Protecting your privacy and security
We take protecting you, your medical information, and resources for your care very seriously. One way we protect your privacy is by checking your Kaiser Permanente ID card and asking to see a photo ID when you come in for care.

If you notice potential signs of misconduct, such as someone using another’s ID card or information improperly, a statement listing charges for care you didn’t receive, or your prescription medications have changed unexpectedly, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). For more information about how we are working to protect you, visit kp.org/protectingyou.

We are committed to ethical conduct, integrity in our work, and compliance with all regulatory requirements. We train our employees and physicians to help protect your privacy and prevent fraud and identity theft. We monitor our systems and operations for indications of misconduct and take corrective action when needed.
Your rights and responsibilities

Kaiser Permanente is your partner in total health care. Active communication between you and your physician as well as others on your health care team helps us to provide you with the most appropriate and effective care. We want to make sure you receive the information you need about your Health Plan, the people who provide your care, and the services available, including important preventive care guidelines. Having this information contributes to you being an active participant in your own medical care. We also honor your right to privacy and believe in your right to considerate and respectful care. This section details your rights and responsibilities as a Kaiser Permanente member and gives you information about member services, specialty referrals, privacy and confidentiality, and the dispute-resolution process.

As an adult member, you exercise these rights yourself. If you are a minor or are unable to make decisions about your medical care, these rights will be exercised by the person with the legal responsibility to participate in making these decisions for you.

You have the right to:

Receive information about Kaiser Permanente, our services, our practitioners and providers, and your rights and responsibilities. We want you to participate in decisions about your medical care. You have the right, and should expect, to receive as much information as you need to help you make these decisions. This includes information about:

- Kaiser Permanente
- The services we provide, including mental health services

- The names and professional status of the individuals who provide you with service or treatment
- The diagnosis of a medical condition, its recommended treatment, and alternative treatments
- The risks and benefits of recommended treatments
- Preventive care guidelines
- Ethical issues
- Complaint and grievance procedures

We will make this information as clear and understandable as possible. When needed, we will provide interpreter services at no cost to you.

Participate in a candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage. You have the right to a candid discussion with your Plan physician about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage. Ask questions, even if you think they're not important. You should be satisfied with the answers to your questions and concerns before consenting to any treatment. You may refuse any recommended treatment if you don't agree with it or if it conflicts with your beliefs.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Medical emergencies or other circumstances may limit your participation in a treatment decision. However, in general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and
services that have been provided, including unanticipated outcomes.

Participate with practitioners and providers in making decisions about your health care. You have the right to choose an adult representative, known as your agent, to make medical decisions for you if you are unable to do so, and to express your wishes about your future care. Instructions may be expressed in advance directive documents such as an Advance Health Care Directive. See page 84 for more information about advance directives.

For more information about these services and resources, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

Have ethical issues considered. You have the right to have ethical issues that may arise in connection with your health care considered by your health care team. Kaiser Permanente has a Bioethics/Ethics Committee at each of our medical centers to assist you in making important medical or ethical decisions.

Receive personal medical records. You have the right to review and receive copies of your medical records, subject to legal restrictions and any appropriate copying or retrieval charge(s). You can also designate someone to obtain your records on your behalf. Kaiser Permanente will not release your medical information without your written consent, except as required or permitted by law.

To review, receive, or release copies of your medical records, you’ll need to complete and submit an appropriate written authorization or inspection request to our Medical Secretaries Department at the facility where you get your care. They can provide you with these forms and tell you how to request your records. Check your medical facility in this Guidebook or visit kp.org to find addresses and phone numbers for these departments. If you need help getting copies of your medical records, call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

Receive care with respect and recognition of your dignity. We respect your cultural, psychosocial, spiritual, and personal values; your beliefs; and your personal preferences. Kaiser Permanente is committed to providing high-quality care for you and to building healthy, thriving communities. To help us get to know you and provide culturally competent care, we collect race, ethnicity, language preferences (spoken and written), sexual orientation, gender identity, and religion data. This information can help us develop ways to improve care for our members and communities. This information is kept private and confidential and is not used in underwriting, rate setting, or benefit determination. Check your visit summary to make sure your information is correct. If you see an error, please tell us. We believe that providing quality health care includes a full and open discussion regarding all aspects of medical care and want you to be satisfied with the health care you receive from Kaiser Permanente.

Use interpreter services at no cost to you. When you call or come in for an appointment or call for advice, we want to speak with you in the language you are most comfortable using. For more about our interpreter services, see page 94, or call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).
Be assured of privacy and confidentiality. All Kaiser Permanente employees and physicians, as well as practitioners and providers with whom Kaiser Permanente contracts, are required to keep your protected health information (PHI) confidential. PHI is information that includes your name, Social Security number, or other information that reveals who you are, such as race, ethnicity, and language data. For example, your medical record is PHI because it includes your name and other identifiers.

Kaiser Permanente has strict policies and procedures regarding the collection, use, and disclosure of member PHI that includes the following:

- Kaiser Permanente’s routine uses and disclosures of PHI
- Use of authorizations
- Access to PHI
- Internal protection of oral, written, and electronic PHI across the organization
- Protection of information disclosed to Plan sponsors or employers

Please review the section titled “Privacy practices” on page 79.

For more information about your rights regarding PHI as well as our privacy practices, please refer to our Notice of Privacy Practices on our website, kp.org, or call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

Participate in physician selection without interference. You have the right to select and change your personal physician within the Kaiser Permanente Medical Care Program without interference, subject to physician availability. To learn more about nurse practitioners, physician assistants, and selecting a primary care practitioner, see page 50 in this Guidebook.

Receive a second opinion from an appropriately qualified medical practitioner. If you want a second opinion, you can ask Member Services to help you arrange one with a Plan Physician who is an appropriately qualified medical professional for your condition. If there isn't a Plan Physician who is an appropriately qualified medical professional for your condition, Member Services will help you arrange a consultation with a non–Plan physician for a second opinion. While it is your right to consult with a physician outside the Kaiser Permanente Medical Care Program, without prior authorization you will be responsible for any costs you incur. For purposes of this "Second Opinions" provision, an "appropriately qualified medical professional" is a physician who is acting within his or her scope of practice and who possesses a clinical background, including training and expertise, related to the illness or condition associated with the request for a second medical opinion.

Receive and use member satisfaction resources, including the right to voice complaints or make appeals about Kaiser Permanente or the care we provide. You have the right to resources such as patient assistance and member services, and the dispute-resolution process. These services are provided to help answer your questions and resolve problems.

A description of your dispute-resolution process is contained in your Evidence of Coverage, Certificate of Insurance, or other plan documents. If you need a replacement, contact your local Member Services Department or our Member Service Contact Center to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy.

When necessary, we will provide you with interpreter services, including Sign language, at no cost to you. For more information about
our services and resources, please contact our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

Make recommendations regarding Kaiser Permanente’s member rights and responsibilities policies. If you have any comments about these policies, please contact our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

You are responsible for the following:

Knowing the extent and limitations of your health care benefits. A detailed explanation of your benefits is contained in your Evidence of Coverage, Certificate of Insurance, or other plan documents. If you need a replacement, contact your local Member Services office to request another copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy of your Evidence of Coverage, Certificate of Insurance, or other plan documents.

Notifying us if you are hospitalized in a non–Kaiser Permanente hospital. If you are hospitalized in any hospital that is not a Plan hospital, you are responsible for notifying us as soon as reasonably possible so we can monitor your care.

You can contact us by calling the number on your Kaiser Permanente ID card.

Identifying yourself. You are responsible for carrying your Kaiser Permanente identification (ID) card and photo identification with you at all times to use when appropriate, and for ensuring that no one else uses your ID card. If you let someone else use your card, we may keep your card and terminate your membership.

Your Kaiser Permanente ID card is for identification only and does not give you rights to services or other benefits unless you are an eligible member of our Health Plan. Anyone who is not a member will be billed for any services we provide.

Keeping appointments. You are responsible for promptly canceling any appointment that you no longer need or are unable to keep.

Supplying information (to the extent possible) that Kaiser Permanente and our practitioners and providers need in order to provide you with care. You are responsible for providing the most accurate information about your medical condition and history, as you understand it. Report any unexpected changes in your health to your physician or medical practitioner.

Understanding your health problems and participating in developing mutually agreed-upon treatment goals, to the highest degree possible. You are responsible for telling your physician or medical practitioner if you don’t clearly understand your treatment plan or what is expected of you. You are also responsible for telling your physician or medical practitioner if you believe you cannot follow through with your treatment plan.

Following the plans and instructions for care you have agreed on with your practitioners. You are responsible for following the plans and instructions that you have agreed to with your physician or medical practitioner.

Recognizing the effect of your lifestyle on your health. Your health depends not only on care provided by Kaiser Permanente but also on the decisions you make in your daily life — poor choices, such as smoking or choosing to
ignore medical advice, or positive choices, such as exercising and eating healthy foods.

Being considerate of others. You are responsible for treating physicians, health care professionals, and your fellow Kaiser Permanente members with courtesy and consideration. You are also responsible for showing respect for the property of others and of Kaiser Permanente.

Fulfilling financial obligations. You are responsible for paying on time any money owed to Kaiser Permanente.

Knowing about and using the member satisfaction resources available, including the dispute-resolution process. For more about the dispute-resolution process, see page 80 of this Guidebook. A description of your dispute-resolution process is contained in your Evidence of Coverage, Certificate of Insurance, or other plan documents.

If you need a replacement, contact our Member Service Contact Center to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy. Our Member Service Contact Center can also give you information about the various resources available to you and about Kaiser Permanente’s policies and procedures.

If you have any recommendations or comments about these policies, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). Senior Advantage and Medicare members can contact our Member Service Contact Center at 1-800-443-0815 (English), 7 days a week, 8 a.m. to 8 p.m.

Prohibition of firearms policy
Beginning November 1, 2018, firearms will not be allowed on Kaiser Permanente property or in our facilities. Please don’t bring firearms or weapons to your appointment or when you visit our locations.

Disability access
It’s our policy to make our facilities and services accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides (1) access to service-animal users except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-related disabilities, including qualified Sign language interpreter services and informational materials in alternative formats (examples include large print, audio, electronic

Policies and procedures
This section discusses the prescription drug formulary and policies on specialty referrals, new technology, confidentiality, and privacy practices. It also describes the dispute-resolution process and the procedures for decisions about coverage and medical treatment. Some common questions about treatment decisions and advance directives are answered beginning on page 84.

To speak with a representative about our policies and procedures, including benefits and coverage, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).
texts/disks/CD-ROMs, and braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

About your Kaiser Permanente identification (ID) card
Each member is assigned a unique medical record number, which we use to locate membership and medical information. Every member receives an ID card that shows his or her unique number.

If you are not sure when your coverage starts, call your employer’s benefits office; individual plan members may call our Member Service Contact Center. If you were a member and have re-enrolled in our Health Plan, you will receive a new ID card that shows your original medical record number.

Whenever you receive a new ID card, destroy all old cards and begin using the new card. If you lose your ID card, or if we inadvertently issue you more than 1 medical record number, please call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). Or request the Provider Directory by writing to:

Kaiser Foundation Health Plan, Inc.
Publications Distribution
393 E. Walnut St.
Pasadena, CA 91188

New technology
Kaiser Permanente has a rigorous process for monitoring and evaluating the clinical evidence for new medical technologies that are treatments and tests. Kaiser Permanente physicians decide if new medical technologies shown to be safe and effective in published, peer-reviewed clinical studies are medically appropriate for their patients.

Coordination of Benefits (COB)
You and your family may be able to save on medical expenses if you are covered by more than one medical plan through an employer group (including Medicare Part A and/or B coverage held individually or assigned into a Medicare Advantage plan). Through our COB program, you may qualify for reimbursement of your cost share and out-of-pocket expenses. Through COB, your health care organizations and insurance companies work together to pay for your medical care. If you have Medicare coverage, we will coordinate benefits with your Medicare coverage under Medicare rules. Medicare rules determine which coverage pays first, or is "primary," and which coverage pays second, or is "secondary." You must give us any information we request to help us coordinate
benefits. To find out which Medicare rules apply to your situation, and how payment will be handled, call one of our representatives. They are available Monday through Friday, 8 a.m. to 4 p.m., at 1-800-201-2123. For more information about COB, please see your Evidence of Coverage, Certificate of Insurance, or other plan documents.

Claims status information
You have the right to track the status of a claim in the claims process and obtain the following information in one telephone contact with a representative from Member Services: the stage of the process, the amount approved, amount paid, member cost, and date paid (if applicable). To inquire about the status of a claim, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

Coverage or service decisions
Managing how health care services and related resources are used is an important part of how Kaiser Permanente physicians and staff work together to help control costs and improve health care services for you.

Managing our resources effectively includes making decisions that help ensure that you receive the right care at the right time in the right care setting. Communicating openly with the members of your health care team is an important way to help ensure that you get the care you need.

Many agencies, accrediting bodies, and employers require managed care organizations and hospitals to detect and correct potential underuse and overuse of services. Among them are the National Committee for Quality Assurance, the Centers for Medicare & Medicaid Services (Medicare and Medi-Cal), and The Joint Commission. This monitoring of services is called “resource management.”

At Kaiser Permanente, utilization management (UM) is conducted for a small number of health care services requested by your provider. The UM review determines whether the requested service is medically necessary for your care. If it is medically necessary, then you will be authorized to receive that care in a clinically appropriate place consistent with the terms of your health coverage. We make UM decisions using evidence-based UM criteria and the evidence of coverage. In the event of a UM denial, members and providers will receive a written notice communicating the decision, a description of the criteria used and the clinical reasons for the decision. A copy of the specific UM criteria used to support decision is available and will be provided to you upon request. Also, we do not specifically reward providers or individuals conducting a utilization review for issuing denials of coverage or service. Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.

The type of coverage you have determines your benefits. Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. Our physicians and other providers may use clinical practice guidelines (information, tools, and other decision-making aids) to assist in making treatment decisions.

Your Kaiser Permanente physician does not make decisions on your health care because of receiving a financial reward, or because they would be hired, fired, or promoted. Your Kaiser Permanente physician does not receive any financial reward if he or she does not provide the services you need. Kaiser Permanente makes sure that your physician provides the care you need at the right time and the right place.

For more information about policies regarding financial incentives and how we control utilization of services and expenditures, contact our Member Service Contact Center.
24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

**Assistance with utilization management (UM) issues and processes**

For calls regarding UM issues, questions, or processes, please call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). You can also get information at kp.org/um.

Member Services representatives and UM staff at each medical center are available during normal business hours to address your questions or concerns related to UM issues. Please call your local medical center number and request the Member Services or Utilization Management Department. Business hours are Monday through Friday (excluding holidays), 9 a.m. to 5 p.m. You can also inquire about UM processes or specific UM issues by leaving a voice mail after hours. Please leave your name, medical record number and/or birth date, telephone number where you can be reached, and your specific question. Messages will be responded to no later than the next business day.

**Quality**

At Kaiser Permanente, we are proud of our delivery of high-quality health care and services to our members. Our commitment to quality is demonstrated through the recognition we’ve received from independent organizations for our internal improvement program and for our use of advanced technologies in providing medical care. You can request a complimentary copy of Quality Program at Kaiser Permanente, a document that explains our quality programs, by calling our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

You can also read this document online at kp.org/quality. Click “Measuring quality,” scroll to the end of the “Recognition for quality care” section and click “Quality Program at Kaiser Permanente California.”

We participate in various activities that demonstrate the quality of care and service we provide. Information to better understand the quality of care we deliver at Kaiser Permanente in Northern California, as well as a way to compare our performance to other California health plans, is available. This clinical and patient experience information is reported through the public Office of the Patient Advocate and is available to view and print. For clinical and patient-experience measures for all Kaiser Permanente locations and explanations of the scoring and rating methodologies used to demonstrate performance for clinical care and patient experience, visit opa.ca.gov/report_card.

**Privacy practices**

Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers to protect your PHI. Your PHI is individually identifiable information (oral, written, or electronic) 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. You can request delivery of confidential communication to a location other than your usual address or by a means of delivery other than the usual means.

We may use or disclose your PHI for treatment, payment, Kaiser Permanente-approved 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. In addition, if you have coverage through an employer group, PHI is shared with your group 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. 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, is available and will be furnished to you upon request. To request a copy, please call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). You can also find the notice at your local Plan facility or on our website at kp.org.

Dispute resolution
We are committed to promptly resolving your concerns. The following sections describe some dispute-resolution options that may be available to you. Please refer to your Evidence of Coverage, Certificate of Insurance, or other plan documents or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, Federal Employee Health Benefits Program (FEHBP), or CalPERS member because you have different dispute-resolution options available. The information below is subject to change when your Evidence of Coverage, Certificate of Insurance, or other plan documents replaces the information in this Guidebook.

We will confirm receipt of your complaint, grievance, or appeal within 5 days. We will send you our decision within 30 from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. In the case of an expedited review, we will confirm receipt and respond as described in the Expedited Review section.

Complaints about quality of care or service, or access to facilities or services
If you have a complaint about your quality of care or service, or access to facilities or services, you may file a complaint online or you may contact a patient assistance coordinator or a Member Services representative at your local Plan facility, or call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY) to discuss your issue. To file a complaint online, go to kp.org and scroll to the bottom of the page. Under “Member Support,” click “Member Services.” On the left side of the screen, click “Submit a complaint.” Our representatives will advise you about our resolution process and ensure that the appropriate parties review your complaint.

Who may file
The following people may file a grievance:

- You may file for yourself.
- You can ask a friend, relative, attorney, or any other person to file a grievance for you by appointing him or her in writing as your authorized representative.
- A parent may file for his or her child under age 18, except that the child must appoint the parent as authorized representative if the child has the legal right to control release of information that is relevant to the grievance.
• A court-appointed guardian may file for his or her ward, except that the ward must appoint the court-appointed guardian as authorized representative if the ward has the legal right to control release of information that is relevant to the grievance.

• A court-appointed conservator may file for his or her conservatee.

• An agent under a currently effective health care proxy, to the extent provided under state law, may file for his or her principal.

• Your physician may act as your authorized representative with your verbal consent to request an urgent grievance as described in the Evidence of Coverage, Certificate of Insurance, or other plan documents.

Independent Medical Review (IMR)
If you qualify, you or your authorized representative may have your issue reviewed through the Independent Medical Review (IMR) process managed by the California Department of Managed Health Care. The Department of Managed Health Care determines which cases qualify for IMR. This review is at no cost to you. If you decide not to request an IMR, you may give up the right to pursue some legal actions against us.

You may qualify for IMR if all of the following are true:

• One of these situations applies to you:
  - You have a recommendation from a provider requesting Medically Necessary Services.
  - You have received Emergency Services, emergency ambulance Services, or Urgent Care from a provider who determined the Services to be Medically Necessary.
  - You have been seen by a Plan Provider for the diagnosis or treatment of your medical condition.

• Your request for payment or Services has been denied, modified, or delayed based in whole or in part on a decision that the Services are not Medically Necessary.

• You have filed a grievance and we have denied it or we haven’t made a decision about your grievance within 30 days (or 3 days for urgent grievances). The Department of Managed Health Care may waive the requirement that you first file a grievance with us in extraordinary and compelling cases, such as severe pain or potential loss of life, limb, or major bodily function. If we have denied your grievance, you must submit your request for an IMR within 6 months of the date of our written denial. However, the Department of Managed Health Care may accept your request after 6 months if they determine that circumstances prevented timely submission.

You may also qualify for IMR if the Service you requested has been denied on the basis that it is experimental or investigational as described under “Experimental or investigational denials” in your Evidence of Coverage, Certificate of Insurance, or other plan documents.

If the Department of Managed Health Care determines that your case is eligible for IMR, it will ask us to send your case to the Department of Managed Health Care’s Independent Medical Review organization. The Department of Managed Health Care will promptly notify you of its decision after it receives the Independent Medical Review organization’s determination. If the decision is in your favor, we will contact you to arrange for the Service or payment.
Independent Review Organization for Nonformulary Prescription Drug Requests

If you filed a grievance to obtain a nonformulary prescription drug and we did not decide in your favor, you may submit a request for a review of your grievance by an independent review organization ("IRO"). You must submit your request for IRO review within 180 days of the receipt of our decision letter.

For urgent IRO reviews, we will forward to you the independent reviewer's decision within 24 hours. For non-urgent requests, we will forward the independent reviewer's decision to you within 72 hours. If the independent reviewer does not decide in your favor, you may submit a complaint to the Department of Managed Health Care, as described under "Department of Managed Health Care". You may also submit a request for an Independent Medical Review as described under "Independent Medical Review".

Expedited Review

If you want us to consider your grievance on an urgent basis, please tell us that when you file your grievance.

You must file your urgent grievance or request for IRO review in one of the following ways:

- By calling our Expedited Review Unit toll free at 1-888-987-7247 (TTY, call 711)
- By mailing a written request to: Kaiser Foundation Health Plan, Inc. Expedited Review Unit P.O. Box 23170 Oakland, CA 94623-0170
- By faxing a written request to our Expedited Review Unit toll free at 1-888-987-2252
- By visiting a Member Services office at a Plan facility (please see the facility directory beginning on page 2 for addresses)

- By going to kp.org — you can file a complaint or grievance, including a request for an expedited review, on our website

We will decide whether your grievance is urgent or nonurgent unless your attending health care provider tells us your grievance is urgent. If we determine that your grievance is not urgent, we will use the procedure described under “Standard procedure” in the “Grievances” section of your Evidence of Coverage, Certificate of Insurance, or other plan documents. Generally, a grievance is urgent only if one of the following is true:

- Using the standard procedure could seriously jeopardize your life, health, or ability to regain maximum function.
- Using the standard procedure would, in the opinion of a physician with knowledge of your medical condition, subject you to severe pain that cannot be adequately managed without extending your course of covered treatment.
- A physician with knowledge of your medical condition determines that your grievance is urgent.

If we respond to your grievance on an urgent basis, we will give you oral notice of our decision, as soon as your clinical condition requires, but not later than 72 hours after we received your grievance. We will send you a written confirmation of our decision within 3 days after we received your grievance.

If we do not decide in your favor, our letter will explain why and describe your further appeal rights.

NOTE: If you have an issue that involves an imminent and serious threat to your health (such as severe pain or potential loss of life, limb, or major bodily function), you can contact the California Department of Managed Health Care at any time at 1-888-HMO-2219 (1-888-466-2219) or 1-877-688-9891 (TDD) without first filing a grievance with us.
Binding arbitration

You have the right to voice complaints about Kaiser Permanente and the care we provide. Most member concerns are resolved through our complaint and grievance process. However, if an issue is not resolved to your satisfaction through that process, you can ask for binding arbitration by a neutral third party.

Upon enrollment Kaiser members agree to use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. Arbitration is a widely used alternative to the court system. Arbitration does not limit a member’s ability to sue Kaiser Permanente (Kaiser Foundation Health Plan, Inc.), The Permanente Medical Group, Inc. (TPMG), Southern California Permanente Medical Group (SCPMG), and its providers, employees, etc. (collectively “Kaiser”). Arbitration is simply a different forum for resolution of the dispute.

The Office of the Independent Administrator is the neutral entity that administers these arbitrations. Under the Independent Administrator, the arbitration system has been designed so that many cases are resolved within 18 months or sooner. A pool of nearly 300 independent arbitrators has been established by the Independent Administrator. About one-third of the arbitrators are retired judges. The arbitrator’s decision is binding on both members and Kaiser.

For more information about binding arbitration, please refer to your Evidence of Coverage, Certificate of Insurance, or other plan documents. The Independent Administrator issues annual reports available to the public regarding the arbitration system. The Independent Administrator may be reached at 213-637-9847. Information about the arbitration system is also available on the website for the Office of the Independent Administrator, oia-kaiserarb.com.

Department of Managed Health Care

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY) and use your health plan’s grievance process before contacting the Department of Managed Health Care. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR).

If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number 1-888-HMO-2219 (1-888-466-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The department’s internet website hmohelp.ca.gov has complaint forms, IMR application forms, and instructions.
Your medical treatment

We want you to know about your rights and your health care decisions. It is important for you to think about the types of treatments you may or may not choose if there comes a time when you cannot speak for yourself. These decisions are highly personal and are based on your values, beliefs, and what is important to you. We base this information on text from the California Consortium on Patient Self-Determination and adopted by the California Department of Health Care Services to implement Public Law 101-508.

The California Health Care Decision Law helps you control the kind of health care you receive if you lose the ability to speak for yourself. Under the federal Patient Self-Determination Act, Kaiser Permanente must offer you written information about your right to make decisions regarding your medical care. We also want to make clear that you are not obligated to complete an Advance Health Care Directive. You will receive no change in other medical care whether or not you complete an Advance Health Care Directive stating your preferences or complete a Physician Orders for Life-Sustaining Treatment (POLST).

At Kaiser Permanente, we call advance care planning “Life Care Planning.” For more information, please visit kp.org/lifecareplan. We hope the information here and on our website will help you to receive the kind of medical treatment that is right for you.

Treatment decisions

Your physician may offer you treatment for a medical condition. You can say “yes” to the treatment. Or you can say “no” to the treatment — even if the treatment might keep you alive longer. To help you know what you want, your physician will tell you about your medical condition and what different treatments (and their side effects) can do. Your physician must tell you about any serious problems that a particular medical treatment is likely to cause, and what your life might be like with and without the treatment. Your beliefs and values may guide you to decide whether to accept a treatment choice.

Documenting your health care treatment preferences

In California, 2 complementary documents help to make your preferences clear: an Advance Health Care Directive and a Physician Orders for Life-Sustaining Treatment (POLST).

Anyone 18 or older and of sound mind can complete them; legal help is not required. A POLST form is designed for people with serious illness, thus, should not be completed unless you are seriously ill. Your physician can help you decide if a POLST is right for you. With the POLST, you decide which treatment orders best represent your desired outcomes. This work is often done with a trained facilitator or your physician and your health care decision-maker. The POLST form is a medical order and is signed by your doctor.

An Advance Health Care Directive, sometimes called an advance directive, documents both your health care decision-maker and your current preferences about your future medical care. These preferences guide your medical care if you lose the ability to make decisions for yourself. You can name someone as your decision-maker (surrogate decision-maker) to make health care decisions for you if you’re too sick to make your own decisions. We recommend that you choose an adult relative or friend you trust, who knows your values and wishes, and who agrees to support your treatment choices even if they are different from their own. If you prefer, you can complete the health care wishes section without naming a decision-maker. Your health care instructions help you express your wishes about receiving life support and CPR. We will follow your wishes as stated in your Advance Health Care Directive in accordance with the law and in
keeping with good medical practice. If your physician is unable to follow your stated wishes, we will attempt to transfer you to another physician who can comply with your instructions. We recommend you use an Advance Health Care Directive form, available from the Member Services, Patient Assistance, and Health Education Departments at your local Kaiser Permanente medical center or medical offices. You can also download a form at kp.org/lifecareplan. The form is available in English, Spanish, and Chinese.

After you complete your Advance Health Care Directive:

- Give a copy of the original to your authorized surrogate decision-maker.
- Drop off or mail a copy of your Advance Health Care Directive to the Health Education Department of your Kaiser Permanente medical center.
- Keep a copy of your Advance Health Care Directive in a safe place where it can be easily found if needed.
- Keep a card in your wallet or purse stating that you have an Advance Health Care Directive.

**A POLST or Physician Orders for Life-Sustaining Treatment form** is a document that your physician or trained facilitator completes with input from you or your surrogate decision-maker. Once it’s completed, your doctor signs the POLST. This form contains physician orders about CPR, medical interventions, the use of antibiotics, and the use of artificially administered fluids and nutrition. A POLST orders treatments that reflect your wishes concerning end-of-life care. The POLST is voluntary and is intended only for people who are seriously ill. At any time, you or your surrogate decision-maker can discuss your wishes with a physician, including a change in the orders. This form assists physicians, nurses, health care facilities, and emergency personnel in honoring your wishes about life-sustaining treatment. A POLST complements your Advance Health Care Directive and is not intended to replace it. Once it’s completed, it becomes a part of your medical record. It can be changed at any time by you or your surrogate decision-maker if your condition changes. For more information, visit coalitionccc.org.

**Do I have to fill out an Advance Health Care Directive or POLST?**

**No.** You can just talk with your physicians and ask them to write down what you’ve said in your medical record. And you can talk with your family. But people will be clearer about your treatment wishes — and your wishes are more likely to be followed — if you write them down.

You can also tell your provider what you prefer and have it documented in your medical record, or you can put it in writing, sign it, and have that document made a part of your medical record. Your physicians and family can use what you’ve written to decide on your treatment. A physician must follow your wishes when you say “no” to a treatment. The law provides legal protection for physicians who follow your wishes. If there is uncertainty, physicians can ask for guidance from the hospital’s Ethics Consultation Service.

**What if I’m too sick to decide?**

If you can’t make treatment decisions, your physician may ask your family and significant others to help decide what is best for you. While this approach can be helpful, there are times when not everyone agrees on what you would want. That’s why it’s helpful to choose someone to make decisions for you in case you are sick, discuss with that someone the goals of your medical treatment, and fill out an Advance Health Care Directive or POLST in a way that reflects those goals. Some treatment decisions are hard to make, and knowing what you want helps your family and your physicians. The Advance Health Care
Directive also gives them legal protection when they follow your wishes.

**What if I change my mind?**
You can change or revoke an Advance Health Care Directive or POLST, as long as you can communicate your wishes.

**Will I still be treated if I don't fill out an Advance Health Care Directive or POLST?**
The best medical care is care that you would want. While you will be treated regardless of whether you fill out an Advance Health Care Directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:

- An Advance Health Care Directive lets you name someone to make treatment decisions for you. That person can make most medical decisions — not just those about life-sustaining treatment — when you can’t speak for yourself. Besides naming a surrogate decision-maker, you can also use the form to share your values and preferences regarding future health care treatments.

- A POLST is a group of orders signed by a physician based on physician judgment in light of your individual health care preferences. The POLST is intended for persons who are seriously ill. This document contains orders about life-sustaining treatment.

- You can express your wishes to your provider and have them documented in your medical record, or you can put them in writing and have that made a part of your medical record.

**Where can I find more information about an Advance Health Care Directive and POLST?**
Ask your physician, nurse, or social worker for more information. Or visit your local facility’s Member Services or Health Education Department. Some medical centers offer member classes about Life Care Planning and Advance Health Care Directives. You can contact your local Health Education Department or find additional information at kp.org/lifecareplan.

**What if I want to be an organ donor?**
A question on the Advance Health Care Directive form asks whether you want to be an organ donor. In addition, you can get a sticker for your driver’s license that conveys your wishes or you can carry an organ donor card. For information about organ donation, visit donatelifecalifornia.org or call 1-866-797-2366.
Guide for members with disabilities

Kaiser Permanente is dedicated to providing accessible services for all members and visitors. The information presented here will guide you through available resources to help you plan your visit or hospital stay at any of our facilities statewide.

Accessible wayfinding to Kaiser Permanente facilities
In keeping with our commitment to provide accessible services and programs, we offer 2 kinds of accessible wayfinding to Kaiser Permanente facilities:

- On kp.org, you’ll find accessible directions. Click the “Doctors & Locations” tab, then click “Locations.” Enter your search criteria, click “Search,” and click “Directions” for the location you want to visit.

- For mobile device users, our mobile app has a fully accessible “Directions to Here” feature. Select the facility you want, and click the “Directions to Here” and “Start” buttons. It will then talk to you and guide you turn-by-turn (by car, bus, or foot) until you get to your desired location.

Alternative formats

- Print documents are available in alternative formats
  Large print, braille, audio, and electronic files (accessible PDFs or Microsoft Word documents) are available at no charge to members with disabilities. The amount of time required for production of written materials in alternative formats may vary depending on the complexity, type, and length of the document requested, as well as whether the materials are prepared in-house or by third-party vendors. Generally, written materials in alternative formats can be produced within 2 weeks or less. Some documents, such as online PDFs that don’t contain patient-specific information, are available for immediate viewing or downloading.

- Accessible PDFs online (without patient-specific information)
  Non-patient-specific documents (for example, written materials that don’t refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient) are available for immediate viewing or downloading in an accessible PDF online at kp.org. These documents can also be produced in alternative formats upon request: Call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 24 hours a day, 7 days a week (closed holidays). For TTY, call 711. You can also contact us online at kp.org — scroll to the bottom of the page and, under “Member Support,” click “Member Services.” Then click “Contact Member Services.”

- Documents with patient-specific information
  Written materials that refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient can be produced in alternative formats upon request through your care provider or our Member Service Contact Center at the number in the previous paragraph.
Auxiliary aids and services:

- **Communication aids**
  A variety of aids and services are available to help patients and visitors who need assistance communicating. For individuals who are deaf or hard of hearing, we offer Sign language interpreting services at no cost. Our interpreters are qualified to communicate health-related information. In addition to in-person, Sign language interpretation services, the following auxiliary aids and services are available at no cost to you:
  - Type-to-text displays in real time — for example, Ubi Duo
  - Assistive listening devices (ALDs) — for example, Pocket Talker (a hand-held amplifier to aid conversation for the hard of hearing)
  - TDDs (telecommunication devices for the deaf)
  - VRI (video remote interpretation services)*
  - CART (Computer Aided Real-Time Transcription)
  - Tactile interpreting for members who are deaf and blind

Note: This is not a complete list. Additional aids and services may be available to meet your communication needs.

*Please check with provider or Member Services, as availability may vary by service area.

Health and wellness

- **Live healthy**
  To view or download accessible documents, or to get an online audio explanation of our collection of practical tools, tips, and information, sign on to kp.org. Click the “Health & Wellness” tab, then select “Live healthy.” You’ll find accessible health guides on many topics, including:
  - Child and teen health
  - Complementary and alternative care
  - Emotional wellness
  - Fitness
  - Men’s health
  - Nutrition and recipes
  - Pregnancy and new baby
  - Preventive care
  - Quit smoking
  - Senior health
  - Weight management
  - Women’s health

We also offer a number of videos and podcasts with downloadable transcripts. Topics include:
  - Advance care planning
  - Asthma
  - Diabetes
  - Exercise

- **Kaiser Permanente health tools**
  Get a picture of your health risks, and get help making decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to kp.org. Click the “Health & Wellness” tab, then select “Live healthy.”

- **Conditions and diseases**
  Get physician-approved articles on the common cold, rare conditions, and the many health concerns in between. Or connect with online communities and
support groups and search our health encyclopedia. For a complete listing and to view this material, sign on to kp.org. Click the “Health & Wellness” tab, then select “Conditions & diseases.”

- **Drugs and natural medicines**
  View material about prescriptions, over-the-counter drugs, and supplements like herbs and vitamins. You can learn how they work, possible side effects, and more. To view this material or use these tools, sign on to kp.org. Click the “Health & Wellness” tab, then select “Drugs & natural medicines.”

- **Formulary (covered drugs)**
  California Marketplace formulary: Learn more about what drugs are covered at what level for plans offered by Kaiser Permanente through Covered California, the state’s Health Insurance Marketplace. Accessible PDFs are available in English, Spanish, and Chinese. Sign on to kp.org, click the “Health & Wellness” tab, and select “Drugs & natural medicines.” Then click “Formulary.”

  Medicare Part D formulary: Learn more about what drugs are covered at what levels for Senior Advantage (HMO) and Senior Advantage Medicare Medi-Cal (HMO SNP). Sign on to kp.org, click the “Health & Wellness” tab, and select “Drugs and natural medicines.” Then click “Formulary”, “Covered drugs” and then “Medicare Part D formulary.”

  Accessible PDF documents include information on:
  - 2018 Kaiser Permanente Medicare Part D formulary
  - 2018 Evidence of Coverage
  - Coverage determinations
  - Extra help for Medicare Part D drugs
  - Grievances and appeals
  - Kaiser Permanente and affiliated pharmacies
  - Medicare medication therapy management
  - Pharmacy refills and mail-order services
  - Quality assurance and drug utilization management
  - Your options upon disenrollment
  - Contact information

You can get braille, large print, or audio versions by contacting Member Services.

**Manage your care online**
For convenient access to information about medical records, messages from health care personnel, appointments, your coverage and costs, or pharmacy services, simply sign on to kp.org and choose the resource you want.

- **My medical record**
  My medical record allows you to view most test results, vaccination history, health reminders, and more. You can download accessible PDFs related to your care for allergies, eyewear prescriptions, health care reminders, health summaries, hospital stays and follow-up care, immunizations, ongoing health conditions, past visit information, personal action plans, questionnaires, and test results.

- **My message center**
  Email your doctor’s office with routine questions, securely and conveniently. You can also contact Member Services and our Web manager.

- **My coverage and costs**
  Get the facts about your plan and benefits, download forms, pay medical bills, and more.

- **Appointment center**
  Make appointments online, quickly and easily. You can also view or cancel
upcoming appointments, or view past visits in our Appointment center.

Online appointments can only be made for primary care physician and optical appointments.

- **Pharmacy center**
  You can manage your prescriptions here, or learn about specific drugs, vitamins, or herbs in our drug database.

**Member Services**
Member Services staff are available on-site at all primary medical center facilities for in-person assistance for all disability-related needs, including requesting alternative formats, wayfinding, facility and medical equipment access, interpreters, assistive devices and services, grievances, eligibility and financial liability questions, benefit explanation, and help accessing [kp.org](http://kp.org).

**Member Service Contact Center**
If you have questions or concerns, call our Member Service Contact Center.

California

- **1-800-464-4000** (English and more than 150 languages using interpreter services)
- **1-800-788-0616** (Spanish)
- **1-800-757-7585** (Chinese dialects)
- **711** (TTY)

Hours: 7 days a week, 24 hours a day (closed holidays)

Medicare members

- **1-800-443-0815**
  - **711** (TTY)

Hours: 7 days a week from 8 a.m. to 8 p.m.

**Online resources and documents**
- **Forms and publications**
  (Plan services and information)

Visit [kp.org](http://kp.org) to view or download accessible plan services and information documents including:

  - Coverage information
  - Directories and Guidebooks

  - Additional services like vision care, preventive services, and cosmetic services

Once you’ve signed on to our website, scroll to the bottom of the page and, under “Member Support,” select “Forms & Publications.”

- **Newsletters and articles**
  You can view accessible material about healthy living. This includes:

  - Preventive care
  - Healthy Beginnings (prenatal newsletter series)
  - Healthy Kids, Healthy Futures
  - HIV Health Matters
  - Health logs and trackers

Once you’ve signed on to [kp.org](http://kp.org), scroll to the bottom of the page and, under “Member Support,” select “Forms & Publications.” Then click “Newsletters and articles.”

- **Forms**
  You can view accessible forms for you or a loved one. These include:

  - Claim forms
  - Disclosure authorization
  - Health Information Exchange
  - Pharmacy authorizations
  - Statement of Authorized Representative
  - Student certification forms

Once you’ve signed on to [kp.org](http://kp.org), scroll to the bottom of the page and, under “Member Support,” select “Forms & Publications.” Then click “Forms.”
Pharmacy services
Kaiser Permanente pharmacies provide a number of communication formats and assistive devices for members who are blind, have low vision, or may have difficulties with remembering, understanding, and/or hearing, including:

- Alternative formats (braille, large print, audio, accessible PDF documents)
- Large print prescription labels and ScripTalk, an audible prescription information device, available through medical center and online pharmacies
- Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier
- Sign language interpreters for American Sign Language (ASL), CART, and others
- Additional staff assistance is available

For additional information or assistance, you can contact a Kaiser Permanente pharmacy by:

- **Calling your local pharmacy.**
  You can get local pharmacy numbers by calling our Member Service Contact Center 24 hours a day, 7 days a week at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), or 1-800-757-7585 (Chinese dialects). For TTY, call 711.

- **Visiting kp.org.** Click the “Doctors & Locations” tab, then click “Locations,” enter your search criteria, and click “Search.” Select the location you want. Then click “Departments and specialties” and “Pharmacy.”

- **Using our online pharmacy center.** Sign on to kp.org and click the “Pharmacy center” option. Then choose from:
  - Pharmacy help
  - Contact a pharmacist
  - Drug encyclopedia
  - Drug formulary
  - Refill reminders
  - Refill by Rx number

Programs and classes
Online programs, special rates, and classes are offered at our medical centers.* To check your options, sign on to kp.org, click the “Health & Wellness” tab, and select “Programs & classes.”

You can choose from:

- Classes
- Therapy and support groups
- Individual counseling
- Wellness products
- Classes include, but are not limited to:
  - Allergies and asthma
  - Diabetes
  - Fitness and exercise
  - Pain management
  - Parenting
  - Quitting smoking

Upon request with reasonable prior notice, you or a companion can access communication accommodations, including but not limited to, documents in alternative formats (braille, large print, audio and accessible electronic documents), hearing amplification devices, Sign language interpreting services, captioned and/or audio-described videos and video transcripts; please contact your local Health Education Department or Center for Healthy Living.

You can also choose from several online healthy lifestyle programs, which can help you improve your health and well-being. For example, the Total Health Assessment gives you an overview of your current health, along with an action plan for making improvements. Other programs can help you:

- Eat healthy
- Lose weight
- Quit smoking
- Reduce stress
- Sleep better
- Manage chronic pain
- Manage depression
- Keep diabetes under control

Check your local Health Education Department or Center for Healthy Living for class and schedule availability.

**Service animals**
Kaiser Permanente welcomes service animals in its facilities. No other animals (including animals that provide comfort, emotional support, or crime deterrence) are permitted.

**Technology access**
Kaiser Permanente strives to provide accessible and usable digital resources to all members, including people with disabilities. We continually review and modify our sites and applications to improve their accessibility for people who use assistive technologies. Kaiser Permanente complies with the Web Content Accessibility Guidelines (WCAG) 2.0 Conformance Level AA Success Criteria.

- **Our website, kp.org**
  Accessibility is a big part of our Web development cycle. Development teams design sites to be accessible and usable, and our Digital Accessibility Team assesses all Web pages for accessibility using JAWS and NVDA screen-reading software. Kaiser Permanente provides recommendations on screen reader and browser combinations on its accessibility information page.

- **The Kaiser Permanente mobile app**
  Accessibility is also a major part of our mobile application development cycle. Development teams design apps to be accessible and usable, and our Digital Accessibility Team and product quality testers assess all iOS app screens with VoiceOver. We also design all native apps (mobile devices) to have appropriate contrast and text size for members with low vision.

- **Technology at Kaiser Permanente facilities**
  Kaiser Permanente uses a variety of technologies at its medical centers to provide our members with information and services. We design, select, and install these technologies so that as many of our members as possible may use them. However, these technologies don’t replace one-on-one help. If you don’t know how to use any technologies you encounter during your visits, our employees are here to help you.

- **Need help?**
  If you’re having accessibility problems with our kp.org website or mobile applications, you can receive help by calling our Website Support helpline at 1-800-556-7677, Monday through Friday from 6 a.m. to 7 p.m., and Saturday and Sunday from 7 a.m. to 3 p.m. (closed holidays). This helpline offers real-time, one-on-one assistance and troubleshooting.
DHCS physical accessibility survey

We make our facilities and services accessible to individuals with disabilities, in compliance with the federal and state laws that prohibit discrimination based on disability. In addition, we conduct physical accessibility surveys at certain facilities as required by the California Department of Health Care Services (DHCS). These surveys evaluate 6 areas of access: parking, building exterior, building interior, restrooms, exam rooms, and exam table/scale.

You can see the DHCS survey status in the list of facilities beginning on page 2. If the facility has been surveyed, you can see what level of accessibility is available.

These are the levels of accessibility, as defined by the DHCS survey:

- **Basic access** — The facility demonstrates that it has met the standards for all 6 areas of physical accessibility surveyed (parking, outside building, inside building, restrooms, exam rooms, and exam table/scale).

- **Limited access** — The facility demonstrates that it has met the standards for some, but not all, of the 6 areas of physical accessibility surveyed.

- **Medical equipment access** — The facility demonstrates that patients with disabilities have access to height-adjustable exam tables and weight scales accessible to patients with wheelchairs and scooters.

These are the standards for accessibility for the 6 areas:

- **P = Parking**
  Parking spaces, including spaces designated for vans, are accessible. Pathways have curb ramps between the parking lots, offices, and at drop-off locations.

- **E = Exam Room**
  The entrance to the exam room is accessible with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.

- **EB = Exterior (outside) Building**
  Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter. Handrails are provided on both sides of the ramp. There is an accessible entrance to the building. Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use.

- **IB = Interior (inside) Building**
  Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if present, have handrails. If there is an elevator, it is available for public use at all times when the building is open. The elevator has enough room for a wheelchair or scooter to turn around. If there is a platform lift, it can be used without help.

- **R = Restroom**
  The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars that allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.

- **T = Exam Table/Scale**
  The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.
Help in your language

We want to speak to you in the language that you’re most comfortable with when you call us or come in for service. Interpreter services, including Sign language, are available at no cost, 24 hours a day, 7 days a week during all hours of operation.

If you or your family/caregiver need help with interpreter services including sign language, qualified interpreter services are available. We highly discourage using family, friends, or minors as interpreters.

Our call centers have interpreters who speak Spanish, Cantonese, and Mandarin, as well as other Chinese dialects. Most of our facilities have staff who speak more than one language and are specially trained to interpret and explain medical terms and procedures. Many of our practitioners also speak more than one language.

If you visit one of our facilities and no one speaks your language, we have interpreters for more than 150 languages available by phone. If you need a Sign language interpreter, an interpreter is available either by video or in person.

If you need health plan materials in your language, you can ask for translations. You can also get them in large text or other formats based on your vision or hearing needs. For more details on alternative formats and auxiliary aids, please refer to page 93, “Guide for members with disabilities.” When needed, we can also give referrals to appropriate community-based resources, based on your language, culture, and any special needs. Just let us know how we can help.

To learn more about these services or if your needs were not met, call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

If you’re a TTY user and you need to reach a Kaiser Permanente facility, dial 711 and have the operator relay the conversation.

Ayuda en su idioma

Queremos hablarle en el idioma que le resulte más cómodo cuando nos llame o venga para recibir servicios. Se ofrecen servicios de intérprete, incluido el lenguaje de signos (sign language), sin costo alguno para usted, 24 horas, 7 días a la semana, durante todo el horario de atención.

Si usted o su familia/cuidador necesitan servicios de interpretación, incluido el lenguaje de signos, se dispone de servicios de intérpretes calificados. No recomendamos que use familiares, amigos o menores como intérpretes.

Nuestras centrales de llamadas cuentan con intérpretes que hablan español, cantonés y mandarín, así como otros dialectos chinos. La mayoría de nuestros centros de atención cuentan con personal que habla más de un idioma y que está capacitado especialmente para interpretar y explicar los términos y procedimientos médicos. Muchos de nuestros profesionales médicos también hablan más de un idioma.

Si visita uno de nuestros centros de atención y no hay nadie que hable su idioma, contamos con intérpretes en más de 150 idiomas que están a su alcance por teléfono. Si necesita un intérprete de lenguaje de signos, disponemos de un intérprete por video o en persona.
Si necesita materiales del plan de salud en su idioma, puede pedir su traducción. También puede solicitarlos en letra grande u otros formatos, de acuerdo a sus necesidades de la vista o audición. Para obtener más detalles sobre formatos alternativos y ayudas auxiliares, consulte la página 93, “Guía para miembros con discapacidades”. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y necesidades especiales que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios o en caso de que no satisfagan sus necesidades, llame a nuestra Central de Llamadas de Servicio a los Miembros 24 horas al día, 7 días a la semana (cerrada los días festivos), llamando al 1-800-788-0616, o al 711 (TTY).

Si es un usuario de TTY y necesita comunicarse con un centro de Kaiser Permanente, llame al 711 y pida que el operador transmita la conversación.
Language Assistance Services

English: Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at 1-800-464-4000, 24 hours a day, 7 days a week (closed holidays). TTY users call 711.


Japanese: 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語に翻訳された資料、あるいは資料を別の書式でも依頼できます。お気軽に 1-800-464-4000 までお電話ください（祭日を除き年中無休）。TTY ユーザーは 711 にお電話ください。

Khmer: ប្រសិទ្ធភាព អំពីការប្រឈមប្រារប្កនអំពីសេសសត្ថភាព 24 ៖ 7 ប្រសិទ្ធភាព អំពីការប្រឈមប្រារប្កនអំពីសេសសត្ថភាព 1-800-464-4000 ។ ការប្រឈមប្រារប្កន អំពីសេសសត្ថភាព 24 ៖ 7 ប្រសិទ្ធភាព អំពីការប្រឈមប្រារប្កន TTY ។ 711 ។

Korean: 요일 및 시간에 관계없이 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 통역 서비스, 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 요일 및 시간에 관계없이 1-800-464-4000 번으로 전화하시십시오 (공휴일 휴무). TTY 사용자 번호 711.

Laotian: ធ្វើអំពីសេសសត្ថភាព 24 ៖ 7 ការប្រឈមប្រារប្កន 1-800-464-4000 ។ ធ្វើអំពីសេសសត្ថភាព 24 ៖ 7 ប្រសិទ្ធភាព ធ្វើអំពីសេសសត្ថភាព 1-800-464-4000 ។ ធ្វើអំពីសេសសត្ថភាព TTY ។ 711 ។

Arabic: يوم الأسبوع بـ 08:00-17:00 ،ならば 7 أيام ضمًا. في حالة خروج عن هذا المحيط ، تُقّرر الأوقات تُغنى عليها حسب الحاجة. TTY-العربية 711. 

Chinese: 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務，要求將資料翻譯成您所用語言或轉換為其他格式。我們每週 7 天，每天 24 小時均歡迎您打電話 1-800-757-7585 前來聯絡（節假日 休息） - 聽障及語障專線 (TTY) 使用者請撥 711。 

Farsi: خدمات زبانی در 24 ساعت شبانه‌روز و 7 روز هفته بدون: 1-800-464-4000. در صورت نیاز به خدمات متخرج شده، ترجیح جزئی به زبان دیگر شما را به صورتی که در کابل ساخته شده است، ترجیح جزئی به زبان دیگر شما را به صورتی که در کابل ساخته شده است، ترجیح جزئی به زبان دیگر شما را به صورتی که در کابل ساخته شده است، ترجیح جزئی به زبان دیگر شما را به صورتی که در کابل ساخته شده است، TTY با شماره 711 تایپ گیرد.
Nondiscrimination Notice

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. Auxiliary aids and services for individuals with disabilities are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. You may request materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs at no cost to you. For more information, call 1-800-464-4000 (TTY users call 711).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your Evidence of Coverage or Certificate of Insurance or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, Medi-Cal Access, FEHBP, or CalPERS member because you have different dispute-resolution options available.

You may submit a grievance in the following ways:
- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to Your Guidebook or the facility directory on our website at kp.org for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to Your Guidebook or the facility directory on our website at kp.org for addresses)
- By calling our Member Service Contact Center toll free at 1-800-464-4000 (TTY users call 711)
- By completing the grievance form on our website at kp.org

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

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 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, 800-537-7697 (TDD). Complaint forms are available at hhs.gov/ocr/office/file/index.html.
Aviso de no discriminación

Kaiser Permanente no discrimina a ninguna persona por su edad, raza, etnia, color, país de origen, antecedentes culturales, ascendencia, religión, sexo, identidad de género, expresión de género, orientación sexual, estado civil, discapacidad física o mental, fuente de pago, información genética, ciudadanía, lengua materna o estado migratorio.

La Central de Llamadas de Servicio a los Miembros brinda servicios de asistencia con el idioma las 24 horasdel día, los siete días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. Se ofrecen aparatos y servicios auxiliares para personas con discapacidades sin costo alguno durante el horario de atención. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Puede solicitar los materiales traducidos a su idioma, y también los puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades sin costo para usted. Para obtener más información, llame al 1-800-788-0616 (los usuarios de la línea TTY deben llamar al 711).

Una queja es una expresión de inconformidad que manifiesta usted o su representante autorizado a través del proceso de quejas. Por ejemplo, si usted cree que ha sufrido discriminación de nuestra parte, puede presentar una queja. Consulte su Evidencia de Cobertura (Evidence of Coverage) o Certificado de Seguro (Certificate of Insurance), o comuníquese con un representante de Servicio a los Miembros para conocer las opciones de resolución de disputas que le correspondan. Esto tiene especial importancia si es miembro de Medicare, Medi-Cal, el Programa de Seguro Médico para Riesgos Mayores (Major Risk Medical Insurance Program MRMIP), Medi-Cal Access, el Programa de Beneficios Médicos para los Empleados Federales (Federal Employees Health Benefits Program, FEHBP) o CalPERS, ya que dispone de otras opciones para resolver disputas.

Puede presentar una queja de las siguientes maneras:

- Completando un formulario de queja o de reclamación/solicitud de beneficios en una oficina de Servicio a los Miembros ubicada en un centro del plan (consulte las direcciones en Su Guía o en el directorio de centros de atención en nuestro sitio web en kp.org/espanol)
- Enviando por correo su queja por escrito a una oficina de Servicio a los Miembros en un centro del plan (consulte las direcciones en Su Guía o en el directorio de centros de atención en nuestro sitio web en kp.org/espanol)
- Llamando a la línea telefónica gratuita de la Central de Llamadas de Servicio a los Miembros al 1-800-788-0616 (los usuarios de la línea TTY deben llamar al 711)
- Completando el formulario de queja en nuestro sitio web en kp.org/espanol

Llame a nuestra Central de Llamadas de Servicio a los Miembros si necesita ayuda para presentar una queja.

Se le informará al coordinador de derechos civiles de Kaiser Permanente (Civil Rights Coordinator) de todas las quejas relacionadas con la discriminación por motivos de raza, color, país de origen, género, edad o discapacidad. También puede comunicarse directamente con el coordinador de derechos civiles de Kaiser Permanente en One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

無歧視公告

Kaiser Permanente禁止以年齡、人種、族裔、膚色、原國籍、文化背景、血統、宗教、性別、性別認同、性別表達、性取向、婚姻狀況、生理或心理殘障、付款來源、遺傳資訊、公民身份、主要語言或移民身份為由而歧視任何人。

會員服務聯絡中心每週七天每天24小時提供語言協助服務（節假日除外）。本機構在全部營業時間內免費為您提供口譯，包括手語服務，以及殘障人士輔助器材和服務。我們還可為您和您的親友提供使用本機構設施與服務所需要的任何特別協助。您還可免費索取翻譯成您的語言的資料，以及符合您需求的大號字體或其他格式的版本。若需更多資訊，請致電1-800-757-7585（TTY專線使用者請撥711）。

申訴指任何您或您的授權代表透過申訴程序來表達不滿的做法。例如，如果您認為自己受到歧視，即可提出申訴。若需瞭解適用於自己的爭議解決選項，請參閱《承保範圍說明書》(Evidence of Coverage)或《保險證明書》(Certificate of Insurance)，或查詢會員服務代表。如果您是Medicare、Medi-Cal、高風險醫療保險計劃(Major Risk Medical Insurance Program, MRMIP)、Medi-Cal Access、聯邦僱員健康保險計劃(Federal Employees Health Benefits Program, FEHBP)或CalPERS會員，採取上述行動尤其重要，因為您可能有不同的爭議解決選項。

您可透過以下方式提出申訴：

- 在健康保險計劃服務設施的會員服務處填寫《投訴或福利索賠/申請表》（地址見《健康服務指南》(Your Guidebook)或我們網站kp.org上的服務設施名錄）
- 將書面申訴信郵寄到健康保險計劃服務設施的會員服務處（地址見《健康服務指南》或我們網站kp.org上的服務設施名錄）
- 致電我們的會員服務聯絡中心，免費電話號碼是1-800-757-7585（TTY專線請撥711）
- 在我們的網站上填寫申訴表，網址是kp.org

如果您在提交申訴時需要協助，請致電我們的會員服務聯絡中心。

涉及人種、膚色、原國籍、性別、年齡或殘障歧視的一切申訴都將通知Kaiser Permanente的民權事務協調員。您也可與Kaiser Permanente的民權事務協調員直接聯繫，地址：One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612。

Glossary

**Certificate of Insurance:** A written explanation of an individual’s coverage rights and benefits that are determined by the policy. It contains an explanation of benefits and limitations, definitions of important terms, and conditions of coverage, including information about deductibles and out-of-pocket expenses.

**Contracted provider:** Providers we contract with to provide services to members. They include contracted hospitals, contracted primary care providers, contracted physicians, contracted medical groups, contracted Plan medical offices, and contracted pharmacies.

**Evidence of Coverage:** Our booklet explaining benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

**Family medicine:** Provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

**Health Plan:** An abbreviated form of Kaiser Foundation Health Plan, Inc., the health plan that is part of Kaiser Permanente.

**Internal medicine:** Provides diagnosis and medical treatments for adults. Also listed as Adult Medicine and Medicine in this Guidebook.

**Kaiser Permanente On-the-Job®:** Occupational Health Centers provide medical treatment and a broad range of occupational health services for work-related injuries and illnesses. Kaiser Permanente On-the-Job is a registered trademark of Kaiser Foundation Health Plan, Inc.

**Kaiser Permanente:** The Kaiser Permanente Medical Care Program. Kaiser Permanente in Northern California is 3 separate entities: Kaiser Foundation Health Plan, Inc. (Health Plan), Kaiser Foundation Hospitals (KFH), and The Permanente Medical Group, Inc. (TPMG). Health Plan and Kaiser Foundation Hospitals are nonprofit benefit corporations. The Permanente Medical Group, Inc., is a for-profit professional corporation.

**Kaiser Permanente medical centers:** Kaiser Permanente–owned or leased facilities that include a hospital with inpatient services, an emergency department, medical offices, outpatient primary care services, and other support services, such as pharmacy and laboratory. Medical centers offer a wide range of health care services and are staffed by our Medical Group.

**Kaiser Permanente medical offices:** Medical offices usually offer primary care, outpatient treatment, psychiatric services, and support services such as pharmacy and laboratory.

**Mental health care services:** An umbrella term for the departments of Addiction Medicine and Psychiatry, which offer a wide range of services, from inpatient, outpatient, and day treatment programs to individual counseling, family counseling, and group therapy. No referral is needed.

**Non-Plan provider:** Any licensed health care provider, including hospitals, not listed in this Guidebook. Coverage for emergency services received by a Health Plan member from an out-of-Plan (non-Plan) provider is subject to the out-of-Plan emergency services provisions as defined in your Evidence of Coverage, Certificate of Insurance, or other plan documents.
Obstetrics-Gynecology (Ob-Gyn): Provides women’s health, family planning, pregnancy, and medical and surgical reproductive health services. Also listed as Women’s Health in this Guidebook.

Pediatrics: Provides children’s health care, usually from birth through age 18.

Permanente Medical Group: Also abbreviated as Medical Group, the Permanente Medical Group is the physician group that staffs our medical facilities and works exclusively for Kaiser Permanente. The group names vary by region: In Northern California, it’s The Permanente Medical Group, Inc. (TPMG).

Plan: Kaiser Permanente.

Plan facility: A facility owned, leased, or contracted by Kaiser Permanente to provide medical services to our members.

Plan physician: A licensed physician who is either an employee of The Permanente Medical Group, Inc. (TPMG), or a licensed physician who contracts with TPMG to provide services and supplies to Health Plan members.

Primary care: Basic or general health care services provided by family medicine, internal medicine, and pediatrics physicians and other health care providers.

Referral only: A referral from a primary care physician is needed to make an appointment in certain “by referral only” specialty departments.

Service area: That geographical area defined by ZIP codes within specified counties. Refer to your Evidence of Coverage, Certificate of Insurance, or other plan documents for a list of ZIP codes.

TTY: Also known as TDD. Indicates a telephone number for a relay communications device used by the deaf or hard of hearing to communicate directly with others.