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 October 2017. 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), 1-800-768-0616 (Spanish), 1-800-757-7585 (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

Inland Empire Area

Canyon Crest Mental Health Offices........6
5225 Canyon Crest Dr.
Building 100, Ste. 103
Riverside, CA 92507
DHCS survey results: Limited access
(P, EB, IB, R, T)

Chino Grand Medical Offices........6
3750 Grand Ave.
Chino, CA 91710

Chino Medical Offices........7
11911 Central Ave.
Chino, CA 91710
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Colton Medical Offices........7
789 E. Cooley Dr.
Colton, CA 92324
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Corona Medical Offices........8
2055 Kellogg Ave.
Corona, CA 92879
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Fontana Medical Center........10
Emergency
Urgent Care
9961 Sierra Ave.
Fontana, CA 92335
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Fontana Mental Health Offices........16
9310 Sierra Ave.
Fontana, CA 92335
DHCS survey results: Basic access
(P, E, EB, IB, R, T)

Heacock Medical Offices........16
12815 Heacock St.
Moreno Valley, CA 92553
DHCS survey results: Limited and medical equipment access (P, E, EB, IB, T)

Indian Hill Medical Offices........17
250 W. San Jose St.
Claremont, CA 91711
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Inland Valley Medical Center........18
Emergency
36485 Inland Valley Dr.
Wildomar, CA 92595

Magnolia Village........18
10917 Magnolia Ave.
Riverside, CA 92505
DHCS survey results: Limited and medical equipment access (P, E, EB, IB, T)

Meridian Medical Offices........18
14305 Meridian Pkwy.
Riverside, CA 92518
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Montclair Mental Health Offices........19
5330 San Bernardino St.
Montclair, CA 91763
DHCS survey results: Basic access
(P, E, EB, IB, R, T)
Moreno Valley Medical Center..........................19
Emergency
27300 Iris Ave.
Moreno Valley, CA 92555

Moreno Valley Medical Center Medical
Office Building 2............................................20
27200 Iris Ave.
Moreno Valley, CA 92555

Murrieta Medical Offices..............................21
Urgent Care
28150 Keller Rd.
Murrieta, CA 92563

Ontario Medical Center...............................22
Emergency
Urgent Care
2295 S. Vineyard Ave.
Ontario, CA 91761
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

Ontario Mental Health Offices......................25
3330 Centre Lake Dr.
Ontario, CA 91761
DHCS survey results: Basic access
(P, E, EB, IB, R, T)

Polk Street....................................................26
10689 Magnolia Ave.
Riverside, CA 92505

Rancho Cucamonga Medical Offices..............26
10850 Arrow Rte.
Rancho Cucamonga, CA 91730
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

Rancho Springs Medical Center.....................27
Emergency
25500 Medical Center Dr.
Murrieta, CA 92562

Redlands Medical Offices............................27
1301 California St.
Redlands, CA 92374
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

Riverside Medical Center............................29
Emergency
Urgent Care
10800 Magnolia Ave.
Riverside, CA 92505
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)
Medical Office Building 2: Limited and
medical equipment access (P, E, EB, IB, T)
Medical Office Building 3: Limited and
medical equipment access (P, R, T)

San Bernardino Medical Offices..................33
1717 Date Pl.
San Bernardino, CA 92404
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

San Bernardino Mental Health Offices...........33
325 W. Hospitality Ln., Ste. 312
San Bernardino, CA 92408
DHCS survey results: Limited access
(P, E, EB, R, T)

Target Clinic,
Care provided by Kaiser Permanente
Hemet......................................................33
No emergency services
3527 W. Florida Ave.
Hemet, CA 92545

Temecula Medical Offices..........................34
27309 Madison Ave.
Temecula Medical Office Building 2
27305 Madison Ave.
Temecula, CA 92590
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

Temecula Valley Hospital............................34
Emergency
31700 Temecula Pkwy.
Temecula, CA 92592
Upland Medical Offices
1183 E. Foothill Blvd.
Upland, CA 91786
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Van Buren Offices
3951 Van Buren Blvd.
Riverside, CA 92503
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Victorville Medical Offices
14011 Park Ave.
Victorville, CA 92392
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Wildomar Medical Offices
36450 Inland Valley Dr.
Wildomar, CA 92595
DHCS survey results: Limited and medical equipment access (P, EB, R, T)

Coachella Valley Area

Desert Regional Medical Center
1150 N. Indian Canyon Dr.
Palm Springs, CA 92262

John F. Kennedy Memorial Hospital
47111 Monroe St.
Indio, CA 92201

Kaiser Permanente
Indio Medical Offices
46-900 Monroe St.
Indio, CA 92201
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Kaiser Permanente
Palm Desert Medical Offices
75-036 Gerald Ford Dr.
Palm Desert, CA 92211
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Kaiser Permanente
Palm Springs Medical Offices
1100 N. Palm Canyon Dr., Ste. 208
Palm Springs, CA 92262
DHCS survey results: Limited and medical equipment access (P, E, EB, R, T)

Executive Urgent Care of Indian Wells
74-785 Highway 111, Ste. 100
Indian Wells, CA 92210

MedPost Urgent Care
78965 Highway 111
La Quinta, CA 92253

Premier Urgent Care
Centers of California
82-013 Dr. Carreon Blvd., Ste. G
Indio, CA 92201

Kaiser Permanente Member Services
73-733 Fred Waring Dr., Ste. 110
Palm Desert, CA 92260

Kaiser Permanente Pharmacy
1100 N. Palm Canyon Dr.
Palm Springs, CA 92262

Kaiser Permanente Pharmacy
University Park Centre
75-036 Gerald Ford Dr.
Palm Desert, CA 92211

Kaiser Permanente Pharmacy
46-900 Monroe St.
Indio, CA 92201
CVS Pharmacy
After hours, new fill only
31575 Date Palm Dr.
Cathedral City, CA 92234

CVS Pharmacy
After hours, new fill only
42155 Washington St.
Palm Desert, CA 92211

Rite Aid Pharmacy
After hours, new fill only
51101 Harrison St.
Coachella, CA 92236

Walgreens Pharmacy
After hours, new fill only
42010 Washington St.
Bermuda Dunes, CA 92203

Walgreens Pharmacy
After hours, new fill only
14001 Palm Dr.
Desert Hot Springs, CA 92240

Walgreens Pharmacy
After hours, new fill only
44840 Monterey Ave.
Palm Desert, CA 92260

Yucca Valley-
Twentynine Palms Area

Avalon Urgent Care Center
Urgent Care
No emergency services
58471 Twentynine Palms Hwy.
Ste. 303
Yucca Valley, CA 92284

Hi-Desert Medical Center
Emergency
6601 White Feather Rd.
Joshua Tree, CA 92252

Rite Aid Pharmacy
72253 Twentynine Palms Hwy.
Twentynine Palms, CA 92277

Rite Aid Pharmacy
57701 Twentynine Palms Hwy.
Yucca Valley, CA 92284

Rite Aid Pharmacy
After hours, new fill only
57646 Twentynine Palms Hwy.
Yucca Valley, CA 92284

DHCS survey results legend:
P = Parking  E = Exam Room
EB = Exterior (outside) Building  R = Restroom
IB = Interior (inside) Building  T = Exam Table/Scale
See page 87 for further explanation of abbreviations.
Inland Empire Area

Canyon Crest Mental Health Offices
5225 Canyon Crest Dr.
Building 100, Ste. 103
Riverside, CA 92507
kp.org/riverside

- Psychiatry
  Adult, child, and adolescent
  Hours: M, Tu, Th, 7 a.m.–9 p.m.;
  W, 7 a.m.–7 p.m.; F, 7 a.m.–5 p.m.
  Appts./Cancel/Info. 951-248-4000
  Emergency 951-248-4000
  Refills by phone 951-353-4045
  Behavioral Health Care Member Help Line, 7 days, 24 hours 1-800-900-3277

Chino Grand Medical Offices
3750 Grand Ave.
Chino, CA 91710
kp.org/chinogrand

- Behavioral Health
  By referral only; by appointment only
  Hours: M–F, 7:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-866-205-3515

- Family Medicine
  By appointment only
  Hours: M, Tu, F, 7:30 a.m.–7 p.m.;
  W, Th, 7:30 a.m.–5 p.m.;
  Sa, 9 a.m.–noon
  Appts./Cancel/Info./Msgs. 1-888-750-0036

- Internal Medicine
  By appointment only
  Hours: M, Tu, F, 7:30 a.m.–7 p.m.;
  W, Th, 7:30 a.m.–5 p.m.;
  Sa, 9 a.m.–noon
  Appts./Cancel/Info./Msgs. 1-888-750-0036

- Laboratory
  Hours: M, Tu, F, 7:30 a.m.–7 p.m.;
  W, Th, 7:30 a.m.–5 p.m.;
  Sa, 9 a.m.–noon
  Results 1-888-4KPTEST (1-888-457-8378)
  Call requesting practitioner via Call Center, 1-888-750-0036, for test results,
  or check most lab results online at kp.org.

- Nurse Clinic
  No appointments necessary
  Drop-in care available; no urgent care
  (Wound care, vaccinations, PPD’s, no walk-in EKG’s, and all must have
  an MD order)
  Hours: M–F, 8:30–11:30 a.m.
  and 1–4:30 p.m.
  Cancel/Info./Msgs. 1-888-750-0036

- Pediatrics
  By appointment only
  Hours: M, Tu, F, Sa, 7:30 a.m.–7 p.m.;
  W, Th, 7:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-888-750-0036

- Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

- Pharmacy
  Hours: M, Tu, F, 7:30 a.m.–7 p.m.;
  W, Th, 7:30 a.m.–5 p.m.;
  Sa, 9 a.m.–noon
  Info./Refills by phone 1-855-364-3181
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill

- Radiology
  By appointment only
  Hours: M, Tu, F, 7:30 a.m.–7 p.m.;
  W, Th, 7:30 a.m.–5 p.m.;
  Sa, 9 a.m.–noon
  Appts./Cancel/Info./Msgs. 909-427-3914
  Appts./Cancel/Info./Msgs. 1-888-750-0036
- Vision Essentials by Kaiser Permanente
  Optical Center
  Eyeglasses, contact lenses
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-888-750-0036
  Website kp2020.org

- Optometry
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-888-750-0036
  Website kp2020.org

Chino Medical Offices
11911 Central Ave.
Chino, CA 91710
kp.org/fontana

- Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m.
  1-888-750-0036
  After hours, follow the prompts to be
directed to an advice nurse.

- Family Medicine/Internal Medicine
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs.
  1-888-750-0036

- Laboratory
  Office hours: M–F, 7:30 a.m.–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Information 1-888-750-0036
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
results or check most lab results online
at kp.org.

- Pediatrics
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs.
  1-888-750-0036

- Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

- Pharmacy
  Hours: M–F, 8:30 a.m.–5 p.m.
  Info./Refills by phone 1-866-342-2824
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill

- Radiology/Diagnostic Imaging
  Office hours: M–F, 8:30 a.m.–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Info. 909-427-3914

- Treatment Nurse Walk-in only
  Hours: M–F, 8:30–11:30 a.m.
  and 1:30–4:30 p.m.
  Information 1-888-750-0036

Colton Medical Offices
789 E. Cooley Dr.
Colton, CA 92324
kp.org/fontana

- Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m.
  1-888-750-0036
  After hours, follow the prompts to be
directed to an advice nurse.

- Family Medicine
  Office hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Info. 1-888-750-0036

- Laboratory
  Office hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Information 1-888-750-0036
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
results or check most lab results online
at kp.org.

- Optical Center/Optometry
  See Vision Essentials by
  Kaiser Permanente.
- Pediatrics
  Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info./Msgs. 1-888-750-0036

- Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

- Pharmacy
  Hours: M–F, 8:45 a.m.–5 p.m.
  Info./Refills by phone 1-866-342-2805
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill

- Radiology/Diagnostic Imaging
  Office hours: M–F, 8:30 a.m.–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Info. 909-427-3914

- Treatment Nurse
  Walk-in only
  Hours: M–F, 8:30–11:30 a.m. and 1:30–4:30 p.m.
  Information 1-888-750-0036

- Vision Essentials by Kaiser Permanente
  Optical Center
  Self-referral
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:30 p.m.
  Eyeglasses/Optical dispensing 909-370-6010
  Website kp2020.org
  Allow 5 business days before calling to check on eyeglasses.

  Optometry
  Self-referral
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:30 p.m.
  Appts./Cancel/Info./Msgs. 1-888-750-0036

**Corona Medical Offices**

2055 Kellogg Ave.
Corona, CA 92879
kp.org/riverside

- Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.; Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be directed to an advice nurse.

- Complete Care Department
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Appts./Cancel/Info. 951-602-4229
  Nurses offer follow-up care and education to members managing chronic diseases such as asthma, diabetes, and hyperlipidemia. Some services may require a referral.

- Family Medicine
  Office hours: M–F, 8:30 a.m.–noon and 1:30–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Mgs. 1-866-9THRIVE (1-866-984-7483)

- Gynecology
  See Obstetrics-Gynecology.

- Release of Information
  Office hours: M–F, 9 a.m.–12:30 p.m. and 1:30–4:30 p.m.; closed 1st Thursday of each month, 1–4:30 p.m.; closed major holidays
  Phone hours: M–F, 9 a.m.–4:30 p.m.
  Email rivoiu@kp.org
  Information 951-353-4470
  Fax 1-877-902-7178
  Website kp.org/requestrecords
  Disability forms/requests for medical records.

- Interventional Pain Management
  Hours: M–F, 8:30 a.m.–5 p.m.
  Phone 951-898-7460
• Laboratory
  Hours: M–F, 8 a.m.–5 p.m.
  Results 1-888-4KPTEST
     (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

• Mammography
  By appointment only
  Hours: M–F, 8 a.m.–5 p.m.
  Appointments 951-898-7025

• Obstetrics-Gynecology
  Office hours: M–F, 8:30 a.m.–noon
  and 1:30–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Msms.
  1-866-9THRIVE (1-866-984-7483)

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

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

• Pediatrics
  Office hours: M–F, 8:30 a.m.–noon
  and 1:30–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Msms.
  1-866-9THRIVE (1-866-984-7483)

• Pharmacy
  Hours: M–F, 8:30 a.m.–5:30 p.m.
  Info./Refills by phone 1-866-370-1941
  Mail-order Pharmacy 1-866-206-2983
  Online refills kp.org/refill

• Psychiatry
  Medical Office Building 1, 2nd Floor
  Adult, child, and adolescent
  Hours: M, W, Th, 7 a.m.–9 p.m.;
  Tu, F, 7 a.m.–7 p.m.;
  Sa, 8:30 a.m.–4 p.m.
  Appts./Cancel/Info./Msks. 951-898-7010
  Emergency 951-898-7010
  Refills by phone 951-353-4045
  Behavioral Health Care Member Help
  Line, 7 days, 24 hours 1-800-900-3277

• Radiology/Diagnostic Imaging
  By referral only
  Hours: M–F, 9 a.m.–noon
  and 1:30–4:30 p.m.
  Information 951-898-7025

• Sleep Lab
  By referral only
  Lower level
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Msms.
  1-866-9THRIVE (1-866-984-7483)

• Vision Essentials by Kaiser Permanente
  Optical Center
  Eyeglasses
  Hours: M–F, 8 a.m.–6 p.m.
  Advice/Appts./Cancel/Msms.
  951-898-7223
  Website kp2020.org
  Allow 5 business days before calling to
  check on eyeglasses.

  Optometry
  Hours: M–F, 8 a.m.–5:45 p.m.
  Advice/Appts./Cancel/Msms.
  1-866-9THRIVE (1-866-984-7483)
Fontana Medical Center
Hospital and Medical Offices
9961 Sierra Ave.
Fontana, CA 92335
kp.org/fontana
909-427-5000

Emergency
Hospital, 1st Floor
Urgent Care
Medical Office Building 1, 1st Floor

- Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
    Sa, 7 a.m.–3:30 p.m.
  1-888-750-0036
  After hours, follow the prompts to be directed to an advice nurse.

- Allergy
  By referral only
  Medical Office Building 1, 6th Floor
  Hours: M–W, F, 8:30 a.m.–4:30 p.m.;
    Th, 8:30 a.m.–12:30 p.m.
  Advice/Appts./Cancel/Info./Msgs.
  1-888-750-0036

- Anesthesia Interventional Pain Clinic
  By referral only
  Medical Office Building 1, lower level
  Hours: M–F, 7:45 a.m.–4:15 p.m.
  Appts./Info. 1-866-454-3485
  Advice nurse 909-427-7440

- Audiology
  Self-referrals accepted
  Medical Office Building 3, 2nd Floor
  Office hours: M–F, 8 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info.
  1-866-454-3485

- Behavioral Health
  Medical Office Building 5
  Addiction Medicine
  Outpatient: M–Th, 8 a.m.–9 p.m.;
    F, 8 a.m.–7 p.m.;
    Sa, Su, holidays, 8 a.m.–5 p.m.
  Assessment: M–Th, 8 a.m.–8 p.m.;
    F, 8 a.m.–7 p.m.;
    Sa, Su, holidays, 8 a.m.–4:30 p.m.
  Advice/Appts./Info. 909-427-5128
  Behavioral Health Care Member Help Line, 7 days, 24 hours 1-800-900-3277

- Psychiatry
  Hours: M–Th, 7 a.m.–7 p.m.;
    F, 7 a.m.–5:30 p.m.
  Appts./Cancel/Info./Prescription refills
  1-866-205-3595
  Individual, relational, family, crisis intervention, and group psychotherapy for children, adolescents, and adults.

- Breast Care Program
  Medical Office Building 3
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Breast Cancer Support Group
  909-427-6034
  Information regarding breast cancer and breast reconstruction (Image Reborn, options for breast reconstruction).

- Business Office
  Hospital Specialty Services Building
  Walk-in/Phone hours:
    M–F, 7:30 a.m.–6:30 p.m.
  Admitting/Registration 909-302-8191
  After hours 909-302-8186
  Billing/Collections 1-800-201-2123
  Central Eligibility Department
  909-302-4017
  Insurance and Workers’ Compensation
  909-427-3917
  MFAP information 1-866-399-7696

- Cancer Support Groups
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Colon Cancer Support Group
  909-427-5495
  Lung Cancer Support Group
  (Pulmonary Pals) 909-427-5495
• Cardiac Surgery
  *By referral only*
  Medical Office Building 3
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Appts./Cancel/Msgs. 909-427-3614

• Cardiology
  *By referral only*
  Medical Office Building 3
  Office hours: M–F, 8:30 a.m.–3:30 p.m.
  and 4–5 p.m.
  Walk-in EKG: M–F, 8 a.m.–4:15 p.m.
  Appts./Cancel/Msgs. 1-866-454-3485

• Dermatology
  *By referral only*
  Medical Office Building 1, 6th Floor
  Hours: M–W, F, 8:30 a.m.–4:30 p.m.;
  Th, 8:30 a.m.–12:30 p.m.
  Appts./Cancel/Msgs. 1-888-750-0036

• Durable Medical Equipment
  Palm Court II
  17284 Slover Ave.
  Hours: M–F, 8:30 a.m.–6 p.m.;
  Sa, 8:30 a.m.–5 p.m.
  Information 1-855-80KPDME
  (1-855-805-7363)

• Electrophysiology
  *By referral only*
  Medical Office Building 3
  Hours: Tu, W, Th, 8:30 a.m.–3 p.m.
  Appts./Cancel/Msgs. 1-866-454-3485

• Emergency
  Hospital, 1st Floor
  Hours: 7 days, 24 hours

• Extended Care
  Palm Court II
  17284 Slover Ave.
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 909-609-3500
  Senior Care Connection 909-609-3737
  Special Needs Program (SNP)
  1-866-287-1401

• Family Medicine
  Medical Office Building 1, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Msgs. 1-888-750-0036

• Family Medicine Hypertension Clinic
  Medical Office Building 1, 1st Floor
  Hours: M–F, 9–11:30 a.m.
  and 1:30–4:30 p.m.
  Appts./Cancel/Msgs. 909-427-4959

• Gastroenterology (GI)
  *By referral only*
  Medical Office Building 3
  GI Lab hours: M–F, 8 a.m.–4:30 p.m.
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel 1-866-454-3485

• Genetics
  *Referral preferred*
  Hours: M–F, 8 a.m.–4:30 p.m.
  Advice/Appts./Cancel/Msgs. 909-427-2431

• Geriatric Medicine
  *By referral only*
  Medical Office Building 2, 4th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Cancel/Msgs. 909-302-4517

• Gift Shop
  Hospital, 1st Floor
  Hours: Vary
  Information 909-302-8916

• Gynecology
  See Obstetrics-Gynecology.

• Head and Neck Surgery
  *By referral only*
  Medical Office Building 3
  Hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Cancel/Msgs. 1-866-454-3485
• Health Education/Preventive Medicine
Palm Court I
17296 Slover Ave.
Office hours: M–Th, 8 a.m.–6 p.m.;
F, 8 a.m.–5 p.m.
Phone hours: M–F, 8:30 a.m.–4:30 p.m.
Appts./Cancel/Info./Health Education
classes 909-609-3000
Classes include diabetes, smoking
cessation, weight management,
prediabetes, taking care of your heart
(cholesterol, hypertension, heart care),
African-American hypertension, nutrition,
heart failure, fitness, stress and
emotional health, chronic conditions self-
management, childbirth preparation,
insomnia (sleep well), fall prevention,
female incontinence, and advance care
planning. Some classes or services may
have fees. Selected Health Education
classes are available at Rancho
Cucamonga, Redlands, and Victorville
Medical Offices and at Ontario Medical
Center.

• Healthy Living Store
Medical Office Buildings 1 and 2
Hours: Vary, call for time
Information 909-427-6116
Palm Court I
17296 Slover Ave.
Hours: Vary, call for time
Information 909-609-3001
Books, pamphlets, videos, and health-
related items for sale.

• Home Health
Palm Court II
17284 Slover Ave., Ste. 105
Hours: 7 days, 8:30 a.m.–5 p.m.
Information 909-609-3800
Pharmacy 909-609-3360

• Hospice
Palm Court II
17284 Slover Ave., Ste. 105
Hours: 7 days, 8:30 a.m.–5 p.m.
Information 909-609-3838

• Infectious Diseases
By referral only
Medical Office Building 3
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Cancel/Mgs.
1-888-750-0036

• Internal Medicine
Medical Office Building 2
4th, 5th, and 6th Floors
(Check-in on the 1st Floor)
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Cancel/Mgs.
1-888-750-0036

• Laboratory
Medical Office Buildings 1 and 2
Hours: 7 days, 7 a.m.–7 p.m.
Medical Office Building 3
Hours: M–F, 8:30 a.m.–5 p.m.; closed all
major holidays
Information 1-888-750-0036
Results 1-888-4KPTEST
(1-888-457-8378)
Call requesting practitioner for test
results or check most lab results online
at kp.org.

• Medical Social Work
Medical Office Building 4
Hours: M–F, 8:30 a.m.–noon
and 1–5 p.m.
Appts./Info. 909-427-5191

• Member Services Office
Medical Office Building 3, Ste. 130
Office hours: M–F, 9–11:30 a.m. and
12:30–5 p.m.
TOLL F 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/Peritoneal Dialysis  
  *By referral only*  
  Medical Office Building 3  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Advice/Appts./Cancel/Msgs.  
  1-888-750-0036

• Neurology  
  *By referral only*  
  Medical Office Building 2, lower level  
  Office hours: M–F, 8:30 a.m.–5 p.m.  
  Phone hours: M–F, 7 a.m.–7 p.m.  
  Appts./Cancel/Mgs.  
  1-866-454-3485

• Neurosurgery  
  *By referral only*  
  Medical Office Building 1, lower level  
  Phone hours: M–F, 7 a.m.–7 p.m.  
  Appts./Cancel/Mgs.  
  1-866-454-3485

• Neuro Interventional  
  Medical Office Building 1, lower level  
  Hours: 8 a.m.–4:30 p.m.  
  Appts./Cancel/Mgs.  
  1-866-454-3485 or 909-427-2479

• Nuclear Medicine  
  *By referral only*  
  Medical Office Building 3  
  Appts./Cancel 909-427-3914

• Obstetrics-Gynecology  
  Medical Office Building 1  
  Gynecology  
  Office hours: M–F, 8:30 a.m.–5 p.m.  
  Phone hours: M–F, 7 a.m.–7 p.m.  
  Advice/Appts./Cancel/Mgs.  
  1-888-750-0036

• Obstetrics  
  Office hours: M–F, 8:30 a.m.–5 p.m.  
  Phone hours: M–F, 7 a.m.–7 p.m.  
  Advice/Appts./Cancel/Mgs.  
  1-888-750-0036

• Occupational Health Center  
  (Kaiser On-the-Job®)  
  Medical Office Building 3  
  Hours: M–F, 8 a.m.–5 p.m.  
  Advice/Appts./Info./Msgs. 909-427-3917  
  Medical treatment for work-related injuries and illnesses.

• Occupational Therapy (Adult and Child)  
  *By referral only*  
  Medical Office Building 2  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Mgs.  
  1-866-454-3485

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

• Orthopedics/Podiatry  
  *By referral only*  
  Medical Office Building 1  
  Cast room hours: 7 days, 9 a.m.–9 p.m.  
  Medical Office Building 3  
  Office hours: M, Tu, W, F, 7 a.m.–5 p.m.;  
  Th, 8:30 a.m.–5 p.m.  
  Cast room hours:  
  M, Tu, W, F, 7 a.m.–5 p.m.;  
  Th, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Mgs.  
  (M–F, 7 a.m.–7 p.m.)  
  1-866-454-3485  
  Advice (M–F, 8:30 a.m.–4:30 p.m.)  
  1-866-454-3485

• Pain Management  
  *By referral only*  
  Medical Office Building 2, 6th Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Mgs.  
  1-866-454-3485

• Palliative Medicine  
  *By referral only*  
  Medical Office Building 2  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Mgs. 909-302-4515
• Patient Support Services
  Palm Court II
  17284 Slover Ave., Ste. 202
  Hours: M–F, 8:30 a.m.–5 p.m.
  Disability claims 909-609-3200
  Disability claims fax 909-609-3234
  Legal administrative coordinator fax 909-609-3433
  Medical request office 909-609-3200
  Outside medical referrals 909-609-3262
  Patient records access fax 909-609-3234
  Patient records access and disability claims request email fonroiu@kp.org.

• Pediatrics
  Medical Office Building 2
  Hours: M–F, 8:30–11:30 a.m.
  and 1:30–4:30 p.m.
  Advice/Appts./Cancel/Info./Msgs./School and camp forms 1-888-750-0036
  For school and camp forms, allow 3–5 business days to complete; fees may apply.

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

• Pharmacies
  24-hour Pharmacy, Hospital
  Hours: 7 days, 24 hours
  Info./Refills by phone 1-855-434-2155
  Family Medicine/Urgent Care Pharmacy
  Medical Office Building 1, 1st Floor
  Hours: M–F, 9 a.m.–6 p.m.
  Info./Refills by phone 1-866-340-6110
  Home Health Pharmacy
  Palm Court I 17296 Slover Ave.
  Hours: M–F, 8:30 a.m.–5 p.m.
  Info./Refills by phone 909-609-3360
  Link Pharmacy
  Medical Office Buildings 1 and 2
  2nd Floor
  Hours: M–F, 8:30 a.m.–8 p.m.;
  Sa, Su, 8:30 a.m.–5:30 p.m.
  Info./Refills by phone 1-866-340-6109
  Obstetrics-Gynecology Pharmacy
  Medical Office Building 1, 3rd Floor
  Hours: M–W, F, 9 a.m.–12:30 p.m.
  and 1:45–5 p.m.; Th, 9 a.m.–12:30 p.m.
  Info./Refills by phone 1-866-342-2688
  Ophthalmology Pharmacy
  Hours: M–F, 9 a.m.–12:30 p.m.
  and 1:45–5 p.m.
  Info./Refills by phone 1-866-342-2747
  Surgical Services Pharmacy
  Medical Office Building 3
  Hours: M–F, 9 a.m.–6 p.m.
  Info./Refills by phone 1-866-340-6143
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill

• Physical Medicine and Rehabilitation
  By referral only
  Medical Office Building 2
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Msgs. 1-866-454-3485

• Physical Therapy
  By referral only
  Medical Office Building 2
  Hours: M–Th, 7:30 a.m.–7 p.m.;
  F, 7:30 a.m.–6 p.m.
  Appts./Cancel/Msgs. 1-866-454-3485
• Plastic and Reconstructive Surgery
  By referral only
  Medical Office Building 3
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Msgs.
  (M–F, 7 a.m.–7 p.m.) 1-866-454-3485
  Advice (M–F, 7 a.m.–7 p.m.) 909-427-3909

• Preventive Medicine/Health Education
  See Health Education/Preventive Medicine.

• Pulmonology/Pulmonary Function Testing (PFT) Lab
  By referral only
  Medical Office Building 3
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Asthma information
  1-866-454-3485

• Radiology/Diagnostic Imaging
  Hospital, 1st Floor
  Medical Office Building 1, Link, 3rd Floor
  Medical Office Building 2, 4th Floor
  Medical Office Building 3, lower level
  Hours: M–F, 8 a.m.–5 p.m.
  Appts./Cancel 909-427-3914

• Sleep Center
  By referral only
  Medical Office Building 7
  Office hours: M–F, 8:30 a.m.–5 p.m. and
  7 p.m.–7 a.m.; Sa, Su, 7 p.m.–7 a.m.
  Phone hours: M–F, 8:30 a.m.–5 p.m.;
  Sa, Su, 6–10 p.m.
  Appts./Cancel/Msgs. 909-427-4432

• Speech Therapy
  Medical Office Building 3
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Msgs.
  (M–F, 7 a.m.–7 p.m.) 1-866-454-3485
  Advice (M–F, 8:30 a.m.–4 p.m.)
  1-866-454-3485

• Surgery (Outpatient Clinic)
  By referral only
  Medical Office Building 3
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Msgs.
  (M–F, 7 a.m.–7 p.m.) 1-866-454-3485
  Advice (M–F, 8:30 a.m.–4 p.m.)
  909-427-3909

• Teen Clinic
  Medical Office Building 2
  Information 1-888-750-0036

• TTY for the deaf or hard of hearing
  Phone hours: M–F, 7 a.m.–8:30 p.m.
  Appointments 1-866-735-2922

• Urgent Care
  Adult Medicine
  Medical Office Building 1, 1st Floor
  Office hours: 7 days, 9 a.m.–9 p.m.;
  includes holidays
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m.
  Advice/Appts./Info. 1-888-750-0036

  Pediatrics
  Medical Office Building 2, 2nd Floor
  (Check-in on the 1st Floor)
  Office hours: M–F, 5:30–9 p.m.;
  Sa, Su, 9 a.m.–noon, 1:30–4:40 p.m.,
  6 p.m.–9 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m.
  Advice/Appts./Info. 1-888-750-0036

• Urology
  By referral only
  Medical Office Building 3
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 8:30 a.m.–4 p.m.
  Advice (M–F, 8:30 a.m.–4 p.m.)/Appts./
  Cancel/Msgs. (M–F, 7 a.m.–7 p.m.)
  1-866-454-3485
• Vision Essentials by Kaiser Permanente Ophthalmology
  By referral only
  Medical Office Building 4
  Clinic hours: M–F, 7 a.m.–5:30 p.m.
  Phone hours:
  M–F, 7:15 a.m.–4:30 p.m.
  Advice/Appts./Cancel/Msgrs. 1-888-750-0036

  Optical Center
  Self-referral
  Eyeglasses, contact lenses
  Medical Office Building 4
  Hours: M–F, 7 a.m.–6:30 p.m.;
  Sa, 7 a.m.–3:30 p.m.
  Information 909-427-6984
  Website kp2020.org
  Allow 5 business days before calling to check on eyeglasses.

  Optometry
  Self-referral
  Medical Office Building 4
  Hours: M–F, 7 a.m.–6 p.m.;
  Sa, 7 a.m.–3 p.m.
  Appts./Cancel/Msgrs. 1-888-750-0036

• Volunteer Services
  Hospital, 1st Floor
  Director 909-302-7188
  For information and to become a volunteer 909-302-7180

• Wound Ostomy Continence Nurses
  Medical Office Building 3
  Advice/Appts./Msgrs. 1-866-454-3485
  Ostomy Support Group 909-427-6972

Fontana Mental Health Offices
9310 Sierra Ave.
Fontana, CA 92335
kp.org/fontana
• Psychiatry
  Hours: M–Th, 7 a.m.–7 p.m.;
  F, 7 a.m.–5:30 p.m.
  Appts./Cancel/Info./Prescription refills
  1-866-205-3595
  Individual, relational, family, crisis intervention and group psychotherapy,
  for children, adolescents, and adults.
  Behavioral Health Care Member Help Line, 7 days, 24 hours 1-800-900-3277

Heacock Medical Offices
12815 Heacock St.
Moreno Valley, CA 92553
kp.org/riverside
• Addiction Medicine
  Hours: M–Th, 8:30 a.m.–8 p.m.;
  F, 8:30 a.m.–5 p.m.; Sa, 9 a.m.–2 p.m.
  Appts./Cancel/Msgrs. 951-601-6174
  Behavioral Health Care Member Help Line 7 days, 24 hours 1-800-900-3277

• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be directed to an advice nurse.

• Complete Care Department
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Appts./Cancel/Info. 951-602-4229
  Nurses offer follow-up care and education to members managing chronic diseases such as asthma, diabetes, and hyperlipidemia. Some services may require a referral.
Family Medicine
Office hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–7:30 p.m.
Nurse visits hours: M–F, 9–11 a.m.
and 2–4 p.m.
Phone hours: M–F, 7 a.m.–7 p.m.
Advice/Appts./Cancel/Mgs.
1-866-9THRIVE (1-866-984-7483)

Laboratory
Hours: M–F, 8 a.m.–5 p.m.
Information 951-601-6066
Results 1-888-4KPTEST
(1-888-457-8378)
Call requesting practitioner for test
results or check most lab results online
at kp.org.

Mammography
By appointment only
Hours: M–F, 8 a.m.–5:30 p.m.
Information 951-353-4000

Optical Center/Optometry
See Vision Essentials by
Kaiser Permanente.

Pediatrics
Office hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Phone hours: M–F, 7 a.m.–7 p.m.
Advice/Appts./Cancel/Mgs.
1-866-9THRIVE (1-866-984-7483)

Personal Physician Selection
Information 1-888-956-1616
Website kp.org/finddoctors

Pharmacies
1st Floor Pharmacy
Hours: M–F, 8 a.m.–6 p.m.
Information 1-866-370-1908
Refills by phone 951-601-6000

2nd Floor Pharmacy
Hours: M–F, 9 a.m.–5 p.m.
Information 1-866-370-1909
Refills by phone 951-601-6229

Mail-order Pharmacy 1-866-206-2983
Online refills kp.org/refill

Radiology/Diagnostic Imaging
By referral only
Hours: M–F, 8 a.m.–5 p.m.
Information 951-601-6166
Ultrasound by appointment only.

Vision Essentials by Kaiser Permanente
Optical Center
Eyeglasses
Hours: M–F, 8 a.m.–6:15 p.m.
Information 951-601-6107
Website kp2020.org
Optometry
Hours: M–F, 8 a.m.–5:45 p.m.
Advice/Appts./Info./Mgs.
1-866-9THRIVE (1-866-984-7483)

Indian Hill Medical Offices
250 W. San Jose St.
Claremont, CA 91711
kp.org/fontana

Advice Nurse
Phone hours: M–F, 7 a.m.–7 p.m.;
Sa, 7 a.m.–3:30 p.m. 1-888-750-0036
After hours, follow the prompts to be
directed to an advice nurse.

Family Medicine/Internal Medicine
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Info./Mgs.
1-888-750-0036

Laboratory
Hours: M–F, 7:30 a.m.–5 p.m.
Information 1-888-750-0036
Results 1-888-4KPTEST
(1-888-457-8378)
Call requesting practitioner for test
results or check most lab results online
at kp.org.

Pediatrics
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Info./Mgs.
1-888-750-0036

Personal Physician Selection
Information 1-888-956-1616
Website kp.org/finddoctors
• Pharmacy
  Hours: M–F, 8:30 a.m.–5 p.m.
  Info./Refills by phone 1-866-342-2806
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill

• Radiology/Diagnostic Imaging
  By referral only
  Hours: M–F, 9 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Info. 909-427-3914
  Results 1-888-750-0036

• Treatment Nurse
  By appointment only
  Hours: M–F, 8:30–11:30 a.m.
  and 1:30–4 p.m.
  Information 1-888-750-0036

Inland Valley Medical Center
Emergency
36485 Inland Valley Dr.
Wildomar, CA 92595

• Hours: 7 days, 24 hours
  Emergency 951-677-9773
  Information 951-677-1111

Magnolia Village
10917 Magnolia Ave.
Riverside, CA 92505
kp.org/riverside

• Continuing Care
  10800 Magnolia Ave.
  Riverside, CA 92505
  Hours: M–F, 8:30 a.m.–5 p.m.;
  after hours calls will be returned the
  next business day
  Information 951-602-4230

• Geriatrics/Long-Term Care
  10800 Magnolia Ave.
  Riverside, CA 92505
  Hours: M–F, 8:30 a.m.–5 p.m.;
  Sa, Su, holidays, calls will be referred to
  the physician on-call 5–11 p.m.
  Information 951-602-4230

• Home Health Agency
  By referral only
  Hours: 7 days, 8:30 a.m.–5 p.m.
  Information 951-358-2600
  Nurse on-call
  Hours: 7 days, 8:30 a.m.–5 p.m.
  Information 951-353-2000

• Senior Care Connection
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 951-358-2664

Meridian Medical Offices
14305 Meridian Pkwy.
Riverside, CA 92518
kp.org/riverside

• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be
  directed to an advice nurse.

• Allergy
  By referral only
  Office hours: M, W, 8:30–11:15 a.m.
  and 1:30–4:30 p.m.
  Injections hours: M, 1:30–4:30 p.m.;
  W, 8:30–11:30 a.m. and 1:30–4:30 p.m.
  Appts./Cancel/Info.
  1-866-9THRIVE (1-866-984-7483)

• Care Management
  Hours: M–F, 8:30 a.m.–5 p.m.

• Dermatology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info.
  1-866-9THRIVE (1-866-984-7483)

• Family Medicine
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info.
  1-866-9THRIVE (1-866-984-7483)

• Internal Medicine
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info.
  1-866-9THRIVE (1-866-984-7483)
• Laboratory
Drop-in available
Hours: M–F, 8 a.m.–5 p.m.
Appts./Cancel/Info.
1-866-9THRIVE (1-866-984-7483)
Results 1-888-4KPTEST
(1-888-457-8378)
Call requesting practitioner for test results or check most lab results online at kp.org.

• Ophthalmology
By referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info.
1-866-9THRIVE (1-866-984-7483)

• Personal Physician Selection
Information 1-888-956-1616
Website kp.org/finddoctors

• Pharmacy
Hours: M–F, 9 a.m.–5:30 p.m.; closed holidays
Info./Refills by phone 1-855-396-2464
Mail-order Pharmacy 1-866-206-2983
Online kp.org/refill

• Radiology/Diagnostic Imaging
By referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info.
1-866-9THRIVE (1-866-984-7483)

Montclair Mental Health Offices
5330 San Bernardino St.
Montclair, CA 91763
kp.org/fontana

• Psychiatry
Hours: M–Th, 7 a.m.–7 p.m.; F, 7 a.m.–5:30 p.m.
Appts./Info. 1-866-205-3595
Individual, relational, family, crisis intervention and group psychotherapy for children, adolescents, and adults.
Behavioral Health Care Member Help Line, 7 days, 24 hours 1-800-900-3277

Moreno Valley Medical Center
Emergency
27300 Iris Ave.
Moreno Valley, CA 92555
kp.org/riverside

• Emergency
Hours: 7 days, 24 hours
Information 951-251-6565

• Release of Information
Office hours: W, F, 9 a.m.–4:30 p.m.; closed major holidays
Phone hours: M–F, 9 a.m.–4:30 p.m.
Information 951-353-4470
Email rivrou@kp.org
Fax 1-877-902-7178
Website kp.org/requestrecords
Disability forms/requests for medical records.
Moreno Valley Medical Center Medical Office Building 2  
27200 Iris Ave. 
Moreno Valley, CA 92555  
kp.org/riverside

- Advice Nurse  
  Phone hours: M–F, 7 a.m.–7 p.m.;  
  Sa, Su, 7 a.m.–3 p.m.  
  1-866-9THRIVE (1-866-984-7483)  
  After hours, follow the prompts to be directed to an advice nurse.

- After-Hours Appointment Clinic (Adult)  
  By appointment only  
  Office hours: M–F, 5:30–8:30 p.m.,  
  Sa, 8:30 a.m.–5 p.m.  
  Phone hours: M–F, 7 a.m.–7 p.m.;  
  Sa, Su, 7 a.m.–3 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)  
  TTY 711

- Audiology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- Ear, Nose, and Throat  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information 1-866-9THRIVE  
  (1-866-984-7483)

- Cardiology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- Gastroenterology (GI)  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- General Surgery  
  See Surgery (General).

- Gynecology  
  See Obstetrics-Gynecology.

- Head and Neck Surgery  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- Hematology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- Infectious Disease  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- Laboratory  
  Hours: M–F, 8 a.m.–9 p.m.;  
  Sa, 8 a.m.–5 p.m.; closed holidays  
  Results 1-888-4KPTEST  
  (1-888-457-8378)  
  Call requesting practitioner for test results or check most lab results online at kp.org.

- Nephrology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- Neurology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- Obstetrics-Gynecology  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)

- Oncology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Msgs. 1-866-9THRIVE  
  (1-866-984-7483)
• Orthopedics
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

• Pharmacy
  Hours: M–F, 9 a.m.–7:30 p.m.;
  Sa, 9:30 a.m.–1 p.m.
  and 2–5:30 p.m.
  Online refills kp.org/refill

• Podiatry
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Pulmonology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

  PFT Lab
  Hours: Tu, W, F, 8:30 a.m.–5 p.m.

• Radiology/Diagnostic Imaging
  Hours: M–F, 8:30 a.m.–5 p.m.;
  closed holidays

• Residency Clinic
  Hours: M, Tu, Th, 1:30–4:30 p.m.
  Nurse visits hours: M–F, 9–11 a.m.
  and 2–4 p.m.

• Surgery (General)
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Urology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

Murrieta Medical Offices
Urgent Care
28150 Keller Rd.
Murrieta, CA 92563
kp.org/murrieta

• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be
  directed to an advice nurse.

• Laboratory
  Hours: 7 days, 7:30 a.m.–9 p.m.
  Results 1-888-4KPTTEST
  (1-888-457-8378)
  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.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Pharmacy
  Hours: 7 days, 7:30 a.m.–9 p.m.
  Info/Refills by Phone 1-855-431-5906
  Mail-order Pharmacy 1-866-206-2983
  Online kp.org/refill

• Cardiology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Ear, Nose, and Throat
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• General Surgery
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)
• Ophthalmology
  
  **By referral only**
  
  Hours: M–F, 8:30 a.m.–5 p.m.
  
  Appts./Msgs. **1-866-9THRIVE**
  (1-866-984-7483)

• Orthopedics
  
  **By referral only**
  
  Hours: M–F, 8:30 a.m.–5 p.m.
  
  Appts./Msgs. **1-866-9THRIVE**
  (1-866-984-7483)

• Radiology/Diagnostic Imaging
  
  Hours: 7 days, 8 a.m.–9:30 p.m.
  
  Appts./Msgs. **1-866-9THRIVE**
  (1-866-984-7483)

  DEXA/Mammography
  
  Hours: M–F, 8:30 a.m.–5 p.m.

• Urgent care
  
  Hours: M–F, 8:30 a.m.–8:30 p.m.

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**Ontario Medical Center**

Hospital and Medical Offices

2295 S. Vineyard Ave.

Ontario, CA 91761

**kp.org/ontario**

909-724-5000

**Emergency**

Hospital Building H

**Urgent Care**

Medical Office Building A, 1st Floor

• Advice Nurse
  
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m. **1-888-750-0036**

  After hours, follow the prompts to be directed to an advice nurse.

• Audiology
  
  Medical Office Building A
  
  Hours: M–F, 7:30 a.m.–4 p.m.
  
  Appts./Cancel/Info. **1-866-454-3485**

• Cardiology
  
  **By referral only**
  
  Medical Office Building D

  **Hours:** M–F, 8:30 a.m.–5 p.m.
  
  Appts./Cancel/Msgs. **1-866-454-3485**

• Emergency
  
  Hospital Building H
  
  Hours: 7 days, 24 hours

• Endocrinology
  
  **By referral only**
  
  Medical Office Building D
  
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–noon
  
  Phone hours:
  M, Tu, Th, F, 7 a.m.–7 p.m.;
  W, 7 a.m.–noon
  
  Appts./Cancel/Msgs. **1-888-750-0036**

• Family Medicine/Internal Medicine
  
  Medical Office Building A
  
  Hours: M–F, 8:30 a.m.–5 p.m.
  
  Appts./Cancel/Info./Msgs.
  **1-888-750-0036**
• Gastroenterology (GI)  
  **By referral only**  
  Medical Office Building A  
  Hours: M–F, 7:30 a.m.–5 p.m.  
  Appts./Cancel/Msgs. 1-866-454-3485

• Gift Shop  
  Medical Office Building D, 1st Floor  
  Hours: Vary  
  Information 909-724-2805

• Gynecology  
  See Obstetrics-Gynecology.

• Hematology/Oncology/Infusion  
  **By referral only**  
  Medical Office Building A  
  Appts./Cancel/Msgs. 1-888-750-0036

• Infectious Disease  
  **By referral only**  
  Medical Office Building D  
  Hours: M, Tu, Th, F, 8:30 a.m.–noon  
  Appts./Cancel/Msgs. 1-888-750-0036

• Laboratory  
  Medical Office Building A  
  Hours: M–F, 7 a.m.–5 p.m.;  
  Sa, 8 a.m.–1:30 p.m.  
  Medical Office Building D  
  Hours: M–F, 9 a.m.–9 p.m.;  
  Sa, 1:30–9 p.m.; Su, 8 a.m.–9 p.m.  
  Information 1-888-750-0036  
  Results 1-888-4KPTTEST  
  (1-888-457-8378)  
  Call requesting practitioner for test  
  results or check most lab results online  
  at kp.org.

• Medical Social Work  
  Medical Office Building D  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info. 909-724-3320

• Member Services Office  
  Medical Office Building D  
  2nd Floor, Ste. 228  
  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

• Nephrology/Peritoneal Dialysis  
  **By referral only**  
  Medical Office Building D  
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;  
  W, 8:30 a.m.–noon  
  Appointments 1-866-454-3485

• Neurology  
  **By referral only**  
  Medical Office Building A  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Msgs. 1-888-750-0036

• Obstetrics-Gynecology  
  Medical Office Building D  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Advice/Appts./Cancel/Msgs.  
  1-888-750-0036

• Occupational Therapy  
  **By referral only**  
  Medical Office Building A  
  Hours: M–F, 8 a.m.–4:30 p.m.  
  Appts./Cancel/Info./Msgs.  
  1-866-454-3485

• Ophthalmology/Optical Center/Optometry  
  See Vision Essentials by Kaiser Permanente.
• **Orthopedics**  
  *By referral only*  
  Medical Office Building D  
  Office hours:  
  M, Tu, W, F, 7 a.m.–5 p.m.;  
  Th, 8:30 a.m.–5 p.m.  
  Cast room hours:  
  M, Tu, W, F, 7 a.m.–5 p.m.;  
  Th, 8:30 a.m.–5 p.m.  
  Advice (M–F, 8:30 a.m.–4:30 p.m.)  
  **1-866-454-3485**  
  Appts./Cancel/Msms.  
  (M–F, 7 a.m.–7 p.m.) **1-866-454-3485**

• **Pediatrics**  
  Medical Office Building A  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msms./School and camp forms  
  **1-888-750-0036**  
  For school and camp forms, allow 3–5 business days to complete; fees may apply.

• **Personal Physician Selection Information**  
  **1-888-956-1616**  
  Website [kp.org/finddoctors](http://kp.org/finddoctors)

• **Pharmacies**  
  Medical Office Building A  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Info./Refills by phone **1-866-450-4944**  
  Ontario 24-hour Pharmacy  
  Medical Office Building D  
  Hours: 7 days, 24 hours  
  Info./Refills by phone **1-866-536-1310**  
  Mail-order Pharmacy **1-866-206-2984**  
  Online refills [kp.org/refill](http://kp.org/refill)

• **Physical Medicine and Rehabilitation**  
  *By referral only*  
  Medical Office Building A  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Msms. **1-866-454-3485**

• **Physical Therapy**  
  *By referral only*  
  Medical Office Building A  
  Hours: M–Th, 7:30 a.m.–7 p.m.;  
  F, 7:30 a.m.–6 p.m.  
  Appts./Cancel/Info./Msms.  
  **1-866-454-3485**

• **Plastic Surgery**  
  *By referral only*  
  Medical Office Building D  
  Office hours: M–F, 8:30 a.m.–5 p.m.  
  Phone hours: M–F, 8:30 a.m.–4:30 p.m.  
  Advice (M–F, 7 a.m.–7 p.m.)/Appts./  
  Cancel/Msms. **1-866-454-3485**

• **Podiatry**  
  *By referral only*  
  Medical Office Building D  
  Office hours: M, Tu, W, F, 7 a.m.–5 p.m.;  
  Th, 8:30 a.m.–5 p.m.  
  Cast room hours:  
  M, Tu, W, F, 7 a.m.–5 p.m.;  
  Th, 8:30 a.m.–5 p.m.  
  Advice (M–F, 8:30 a.m.–4:30 p.m.)  
  **1-866-454-3485**  
  Appts./Cancel/Msms.  
  (M–F, 7 a.m.–7 p.m.) **1-866-454-3485**

• **Pulmonology**  
  *By referral only*  
  Medical Office Building D  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Msms. **1-866-454-3485**

• **Radiation Therapy Center**  
  *By referral only*  
  Medical Office Building A  
  Hours: M–F, 7:30 a.m.–6 p.m.  
  Information **1-888-750-0036**

• **Radiology/Diagnostic Imaging**  
  *By referral only*  
  Medical Office Building A  
  Office hours: M–F, 8 a.m.–5 p.m.  
  Phone hours: M–F, 7 a.m.–7 p.m.  
  Appts./Cancel/Info. **909-427-3914**
• Rheumatology
  By referral only
  Medical Office Building D
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–noon
  Information 1-888-750-0036

• RN Treatment Room
  Medical Office Building A, 2nd Floor
  Hours: M–F, 8:30–11:30 a.m.
  and 1:30–4:30 p.m.
  Information 1-888-750-0036

• Speech Therapy
  By referral only
  Medical Office Building A
  Appts./Cancel/Info. 1-866-454-3485

• Surgery
  By referral only
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Advice (M–F, 8:30 a.m.–4:30 p.m.)
    1-866-454-3485
  Appts./Cancel/Msgs.
    (M–F, 7 a.m.–7 p.m.) 1-866-454-3485

• Urgent Care
  Adult Medicine and Pediatrics
  Medical Office Building A
  Office hours: 7 days, 9 a.m.–9 p.m.;
  includes holidays
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m.
  Advice/Appts./Cancel/Info.
    1-888-750-0036

• Urology
  By referral only
  Medical Office Building D
  Hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 8:30 a.m.–4 p.m.
  Advice/Appts./Cancel/Msgs.
    1-866-454-3485

• Vision Essentials by Kaiser Permanente
  Medical Office Building A
  Ophthalmology
  By referral only
  Office hours: M–F, 7 a.m.–5:30 p.m.
  Phone hours: M–F, 7:15 a.m.–4:30 p.m.
  Advice/Appts./Cancel/Info./Msgs.
    1-888-750-0036

  Optical Center
  Self-referral
  Eyeglasses
  Hours: M–F, 7 a.m.–6 p.m.
  Optical Dispensing 909-724-2177
  Website kp2020.org
  Allow 5 business days before calling to check on eyeglasses.

  Optometry
  Self-referral
  Office hours: M–F, 7 a.m.–5:30 p.m.
  Phone hours: M–F, 7:15 a.m.–6 p.m.
  Appts./Cancel/Info./Msgs.
    1-888-750-0036

• Volunteer Services
  Medical Office Building D, 1st Floor
  For information or to become a volunteer
    909-724-2823

Ontario Mental Health Offices
3330 Centre Lake Dr.
Ontario, CA 91761
kp.org/ontario

• Psychiatry
  Hours: M–Th, 7 a.m.–7 p.m.;
  F, 7 a.m.–5:30 p.m.;
  Sa, 8:30 a.m.–4:30 p.m. (by appointment only)
  Appts./Info. 1-866-205-3595
  Individual, family, group psychotherapy,
  and crisis intervention for adults,
  children, and adolescents.
  Behavioral Health Care Member Help Line, 7 days, 24 hours 1-800-900-3277
Polk Street
10689 Magnolia Ave.
Riverside, CA 92505
Mailing address: 10800 Magnolia Ave.
Riverside, CA 92505
kp.org/riverside

• Release of Information
  Ste. 7
  Office hours: M–F, 9 a.m.–4:30 p.m.;
  closed 1st Thursday of each month,
  1–4:30 p.m.; closed major holidays
  Phone hours: M–F, 9 a.m.–4:30 p.m.
  Email rivroui@kp.org
  Information 951-353-4470
  Fax 1-877-902-7178
  Website kp.org/requestrecords
  Disability forms/requests for medical
  records.

• Physical Therapy
  Ste. 2
  Hours: M, Th, 8 a.m.–noon
  Appts./Info./Msgs. 951-353-4670
  Cancel 951-353-4659

Rancho Cucamonga Medical Offices
10850 Arrow Rte.
Rancho Cucamonga, CA 91730
kp.org/fontana

• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m. 1-888-750-0036
  After hours, follow the prompts to be
directed to an advice nurse.

• Family Medicine/Internal Medicine
  By appointment only
  Office hours: M–F, 8:30 a.m.–5 p.m.
  After hours: M–F, 5–7 p.m.;
  Sa, 9 a.m.–noon
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info.
  1-888-750-0036

• Laboratory
  Office hours: M–F, 7:30 a.m.–7 p.m.;
  Sa, 8:30 a.m.–noon; closed Sundays
  Phone hours: M–F, 7 a.m.–7 p.m.
  Information 1-888-750-0036
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

• Mammography
  Hours: M–F, 8:15 a.m.–4 p.m.; Saturday
  and evening by appointment only, call
  for availability
  Appts./Cancel/Info. 1-888-750-0036

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

• Pediatrics
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info.
  1-888-750-0036

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

• Pharmacy
  Hours: M–F, 8:30 a.m.–7 p.m.;
  Sa, 8:30 a.m.–noon
  Info./Refills by phone 1-866-342-2822
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill
  For refills, call 72 hours in advance.

• Radiology/Diagnostic Imaging
  Hours: M–F, 8:30 a.m.–4:30 p.m.;
  closed holidays
  Appts./Info. 909-427-3914

• Treatment Nurse
  Walk-in only
  Hours: M–F, 8:30–11:30 a.m.
  and 1:30–4:30 p.m.
  Information 1-888-750-0036
• Vision Essentials by Kaiser Permanente
  Optical Dispensing
  *Self-referral* Eyeglasses
  Hours: M–F, 8:30 a.m.–5 p.m.
  Optical dispensing 909-477-3886
  Website kp2020.org
  Allow 5 business days before calling to check on eyeglasses.

  Optometry *Self-referral*
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/ Info./Msgs.
  1-888-750-0036

Rancho Springs Medical Center
Emergency
25500 Medical Center Dr.
Murrieta, CA 92562

• Hours: 7 days, 24 hours
  Emergency 951-696-6161
  Information 951-696-6000

Redlands Medical Offices
1301 California St.
Redlands, CA 92374
kp.org/fontana

• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m. 1-888-750-0036
  After hours, follow the prompts to be directed to an advice nurse.

• Allergy Injections
  *By referral only*
  Hours: Tu, W, F, 1:30–4:30 p.m.

• Family Medicine/Internal Medicine
  *By appointment only*
  Office hours: M–F, 8:30 a.m.–5 p.m.
  After hours: M–F, 5–7 p.m.;
  Sa, 9 a.m.–noon (by appointment only, call for care)
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/ Info./Msgs.
  1-888-750-0036

• General Surgery
  See Surgery (General).

• Gynecology
  See Obstetrics-Gynecology.

• Healthy Living Store
  Hours: Vary
  Information 909-809-3037

• Laboratory
  Hours: M–F, 7:30 a.m.–7 p.m.;
  Sa, 8 a.m.–noon
  Information 1-888-750-0036
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

• Member Services Telepresence
  Ste. 113
  Office Hours: M–F, 9–11:30 a.m.
  and 12:30–5 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

• Obstetrics-Gynecology
  *By appointment only*
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info./Msgs.
  1-888-750-0036

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

• Pediatrics
  *By appointment only*
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info./Msgs.
  1-888-750-0036

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors
• Pharmacy
  Hours: M–F, 8:30 a.m.–7 p.m.; Sa, 8:30 a.m.–noon
  Info./Refills by phone 1-866-214-7583
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill
  Call 72 hours in advance for refills.

• Physical Medicine
  By appointment only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-888-750-0036

• Physical Therapy
  By referral only
  Hours: M–F, 7:30 a.m.–6 p.m.
  Appts./Cancel/Info./Msgs. 1-866-454-3485

• Radiology/Diagnostic Imaging
  Office hours: M–F, 8:30 a.m.–7 p.m.; Sa, 8:30 a.m.–noon
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs. 909-427-3914

• Speech Therapy
  By appointment only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-888-750-0036

• Surgery (Bariatrics)
  By appointment only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-888-750-0036

• Surgery (General)
  By appointment only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-888-750-0036

• Surgery (Plastic)
  By appointment only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-888-750-0036

• Surgery (Podiatry)
  By appointment only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-888-750-0036

• Thrive Clinic
  By appointment only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-888-750-0036

• Treatment Nurse
  Hours: M–F, 8:30 a.m.–4:30 p.m.; Sa, 8:30 a.m.–noon
  Information 1-888-750-0036

• Vision Essentials by Kaiser Permanente
  Ophthalmology
  By referral only
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7:15 a.m.–4:30 p.m.
  Advice/Appts./Cancel/Info./Msgs.
  1-888-750-0036

Optical Center/Optometry
Self-referral
Eyeglasses, Contact lenses
Hours: M–F, 7:30 a.m.–6 p.m.
Optical Dispensing 909-809-3070
Appts./Info. 1-888-750-0036
Website kp2020.org
Allow 5 business days before calling to check on eyeglasses.
Riverside Medical Center
Hospital and Medical Offices
10800 Magnolia Ave.
Riverside, CA 92505
kp.org/riverside

Emergency
10800 Magnolia Ave.

Urgent Care
Medical Office Building 3

- Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be
directed to an advice nurse.

- Allergy
  By referral only
  Medical Office Building 3
  Office hours: M–F, 8:30–11:15 a.m.
  and 1:30–4:30 p.m.
  Injection hours: M, W, 1:30–4:30 p.m.;
  Tu, Th, 8:30–11:30 a.m. and 1:30–4:30
  p.m.; F, 8:30–11:30 a.m.
  Advice/Appts./Cancel/Info./Msgs.
  1-866-9THRIVE (1-866-984-7483)

- Anesthesiology
  By referral only
  Interventional Pain Clinic
  By referral only
  Medical Office Building 1, 4th Floor
  Hours: M–F, 7 a.m.–3:30 p.m.
  Appts./Cancel/Mgs. 951-353-4237
  Advice/Info. 951-353-4310

  Preoperative Clinic
  By referral only
  Medical Office Building 1, 2nd Floor
  Hours: M–F, 8:30 a.m.–5:15 p.m.
  Appts./Cancel/Mgs. 951-353-4809

- Audiology
  Self-referrals accepted
  Medical Office Building 2, 5th Floor
  Hours: M–F, 7 a.m.–5:30 p.m.
  Information 1-866-9THRIVE
  (1-866-984-7483)

- Complete Care Department
  Medical Office Building 3, 3rd Floor
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Appts./Cancel/Info. 951-602-4028
  Nurses offer follow-up care and
  education to members managing chronic
diseases such as diabetes, high blood
pressure, osteoporosis, and high
cholesterol. Some services may require
a referral.

- Continuing Care
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.;
after hours calls will be returned the
next business day
  Information 1-866-9THRIVE
  (1-866-984-7483)

- Dermatology
  By referral only
  Medical Office Building 3, 3rd Floor
  Hours: M–Th, 8:30 a.m.–5 p.m.;
  F, 8:30 a.m.–noon
  Advice/Appts./Cancel/Info./Msgs.
  1-866-9THRIVE (1-866-984-7483)

- Ear, Nose, and Throat
  By referral only
  Medical Office Building 2, 5th Floor
  Hours: M–F, 7 a.m.–5:30 p.m.
  Information 1-866-9THRIVE
  (1-866-984-7483)

- Emergency
  Entrance on Polk Street
  Hours: 7 days, 24 hours

- Family Medicine
  Medical Office Building 3
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Cancel/Mgs.
  1-866-9THRIVE (1-866-984-7483)
  After-Hours Clinic: M–F, 5:30–8:30 p.m.;
  Sa, Su, 8:30 a.m.–5 p.m., by
appointment only
  Nurse visits hours:
  M–F, 8:30 a.m.–8:30 p.m.;
  Sa, Su, 8:30 a.m.–5 p.m
• Gastroenterology (GI)

By referral only
Medical Office Building 2, 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Cancel/Info./Msgs.
1-866-9THRIVE (1-866-984-7483)

• Genetics

Referral preferred
Hours: M–F, 9 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. 951-353-3494

• Gynecology

See Obstetrics-Gynecology.

• Head and Neck Surgery

By referral only
Medical Office Building 2, 5th Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Msgs.
1-866-9THRIVE (1-866-984-7483)

• Internal Medicine

Medical Office Building 1, 4th Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Cancel/Info./Msgs.
1-866-9THRIVE (1-866-984-7483)

Cardiac Rehabilitation

By referral only
Medical Office Building 1, 4th Floor
Hours: M–F, 8:30 a.m.–4:30 p.m.
Appts./Cancel/Msgs. 951-353-4894

Cardiodiagnostic Laboratory

By referral only
EKG, echocardiography, Holter monitoring, treadmill
Medical Office Building 1, 4th Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Msgs. 951-353-4842

Cardiodiagnostic nurse message line
951-353-4842

A referral is necessary for subspecialties such as Cardiology, Endocrinology, Gastroenterology (GI), Hematology/Oncology, Infectious Disease, Nephrology, Pulmonology, and Rheumatology.

• Labor and Delivery/Family Care Center

Hours: 7 days, 24 hours
Advice/Emergency 951-353-3160
Family Care Center 951-353-3300

• Laboratory

Medical Office Building 1
Lower level
Hours: M–F, 7:30 a.m.–5 p.m.;
Sa, 7:30 a.m.–noon
Information 951-353-4055
Results 1-888-4KPTEST
(1-888-457-8378)

• Medical Office Building 2
4th Floor Hours: M–F, 8:30 a.m.–5 p.m.
Information 951-353-5181
Results 1-888-4KPTEST
(1-888-457-8378)

Call requesting practitioner for test results or check most lab results online at kp.org.

• Mammography

Medical Office Building 3, 1st Floor
Office hours: 7:30 a.m.–5:30 p.m.
Walk-in hours: M–F, 8 a.m.–5:30 p.m.; no appointment necessary
Information 951-353-4444

• Member Services Office

Medical Office Building 3, 2nd 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

• Neurology

By referral only
Medical Office Building 1, 4th Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Cancel/Info./Msgs.
1-866-9THRIVE (1-866-984-7483)
• Nuclear Medicine
  By referral only
  Medical Office Building 1, 1st Floor
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Appts./Cancel/Info./Msgs. 951-353-5220

• Obstetrics-Gynecology
  Medical Office Building 2, 3rd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Appts./Cancel/Msgs. 1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be directed to an advice nurse.
  Labor and Delivery Advice/Emergency 951-353-3160

• Occupational Health Center
  (Kaiser On-the-Job®)
  Medical Office Building 1, 4th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Advice/Info./Msgs. 951-353-4322
  Medical treatment for work-related injuries and illnesses.

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

• Orthopedics
  By referral only
  Medical Office Building 2, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-866-9THRIVE (1-866-984-7483)

• Outside Referrals
  11080 Magnolia Ave.
  Riverside, CA 92505
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 1-866-450-4938

• Pediatrics
  By appointment only
  Medical Office Building 3
  Hours: M–F, 8:30 a.m.–7 p.m.
  and walk-in, 7:15–8:45 p.m.;
  Sa, Su, 8:30 a.m.–3:15 p.m.
  and walk-in, 3:30–8:45 p.m.
  Advice/Appts./Cancel/Info./Msgs. 1-866-9THRIVE (1-866-984-7483)

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

• Pharmacies
  Medical Office Building 1, 1st Floor
  Hours: 7 days, 24 hours
  Info./Refills by phone 951-353-4050
  Medical Office Building 2, 4th Floor
  Hours: M–F, 9 a.m.–5 p.m.
  Info./Refills by phone 1-866-362-5493
  Medical Office Building 3, 1st Floor
  Hours: M–F, 9 a.m.–9 p.m.;
  Sa, Su, 9 a.m.–5:30 p.m.
  Info./Refills by phone 1-866-370-1813
  Medical Office Building 3, 2nd Floor
  Hours: M–F, 9 a.m.–5:30 p.m.
  Info./Refills by phone 1-866-370-1893
  Mail-order Pharmacy 1-866-206-2983
  Online refills kp.org/refill

• Physical Medicine
  By referral only
  Medical Office Building 2, 1st Floor
  Hours: M–F, 8 a.m.–5 p.m.
  Appts./Info./Msgs. 951-353-4670
  Cancel 951-353-4659

• Physical/Occupational/Speech Therapy
  By referral only
  Medical Office Building 2, 1st Floor
  Hours: M–F, 8 a.m.–5 p.m.
  Appts./Info./Msgs. 951-353-4670
  Cancel 951-353-4659

• Podiatry
  By referral only
  Medical Office Building 1, 1st Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-866-9THRIVE (1-866-984-7483)

• Pulmonary Function Testing (PFT) Lab
  By referral only
  Medical Office Building 1, 4th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. 1-866-9THRIVE (1-866-984-7483)
• Radiology/Diagnostic Imaging
  By referral only
  Advice/Appts./Cancel/ Info./Msgs. 951-353-4000
  General diagnostic imaging
  Medical Office Building 1, 1st Floor
  Hours: 7 days, 7:30 a.m.–10 p.m.
  Medical Office Building 3, 1st Floor
  Hours: 7 days, 8:30 a.m.–9 p.m.
  Specialty imaging
  Medical Office Building 1, 1st Floor
  Hours: Vary

• Release of Information
  10689 Magnolia Ave., Ste. 7
  Office hours: M–F, 9 a.m.–4:30 p.m.;
  closed 1st Thursday of each month,
  1–4:30 p.m.; closed major holidays
  Phone hours: M–F, 9 a.m.–4:30 p.m.
  Email rivroiu@kp.org
  Fax 1-877-902-7178
  Information 951-353-4470
  Website kp.org/requestrecords
  Disability forms/requests for medical records.

• Social Services
  Medical Office Building 1, 5th Floor
  Hours: M–F, 8 a.m.–4:30 p.m.
  Information 1-866-9THRIVE (1-866-984-7483)

• Speech Pathology
  By referral only
  Medical Office Building 2, 1st Floor
  Physical Therapy Office
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Msgs. 951-353-4670
  Cancel 951-353-4659

• Surgery
  By referral only
  Breast Clinic, General Surgery,
  Plastic Surgery, Vascular Surgery
  Medical Office Building 1, 5th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Mgs. 1-866-9THRIVE (1-866-984-7483)

• TTY for the deaf or hard of hearing
  Information 951-353-3005

• Urgent Care Clinic
  Medical Office Building 3, 1st Floor
  Hours: 7 days, 8:30 a.m.–10 p.m.;
  Walk-in only
  Information 1-866-9THRIVE (1-866-984-7483)

• Urology By referral only
  Medical Office Building 2, 2nd Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Msgs. 1-866-9THRIVE (1-866-984-7483)

• Vision Essentials by Kaiser Permanente
  Ophthalmology
  By referral only
  Medical Office Building 2, 5th Floor
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-866-9THRIVE (1-866-984-7483)
  Optical Center
  Eyeglasses, contact lenses
  Medical Office Building 2, 5th Floor
  Hours: M–F, 8 a.m.–7 p.m.;
  Sa, 8 a.m.–4 p.m.
  Information 951-353-4490
  Website kp2020.org
  Optometry
  Medical Office Building 2, 5th Floor
  Hours: M–F, 7:30 a.m.–5:45 p.m.;
  Sa, 8 a.m.–3:15 p.m.
  Appts./Cancel/Info./Msgs. 1-866-9THRIVE (1-866-984-7483)

• Volunteer Services
  Hospital, 1st Floor
  Gift shop hours: M–F, 9 a.m.–4 p.m.
  Volunteer hours: M–F, 8:30 a.m.–5 p.m.
  Gift Shop 951-353-3605
  Messages 951-353-3613
  Training 3 times a year. Please call or
  email Stephanie.E.Soloway@kp.org
  for information and to become a
  volunteer.

• Wellness Resource Center and Store
  Medical Office Building 2, 1st Floor
  Hours: M–F, 8:45 a.m.–12:30 p.m.
  and 1:30–4:45 p.m.
  Information 951-353-4475
San Bernardino Medical Offices
1717 Date Pl.
San Bernardino, CA 92404
kp.org/fontana

• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3:30 p.m.
  1-888-750-0036
  After hours, follow the prompts to be directed to an advice nurse.

• Family Medicine
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Advice/Cancel/Info./Msgs.
  1-888-750-0036

• Laboratory
  Hours: M–Th, 8 a.m.–4:30 p.m.;
  F, 8 a.m.–4 p.m.
  Information 1-888-750-0036
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

• Pharmacy
  Hours: M–F, 8:30 a.m.–5 p.m.
  Info./Refills by phone 1-866-342-2823
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill

• Radiology/Diagnostic Imaging
  Office hours: M–F, 8:30 a.m.–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Info. 909-427-3914

• Treatment Nurse
  Walk-in only
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.
  Information 1-888-750-0036

San Bernardino Mental Health Offices
325 W. Hospitality Ln., Ste. 312
San Bernardino, CA 92408
kp.org/fontana

• Psychiatry
  Hours: M–Th, 7 a.m.–7 p.m.;
  F, 7 a.m.–5:30 p.m.
  Appts./Info. 1-866-205-3595
  Individual, marital, family, and group psychotherapy, and crisis intervention for children, adolescents, and adults.

  Behavioral Health Care Member Help Line, 7 days, 24 hours 1-800-900-3277

Target Clinic,
Care provided by Kaiser Permanente
Hemet
No emergency services
3527 W. Florida Ave.
Hemet, CA 92545
kp.org/scal/targetclinic

Hours: M–F, 9 a.m.–7 p.m.;
Sa, Su, 11 a.m.–4 p.m.

Walk-in care available for over 85 services for you and your family, including:

• Chronic conditions
• Gynecology
• Minor illnesses
• Minor injuries
• Pediatrics and teens
• Physician telemedicine consultations
• Skin treatments
• Vaccinations
• Wellness services
Temecula Medical Offices
27309 Madison Ave.
Temecula Medical Office Building 2
27305 Madison Ave.
Temecula, CA 92590
kp.org/riverside

- Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be
  directed to an advice nurse.

- Family Medicine/Internal Medicine
  Office hours: M–F, 8:20 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Msgs.
  1-866-9THRIVE (1-866-984-7483)

- Laboratory
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 951-302-4063
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

- Pediatrics
  Office hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Nurse visits hours: M–F, 9–11 a.m.
  and 2–4 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Msgs.
  1-866-9THRIVE (1-866-984-7483)

- Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

- Pharmacy
  Hours: M–F, 9 a.m.–5:30 p.m.
  Info./Refills by phone 1-866-214-7586
  Mail-order Pharmacy 1-866-206-2983
  Online refills kp.org/refill
  For refills, call 24 hours in advance.

- Radiology/Diagnostic Imaging
  By referral only
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–7 p.m.
  Information 951-302-4053

Temecula Valley Hospital
Emergency
31700 Temecula Pkwy.
Temecula, CA 92592

- Emergency
  Hours: 7 days, 24 hours
  Emergency 951-331-2280
  Main hospital 951-331-2200
Upland Medical Offices
1183 E. Foothill Blvd.
Upland, CA 91786
kp.org/fontana

- Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.; Sa, Su, 7 a.m.–3:30 p.m.
  1-888-750-0036
  After hours, follow the prompts to be directed to an advice nurse.

- Family Medicine/Internal Medicine
  Office hours: M–F, 8:15 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info./Msgs.
  1-888-750-0036

- Laboratory
  Hours: M–F, 7:30 a.m.–5 p.m.
  Information 1-888-750-0036
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

- Pediatrics
  Office hours: M–F, 8:15 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Advice/Cancel/Info./Msgs.
  1-888-750-0036

- Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors

- Pharmacy
  Hours: M–F, 8:30 a.m.–5 p.m.
  Info./Refills by phone 1-866-214-6142
  Mail-order Pharmacy 1-866-206-2984
  Online refills kp.org/refill

- Radiology/Diagnostic Imaging
  Office hours: M–F, 8:30 a.m.–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Info. 909-427-3914

- Treatment Nurse
  Walk-in only
  Hours: M–F, 8:30–11:30 a.m. and 1:30–4:30 p.m.
  Information 1-888-750-0036

Van Buren Offices
3951 Van Buren Blvd.
Riverside, CA 92503
kp.org/riverside

- Preventive Medicine/Center for Healthy Living (formerly Health Education)
  Office hours: M–Th, 8:30 a.m.–9 p.m.; F, 8:30 a.m.–5 p.m.; Sa, 8 a.m.–5 p.m. (hours may vary)
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  (24-hour voice mail) 1-866-883-0119

Classes, group appointments, and/or individual appointments for diabetes, smoking cessation, weight management, prediabetes, heart health, cholesterol, hypertension, nutrition, heart failure, fitness, stress and emotional health, breastfeeding/baby care basics/childbirth preparation, insomnia, falls prevention, incontinence, TB prevention, cooking demos, healthy meal planning, kitchen basics, and advance care planning. Some services require a referral. Some classes or services may have fees.

Preventive Medicine appointments are also available at Corona, Moreno Valley, Heacock, and Palm Desert Medical Offices.

Selected Center for Healthy Living classes are available at Corona, Heacock, Meridian, Moreno Valley Medical Office Building 2, Moreno Valley, Murrieta, Palm Desert, Van Buren and Wildomar Medical Offices.
Victorville Medical Offices
Urgent Care
14011 Park Ave.
Victorville, CA 92392
kp.org/fontana

Medical Offices closed Sundays and major holidays.

- **Advice Nurse**
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3:30 p.m.
  **1-888-750-0036**
  After hours, follow the prompts to be directed to an advice nurse.

- **Allergy Injections**
  *By appointment only; no walk-ins*
  Hours: Tu, Th, 8:30–11:30 a.m.
  and 1:30–4:15 p.m.
  Advice/Appts./Info./Msgs.
  **1-888-750-0036**

- **Family Medicine/Internal Medicine**
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–4 p.m.
  Advice/Appts./Cancel/Info./Msgs.
  **1-888-750-0036**

- **Laboratory**
  Hours: M–Sa, 7:30 a.m.–9 p.m.;
  Su, 9 a.m.–9 p.m.
  Information **1-888-750-0036**
  Results **1-888-4KPTTEST**
  (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

- **Mammography**
  Hours: M–F, 8:30 a.m.–4 p.m.;
  Sa, call for availability
  Appts./Info./Msgs.
  **1-888-750-0036**

- **Pediatrics**
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–4 p.m.
  Advice/Appts./Cancel/Info./Msgs.
  **1-888-750-0036**

- **Personal Physician Selection**
  Information **1-888-956-1616**
  Website kp.org/finddoctors

- **Pharmacy**
  Hours: M–Sa, 8:30 a.m.–9 p.m.;
  Su, 9 a.m.–9 p.m.
  Info./Refills by phone **1-866-352-1151**
  Mail-order Pharmacy **1-866-206-2984**
  Online refills kp.org/refill

- **Physical Therapy**
  *By appointment only*
  Hours: M–Th, 7:30 a.m.–6 p.m.;
  F, 7:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  **1-866-454-3485**

- **Radiology/Diagnostic Imaging**
  *By referral only*
  Office hours: 7 days, 9 a.m.–9 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Appts./Cancel/Info. **909-427-3914**

- **Retinal Photos**
  *Appointments available; walk-ins welcome*
  Hours: M–F, 8:30–11:30 a.m.
  and 1:30–4:30 p.m.
  Appts./Cancel **1-888-750-0036**

- **Treatment Nurse**
  *Walk-in only*
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.;
  Sa, 8:30–11:30 a.m.
  Information **1-888-750-0036**

- **Urgent Care**
  Medical Office Building 1
  Office hours: 7 days, 9 a.m.–9 p.m.
  includes holidays
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, 7 a.m.–3:30 p.m.
  Advice/Appts./Cancel/Info.
  **1-888-750-0036**
Wildomar Medical Offices
Wildomar Medical Offices
Urgent Care
36450 Inland Valley Dr.
Wildomar, CA 92595
kp.org/riverside

• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be
directed to an advice nurse.

• Allergy
  Office hours: M–F, 8:30–11:15 a.m.
  and 1:30–4:30 p.m.
  Injection hours: M, Th, 1:30–4:30 p.m.;
  F, 8:30–11:30 a.m.
  Information 1-866-9THRIVE
  (1-866-984-7483)

• Complete Care Department
  Hours: M–F, 8:30 a.m.–4:30 p.m.
  Appts./Cancel/Info. 951-602-4229
  Nurses offer follow-up care and
  education to members managing chronic
diseases such as asthma, diabetes, and
  hyperlipidemia. Some services may
  require a referral.

• Family Medicine
  Office hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Msags.
  1-866-9THRIVE (1-866-984-7483)

• Internal Medicine
  Office hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Msags.
  1-866-9THRIVE (1-866-984-7483)

• Laboratory
  Hours: M–F, 8:30 a.m.–5 p.m.
  Info./Msgs. 951-600-3311
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

• Obstetrics-Gynecology
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Advice/Appts./Cancel/Msags.
  1-866-9THRIVE (1-866-984-7483)

• Pediatrics
  Hours: M–Sa, 8:30 a.m.–12:30 p.m.,
  1:30–5 p.m., and 5:30–8:30 p.m.
  Advice/Appts./Cancel/Msags.
  1-866-9THRIVE (1-866-984-7483)

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors.

• Pharmacy
  Hours: M–F, 8:30 a.m.–6 p.m.;
  Sa, 9 a.m.–9 p.m.
  Info./Refills by phone 1-866-370-1940
  Mail-order Pharmacy 1-866-206-2983
  Online refills kp.org/refill

• Radiology/Diagnostic Imaging
  By referral only
  Hours: M–F, 9 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Information 951-600-3309

• Release of Information
  Office hours: Tu, Th, 9 a.m.–12:30 p.m.
  and 1:30–4:30 p.m.; closed first
  Thursday of each month, 1–4:30 p.m.;
  closed major holidays
  Phone hours: M–F, 9 a.m.–4:30 p.m.
  Email rivroui@kp.org
  Fax 1-855-902-7178
  Information 951-353-4470
  Website kp.org/requestrecords
  Disability forms/requests for medical
  records.

• Urgent Care
  Hours: M–F, 8:30 a.m.–8:30 p.m.;
  Sa, 8:30 a.m.–8:30 p.m.; Christmas Eve
  and New Year’s Eve, 8:30 a.m.–5 p.m.;
  Labor Day, Memorial Day, and
  Independence Day, 8:30 a.m.–8:30 p.m.;
  closed Thanksgiving, Christmas, and
  New Year’s Day
  Advice/Info. 1-866-9THRIVE
  (1-866-984-7483)
Getting Care in Coachella Valley

Kaiser Permanente physicians and medical offices in Coachella Valley
We provide primary care at 3 medical offices in Coachella Valley: Palm Springs, Palm Desert, and Indio. We also provide some specialty care at Palm Desert Medical Offices. As a Coachella Valley resident, you can choose a Kaiser Permanente primary care doctor as your personal physician.

Your Kaiser Permanente physician can help you get Kaiser Permanente services such as easier referrals to specialists and other health resources, so you can get the most out of your life.

Some Kaiser Permanente services in Coachella Valley will continue to be provided by affiliated providers, which include physicians and hospitals.

Affiliated hospitals provide selected inpatient and emergency services to Kaiser Permanente members. For specialty care, you will continue to be referred to our affiliated network of specialists if we do not provide that Kaiser Permanente specialist. But because your referral will come from a Kaiser Permanente physician, you won’t have to wait for authorization from anyone else.

State law requires directories to include the following notice:

“Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion.”

“You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the Kaiser Permanente Member Service Contact Center at 1-800-777-1256 or 711 (TTY) to ensure that you can obtain the health care services that you need.”

Please be aware that if a service is covered but not available at a particular Plan facility, we will make it available to you at another facility.

Selecting your personal physician
Please refer to the information on page 45 of this Guidebook. Please note that members in the Coachella Valley cannot choose a personal physician from our Ob-Gyn Department.

Note: All Kaiser Permanente members enrolled in one of the following state programs have limited coverage in Coachella Valley: AIM, Healthy Families, Medi-Cal, MRMIP, or Post-MRMIP Graduate.

If you are enrolled in one of these state programs, please also note that you may not select a personal physician or receive routine care from providers in Coachella Valley. You are, however, entitled to out-of-area urgent and emergency care in Coachella Valley.

Member Services
The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays), 1-800-777-1256 (English) or 1-800-788-0616 (Spanish). Visit our Member Services office at 73-733 Fred Waring Dr., Ste. 110, Palm Desert. Or you can email questions to Member Services at kp.org.
Desert Regional Medical Center
Emergency
1150 N. Indian Canyon Dr.
Palm Springs, CA 92262
• Hours: 7 days, 24 hours
  Emergency 760-323-6251
  Information 760-323-6511

John F. Kennedy Memorial Hospital
Emergency
47111 Monroe St.
Indio, CA 92201
• Hours: 7 days, 24 hours
  Emergency 760-775-8111
  Information 760-347-6191

Kaiser Permanente Indio Medical Offices
46-900 Monroe St.
Indio, CA 92201
kp.org/riverside
• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be
directed to an advice nurse.
• Family Medicine
  Hours: M–F, 8:30 a.m.–noon
  and 1:30–5 p.m.
  Nurse visit hours: M–F, 9–11 a.m.
  and 2–4 p.m.
  Advice/Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)
• Laboratory
  Hours: M–F, 8:30 a.m.–noon
  and 1:30–4:45 p.m.
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call reasoning practitioner for test
results or check most lab results online
at kp.org.
• Orthopedics
  By referral only
  Hours: M–F, 8:30 a.m.–noon
  and 1:30–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-9THRIVE (1-866-984-7483)
• Pharmacy
  Hours: M–F, 9:30 a.m.–1 p.m.
  and 2–5:30 p.m.
  Mail-order Pharmacy 1-866-206-2983
  Refills by phone 1-866-889-8555
  Online refill kp.org/refill
• Podiatry
  By referral only
  Hours: M–F, 8:30 a.m.–noon
  and 1:30–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-9THRIVE (1-866-984-7483)
• Radiation
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.

Kaiser Permanente Palm Desert
Medical Offices
University Park Centre
75-036 Gerald Ford Dr.
Palm Desert, CA 92211
kp.org/riverside
• Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be
directed to an advice nurse.
• Allergy
  By referral only
  Office hours: M, 8:30–11:15 a.m.
  and 1:30–4:30 p.m.
  Injection hours: Tu, F, 1:30–4:15 p.m.
  Appts./Cancel/Info. 1-866-9THRIVE
  (1-866-984-7483)
• Dermatology
  By referral only; by appointment only
  Hours: Vary
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)
• Ear, Nose, and Throat
  
  By referral only
  
  Hours: M, Tu, 8:30 a.m.–5 p.m.
  
  Information 1-866-9THRIVE
  (1-866-984-7483)

• Family Medicine/Internal Medicine
  
  Hours: M–F, 8:30 a.m.–7 p.m.;
  Sa, 8:30 a.m.–5 p.m.
  
  Nurse visit hours: M–F, 9–11 a.m.
  and 2–4 p.m.
  
  Advice/Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Head and Neck Surgery
  
  By referral only; by appointment only
  
  Hours: Vary
  
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Laboratory
  
  Hours: M–F, 7:30 a.m.–7 p.m.;
  Sa, 7:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  
  Information 1-866-9THRIVE
  (1-866-984-7483)
  
  Results 1-888-4KPTEST
  (1-888-457-8378)
  
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

• Oncology
  
  By referral only; by appointment only
  
  Hours: Vary
  
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Ophthalmology
  
  By referral only; by appointment only
  
  Hours: Vary
  
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Pediatrics
  
  Hours: M–Sa, 8:30 a.m.–5 p.m.
  
  Advice/Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Pharmacy
  
  Hours: M–F, 9 a.m.–7:30 p.m.;
  Sa, 9 a.m.–12:30 p.m. and 1:30–5 p.m.
  
  Mail-order Pharmacy 1-866-206-2983
  
  Refills by phone 1-866-279-8954
  
  Online refills kp.org/refill

• Physical Medicine
  
  By referral only; by appointment only
  
  Hours: Vary
  
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Physical Therapy
  
  By referral only; by appointment only
  
  Hours: Vary
  
  Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

• Radiology/Diagnostic Imaging
  
  Hours: M–F, 9 a.m.–7:30 p.m.;
  Sa, 8:30 a.m.–5 p.m.
  
  Information 1-866-9THRIVE
  (1-866-984-7483)

• Release of Information
  
  Office hours: Tu, Th, 9 a.m.–12:30 p.m.
  and 1:30–4:30 p.m.; closed first
  Thursday of each month, 1–4:30 p.m.
  
  Phone hours: M–F, 9 a.m.–4:30 p.m.;
  closed first Thursday of each
  month, 1–4:30 p.m.;
  closed major holidays
  
  Email rivroiu@kp.org
  
  Information 951-353-4470
  
  Fax 855-902-7178
  
  Website kp.org/request records
  
  Disability forms/requests for medical
  records
Kaiser Permanente Palm Springs Medical Offices
1100 N. Palm Canyon Dr., Ste. 208
Palm Springs, CA 92262
kp.org/riverside

- Advice Nurse
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  1-866-9THRIVE (1-866-984-7483)
  After hours, follow the prompts to be
directed to an advice nurse.

- Family Medicine/Internal Medicine
  Hours: M–F, 8:30 a.m.–noon
  and 1:30–5 p.m.
  Nurse visit hours: M–F, 9–11 a.m.
  and 2–4 p.m.
  Advice/Appts./Msgs. 1-866-9THRIVE
  (1-866-984-7483)

- Laboratory
  Hours: M–F, 7:30 a.m.–noon
  and 1:30–4:45 p.m.
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

Executive Urgent Care of Indian Wells
Urgent Care
No emergency services
74-785 Highway 111, Ste. 100
Indian Wells, CA 92210

- Hours: M–F, 9 a.m.–7 p.m.;
  Sa, Su, 10 a.m.–6 p.m.
  Information 760-346-3932

MedPost Urgent Care
Urgent Care
No emergency services
78965 Highway 111
La Quinta, CA 92253

- Hours: M–F, 8 a.m.–8 p.m.;
  Sa, Su, 9 a.m.–5 p.m.
  Phone 760-777-7847

Premier Urgent Care Centers of California
Urgent Care
No emergency services
82-013 Dr. Carreon Blvd., Ste. G
Indio, CA 92201

- Hours: 7 days, 24 hours
  Information 760-775-9500

Kaiser Permanente Member Services
73-733 Fred Waring Dr., Ste. 110
Palm Desert, CA 92260

- Office hours: M–F, 9 a.m.–noon
  and 1–4:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 7 a.m.–3 p.m.
  English 1-800-777-1256
  Spanish 1-800-788-0616

Kaiser Permanente Pharmacy
1100 N. Palm Canyon Dr.
Palm Springs, CA 92262

- Hours: M–F, 9:30 a.m.–1 p.m.
  and 2–5:30 p.m.
  Info./Refills by phone 1-866-370-1942
  Mail-order Pharmacy 1-866-206-2983
  Online refills kp.org/refill

Kaiser Permanente Pharmacy
University Park Centre
75-036 Gerald Ford Dr.
Palm Desert, CA 92211

- Hours: M–F, 9 a.m.–7:30 p.m.;
  Sa, 9 a.m.–12:30 p.m. and 1:30–5 p.m.
  Info./Refills by phone 1-866-279-8954
  Mail-order Pharmacy 1-866-206-2983
  Online refills kp.org/refill

Kaiser Permanente Pharmacy
46-900 Monroe St.
Indio, CA 92201

- Hours: M–F, 9:30 a.m.–1 p.m.
  and 2–5:30 p.m.
  Mail-order Pharmacy 1-866-206-2983
  Refills by phone 1-866-889-8555
  Online refill kp.org/refill
CVS Pharmacy
After hours, new fill only
31575 Date Palm Dr.
Cathedral City, CA 92236
- Hours: M–F, 8 a.m.–9 p.m.; Sa, 9 a.m.–6 p.m.; Su, 10 a.m.–6 p.m.
  Information 760-324-4239
  New prescriptions only. Refills must be obtained from a Kaiser Permanente pharmacy.

CVS Pharmacy
After hours, new fill only
42155 Washington St.
Palm Desert, CA 92211
- Hours: 7 days, 24 hours
  Information 760-345-3259
  New prescriptions only. Refills must be obtained from a Kaiser Permanente pharmacy.

Rite Aid Pharmacy
After hours, new fill only
51101 Harrison St.
Coachella, CA 92236
- Hours: M–F, 7 a.m.–11 p.m.; Sa, 8 a.m.–8 p.m.; Su, 9 a.m.–7 p.m.
  Information 760-398-0833
  New prescriptions only. Refills must be obtained from a Kaiser Permanente pharmacy.

Walgreens Pharmacy
After hours, new fill only
42010 Washington St.
Bermuda Dunes, CA 92203
- Hours: M–F, 8 a.m.–9 p.m.; Sa, 9 a.m.–9 p.m.; Su, 10 a.m.–9 p.m.
  Information 760-772-9122
  New prescriptions only. Refills must be obtained from a Kaiser Permanente pharmacy.

Walgreens Pharmacy
After hours, new fill only
14001 Palm Dr.
Desert Hot Springs, CA 92240
- Hours: M–F, 8 a.m.–9 p.m.; Sa, 9 a.m.–6 p.m.; Su, 10 a.m.–6 p.m.
  Information 760-288-3210
  New prescriptions only. Refills must be obtained from a Kaiser Permanente pharmacy.

Walgreens Pharmacy
After hours, new fill only
44840 Monterey Ave.
Palm Desert, CA 92260
Hours: M–F, 24 Hours
Information 760-674-0716
- New prescriptions only. Refills must be obtained from a Kaiser Permanente pharmacy.
Getting Care in
Yucca Valley—
Twentynine Palms Area

Affiliated providers
Most Kaiser Permanente services in the Yucca Valley–Twentynine Palms area are provided by affiliated providers, which include physicians and hospitals. We’ve contracted with affiliated physicians to provide care to Kaiser Permanente members. Affiliated hospitals provide selected inpatient and emergency services to Kaiser Permanente members.

State law requires directories to include the following notice:

“Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion.”

“You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the Kaiser Permanente Member Service Contact Center at 1-800-777-1256 (English) or 711 (TTY), to ensure that you can obtain the health care services that you need.”

Please be aware that if a service is covered but not available at a particular Plan facility, we will make it available to you at another facility.

Selecting a personal physician in the Yucca Valley–Twentynine Palms area
If you live in the Yucca Valley–Twentynine Palms area, you may select either a Kaiser Permanente personal physician from one of our primary care departments in Coachella Valley (see “Selecting a personal physician” on page 45 of this Guidebook). Or you may select an affiliated primary care physician contracted to provide care to Kaiser Permanente members in the Yucca Valley–Twentynine Palms area. Please note that members in the Yucca Valley–Twentynine Palms area cannot choose a personal physician from our Ob-Gyn Department.

Note: Kaiser Permanente members enrolled in the programs listed below have limited coverage in Yucca Valley.

- All Medicare-entitled individuals, including Kaiser Permanente Senior Advantage and Medicare Cost members.
- All Kaiser Permanente members enrolled in one of the following state programs: AIM, Healthy Families, Medi-Cal, MRMIP, or Post-MRMIP Graduate.

Notice of availability of Contracted Providers List
Kaiser Permanente is required by California law to provide members or prospective members, upon request, a list of affiliated medical providers contracted to provide health care services to Kaiser Permanente members in a general geographic area.

The list includes certain information about these contracted health care providers, including which primary care providers may be accepting new patients. The Contracted Providers List is not intended to replace other Kaiser Permanente physician directories, provider listings, or guidebooks.

To receive a copy of this list, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays), and ask for the Contracted Providers List. The Member
Service Contact Center numbers are:
1-800-777-1256 (English), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), and 711 (TTY). You may also receive the list by writing to:
Kaiser Foundation Health Plan, Inc.
Publications Distribution
393 E. Walnut St.
Pasadena, CA 91188

Selecting a personal physician
Call our Member Service Contact Center at 1-800-777-1256 (English) or 1-800-788-0616 (Spanish), and ask for assistance in making a selection. Our Member Services representatives are ready to answer your questions and help you find the Kaiser Permanente primary care physician or an affiliated primary care physician who best fits your needs. Each family member may choose a different personal physician. In addition, you may change your personal physician for any reason.

Your request to change your physician must be received by the 25th of the month to be effective on the 1st of the following month.

Member Services
Call our Member Service Contact Center at 1-800-777-1256 (English) or 1-800-788-0616 (Spanish). You can also visit the Member Services office at 73-733 Fred Waring Dr., Ste. 110 in Palm Desert. Or you can email questions to Member Services at kp.org.

Avalon Urgent Care Center
Urgent Care
No emergency services
58471 Twentynine Palms Hwy.
Ste. 303
Yucca Valley, CA 92284
• Hours: M–F, 8 a.m.–6:30 p.m.
  Information 760-365-0851

Hi-Desert Medical Center
Emergency
6601 White Feather Rd.
Joshua Tree, CA 92252
• Hours: 7 days, 24 hours
  Emergency 760-366-6127
  Information 760-366-3711

Rite Aid Pharmacy
72253 Twentynine Palms Hwy.
Twentynine Palms, CA 92277
• Hours: M–F, 8 a.m.–9 p.m.;
  Sa, 9 a.m.–5 p.m.; Su, 10 a.m.–6 p.m.
  Information 760-367-3262

Rite Aid Pharmacy
57701 Twentynine Palms Hwy.
Yucca Valley, CA 92284
• Hours: M–F, 8 a.m.–9 p.m.;
  Sa, 9 a.m.–6 p.m.; Su, 10 a.m.–6 p.m.
  Information 760-365-2618

Rite Aid Pharmacy
After hours, new fill only
57646 Twentynine Palms Hwy.
Yucca Valley, CA 92284
• Hours: M–F, 9 a.m.–9 p.m.;
  Sa, 9 a.m.–5 p.m.; Su, 10 a.m.–6 p.m.
  Information 760-365-2618
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 should choose an ob-gyn as well as a personal physician.

Choose online
Go to kp.org/searchdoctors 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/physician assistants/certified nurse-midwives
Your care team includes other licensed professionals who work with our doctors to care for members. Nurse practitioners and physician assistants diagnose and treat a wide variety of conditions, order prescriptions and tests, and answer questions about your care. Certified nurse-midwives provide women with obstetric and gynecologic care.

Change your doctor anytime
You can choose and change your doctor at any time, for any reason. Go to kp.org/searchdoctors or call us. 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 71 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

Advice whenever you need it
If you’re not sure what kind of care you need, our nurses are available 24/7 to help you figure out what type of care is best for your symptom or condition. Just call the appointment and advice line for the facility that’s convenient for you. After-hours, follow the prompts to be directed to a nurse.

To make an appointment
To make an appointment with your personal doctor in internal medicine, family medicine, obstetrics-gynecology, or pediatrics, or to get care advice, call the appointment and advice line for the facility that's convenient for you.

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

Get the most out of your appointments. Know what to expect and be ready. These guidelines can help you get started.

Before your visit

• Make a list of your medications
  Make a list of everything you take, including vitamins and herbal supplements. Have your list with you during your visit, or bring your original medication bottles.
• Know 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.
• Write down what’s important to you
  Talk to your doctor about 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
  It’s a good idea to ask questions before a medical test, when you’re prescribed medication, and before you get any treatment.
• Make sure you understand
  Before you leave, make sure you know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your care team if you’re not sure about anything. 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.

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.
2Defined on page 46.
What to ask:*
• What is my main problem?
• What do I need to do about it?
• Why is it important for me to do this?

When you check in
There are 2 ways to check in for appointments:

• **At the reception desk**
  Have your Kaiser Permanente ID card ready. We'll also ask you for a photo ID, like your driver's license. This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 66.)

• **At a self-service kiosk**
  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 make a payment when you check in. You can pay by debit or credit card at the reception desk or at the kiosk. Later, you’ll get 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 or Certificate of Insurance.

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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 46)</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.

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*Adapted from the National Patient Safety Foundation "Ask Me 3" Campaign.
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 write 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 after your appointment. You can also refill your prescriptions at any of our pharmacies. Find a pharmacy near you in the directory, starting on page 2.

Refill prescriptions from home
Our mail-order service offers a convenient way to refill your prescriptions. We can mail most prescription drugs to your home within 10 days, at no extra cost for standard U.S. postage.*

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

Online
Visit kp.org/refill to see how easy it is to order refills and check the status of your orders. If it’s your first online order, you’ll need to create your online account at kp.org.

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?
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

*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 to these states: California, Colorado, Hawaii, the District of Columbia, Georgia, Maryland, Oregon, Virginia, and Washington.
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.

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 fill out our online form at kp.org, or call the Kaiser Permanente pharmacy you want to use. We’ll handle the rest. Please allow 2 business days for us to transfer your prescription.

- **From one Kaiser Permanente pharmacy to another**
  Go to 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.

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.

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

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 P&T Committee thoroughly reviews the medical literature and determines which drugs to include on the formulary based on a number of factors, including safety and effectiveness. It reviews and updates the formulary every other month to ensure that it continues to include drugs that are safe and effective.

Plan physicians may prescribe generic or brand-name drugs that are on our formulary, or, in rare cases, drugs that are not on our

*Some drugs, such as schedule II controlled substances, are not transferable due to their high potential for abuse and addiction.
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: The fact that a drug is listed on our drug formulary doesn’t necessarily mean your doctor will prescribe it for a particular medical condition. Your doctor will choose the appropriate therapy based on his or her judgment of medical necessity.

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 or Certificate of Insurance 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

The Complex Case Management program helps our members with hard-to-control chronic conditions get the care they need. For some members, managing more than one chronic condition may require specialized care, monitoring, and education.

Nurses and social workers work with you and your personal doctor to address your specific needs. Specially trained case managers provide education, help you set up personal goals, and teach you self-care.

The Complex Case Management program is voluntary and complimentary for Kaiser Permanente members. If you or your caregiver thinks you qualify for the program, call 1-866-551-9619 (for more than one chronic condition that's hard to control).
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’s office with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Manage a family member’s health care.*

Get inspired at kp.org
Your kp.org membership 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 at no cost from your preferred app site. If you already have an account on kp.org, you’re all set to start using the Kaiser Permanente app.

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

Visit kp.org/billsonline to get started.

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

*Due to privacy laws, certain features may not be available if they’re being accessed on behalf of a child younger than 18. Your child’s physician may also be prevented from giving you certain information without your child’s consent.
Healthy living resources

Choose from a wide variety of healthy living resources, including workshops and programs — online, by phone, or in person. You’ll find inspiration and tools to help you feel your best.

Wellness Coaching by Phone
Whether you need support to quit tobacco or manage your weight, you can work with a wellness coach to set goals for healthy, lasting change. Together, you’ll build a plan of action tailored just for you.

Phone appointments are offered in English and Spanish at no charge to Kaiser Permanente members. To schedule an appointment, call 1-866-862-4295 between 7 a.m. and 7 p.m., Monday through Friday.

Get fit online
Whether you’re 25 or 65, it’s never too early — or too late — to start getting fit. Any physical activity — walking, gardening, even doing laundry — can help you look and feel your best, as long as you do it regularly. Learn more at kp.org/fitness.

Healthy lifestyle programs
As a Kaiser Permanente member, you can choose from several personalized online wellness programs that can help you reach your health goals. These programs are offered at no cost to you.

Take the Total Health Assessment* and have your results included in your electronic health record. You can also choose from these programs:

- Lose weight with Balance.
- Reduce stress with Relax.
- Eat healthier with Nourish.
- Quit smoking with Breathe.
- Manage insomnia with Dream.
- Manage chronic pain with Care for Pain.
- Manage diabetes with Care for Diabetes.
- Manage depression with Care for Depression.

If you haven’t registered on kp.org, you’ll need to do so before starting one of these programs. Go to kp.org/registernow to register. Then visit kp.org/healthylifestyles to start your program.

More health resources
Visit kp.org/centerforhealthyliving to learn more about improving your health and well-being. You’ll find information about our resources and in-person workshops, including available times, locations, and contact information. If you’re registered on kp.org, you can also sign up for workshops online. Some classes are open to the public. Workshops may vary by location and some may have a fee.

*This program is also available in Spanish.
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 the 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 personal 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.
# Preventive care guidelines for children and teens

<table>
<thead>
<tr>
<th>Topic</th>
<th>Birth-12 years</th>
<th>13-18 years</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alcohol and drugs</strong></td>
<td>Don’t drink alcohol or use drugs, and never drive under the influence.</td>
<td></td>
</tr>
<tr>
<td><strong>Dental care</strong></td>
<td>Prevent baby bottle tooth decay — don’t leave a bottle with your baby at nap time or nighttime. Brush your baby’s teeth with water. <strong>Starting at age 2,</strong> use a small amount of toothpaste and teach your child to brush and floss his or her teeth. Take your child to the dentist regularly. Fluoride use may also be recommended, based on risk factors like your primary water supply being deficient in fluoride. Your baby may need a routine addition of varnish between 9 and 18 months.</td>
<td>Visit the dentist regularly. Fluoride use may be recommended, based on risk factors like your primary water supply being deficient in fluoride.</td>
</tr>
<tr>
<td><strong>Diet and nutrition</strong></td>
<td>Breastfeed your baby <strong>up to 2 years of age.</strong> Breast milk is the best food for your baby and contains all the nutrition your baby needs for the first year of life. Give your child at least 5 servings of fruits and vegetables every day. Emphasize iron-enriched foods that contain calcium. Limit fat, cholesterol, sugar, and milk after age 2. Limit high-fat, non-nutritious foods such as fast foods, chips, sweets, and soda.</td>
<td>Choose foods low in fat, with 5 or more servings of fruits and vegetables every day. Encourage calcium and folic acid intake. Discuss eating properly and risky dietary behaviors (e.g., binge eating, bulimia, or anorexia).</td>
</tr>
<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>Eat healthy foods and get plenty of sleep. If you’re depressed, thinking of suicide, or are being hurt by someone, talk to your physician or another adult you can trust.</td>
</tr>
<tr>
<td><strong>Environmental safety</strong></td>
<td>Use hats and sunscreen to protect your child from sun exposure. Protect your child from crime and violence by not allowing your child to play outside alone. If your house was built before 1978, ask your physician about signs of lead toxicity.</td>
<td></td>
</tr>
<tr>
<td><strong>Exercise</strong></td>
<td>Make sure your child plays actively every day. Walk, run, and play with your child whenever possible. Limit TV, video games, and computer use.</td>
<td>Try to be physically active every day.</td>
</tr>
<tr>
<td>Topic</td>
<td>Birth-12 years</td>
<td>13-18 years</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Medical care</td>
<td>Bring your child to all well-child visits. These visits are generally scheduled every few months from birth to age 2, then yearly from age 3 to 6, and every 2 years after. Your physician will let you know when to bring your child in.</td>
<td>Attend all well-child visits at ages 13 to 15 and ages 16 to 17, or more often as directed by your health care team.</td>
</tr>
<tr>
<td>Safety</td>
<td>Keep children out of the front seat of the car. Use safety seats for children age 8 or younger or who are less than 4’9” in height. Use a rear-facing car seat until age 2 or when your child has outgrown the highest weight or height allowed by the car seat’s manufacturer. Wear seat belts. Use helmets when riding bikes. Don’t leave children age 6 or younger unattended inside motor vehicles. Put medicines out of reach. Keep the Poison Control Center telephone number (1-800-222-1222) handy. Install fences and gates around pools, and use guards on windows and stairs. Put your baby to sleep on his or her back (the “back to sleep” position).</td>
<td>Use lap and shoulder seat belts, helmets, and safety gear.</td>
</tr>
<tr>
<td>Sexuality</td>
<td></td>
<td>Postpone sex. If you’re sexually active, talk with your physician about birth control and safer sex.</td>
</tr>
<tr>
<td>Smoking</td>
<td>Don’t allow anyone to smoke around your child.</td>
<td>Avoid or quit smoking and chewing tobacco. Visit kp.org/healthylifestyles.</td>
</tr>
<tr>
<td><strong>Recommended Screening Tests</strong></td>
<td></td>
<td></td>
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<tr>
<td>Autism</td>
<td>Your pediatrician will screen your toddler for signs of autism spectrum disorder, if you have concerns about speech or development delay, between 18 and 21 months.</td>
<td></td>
</tr>
<tr>
<td>Blood pressure</td>
<td>Occurs at every well-child visit starting at age 2.</td>
<td></td>
</tr>
<tr>
<td>Chlamydia</td>
<td>Sexually active girls need an annual chlamydia test.</td>
<td></td>
</tr>
<tr>
<td>Head circumference</td>
<td>Occurs at every well-child visit from birth to age 2.</td>
<td></td>
</tr>
<tr>
<td>Hearing</td>
<td>Audiogram occurs at birth, between ages 4 and 6, and between ages 8 and 10, and as recommended by your physician through age 17.</td>
<td></td>
</tr>
<tr>
<td>Topic</td>
<td>Birth-12 years</td>
<td>13-18 years</td>
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<tr>
<td>Height, weight, and BMI</td>
<td>Occurs at every well-child visit. Starting at age 3, check body mass index (BMI). BMI is calculated to help determine if your child is at a healthy weight.</td>
<td></td>
</tr>
<tr>
<td>Vision</td>
<td>Occurs once at age 4, and at every well-child visit between ages 4 and 17, as recommended by your physician.</td>
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</tr>
<tr>
<td>Additional tests</td>
<td>Your child is tested at birth for thyroid deficiencies, intolerance to milk sugar (galactosemia), hemoglobinopathies, and phenylketonuria. Your physician will let you know if your child needs additional tests for problems such as diabetes, high cholesterol, tuberculosis, anemia, or lead exposure.</td>
<td>Your physician will let you know if you need additional tests for problems such as diabetes, high cholesterol, tuberculosis, or sexually transmitted diseases.</td>
</tr>
<tr>
<td>Immunizations</td>
<td></td>
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</tr>
<tr>
<td>Influenza (flu shot)</td>
<td>Make sure your child gets his or her immunizations in a timely manner (see chart on pages 62 and 63).</td>
<td></td>
</tr>
<tr>
<td>Pertussis (whooping cough)</td>
<td>For all children 6 months through 18 years and everyone in your household. This is especially important for children with chronic illnesses like asthma or diabetes.</td>
<td>A state law requires all students entering seventh grade to show proof of Tdap (tetanus, diphtheria, and pertussis), a booster shot that protects against pertussis, or whooping cough.</td>
</tr>
</tbody>
</table>


## Preventive care guidelines for adults

<table>
<thead>
<tr>
<th>Topic</th>
<th>Adult</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommended Lifestyle Practices</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Dental health</strong></td>
<td>Floss daily and use fluoride toothpaste. See a dentist regularly.</td>
</tr>
<tr>
<td><strong>Diet and nutrition</strong></td>
<td>Limit fats, especially saturated fat and cholesterol. Eat fruits, vegetables, and whole grains. Make sure you’re getting enough vitamin D and calcium. <strong>Recommended intake for calcium</strong>: Total daily intake of 1,000 mg/day for pre-menopausal women; 1,200 mg/day for women and men <strong>50 and older</strong> (in some adults, adequate intake may require supplementation). <strong>Recommended intake for vitamin D</strong>: 1,000 IU/day (total daily intake) for all pre- or post-menopausal women and men <strong>over age 50</strong>. From menarche through menopause, women should take a daily folic acid supplement &gt;400 mcg.</td>
</tr>
<tr>
<td><strong>Emotional health</strong></td>
<td>Talk to your personal physician or other health care professionals to get help if you’re depressed, anxious, or thinking of suicide, or are being threatened, abused, or hurt by someone. Loneliness and isolation increase your risk of illness. Spend time with your friends and family and participate in activities that interest you.</td>
</tr>
<tr>
<td><strong>Exercise</strong></td>
<td>Try to be physically active on most days. Walk and do weight-bearing and muscle-building exercises. For adults <strong>65 and older</strong>, talk to your physician before starting a vigorous exercise program.</td>
</tr>
<tr>
<td><strong>Medical care</strong></td>
<td>Talk with your physician about an Advance Health Care Directive, which makes your health care wishes known if you’re unable to speak for yourself.</td>
</tr>
<tr>
<td><strong>Medication</strong></td>
<td>Discuss with your physician all medications you’re taking to be sure that there are no dangerous interactions.</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>Use seat belts and helmets. If you drink, always have a designated driver. Install and check smoke detectors. Lock up guns and keep ammunition separate. Set water heater temperature between 120 and 130 degrees Fahrenheit. Learn CPR. Avoid climbing ladders if you have trouble walking or keeping your balance. Screening and counseling are also available for women experiencing interpersonal domestic violence.</td>
</tr>
<tr>
<td><strong>Sexual practices</strong></td>
<td>Use birth control to prevent unintended pregnancies. To prevent sexually transmitted diseases (STDs), use condoms and avoid having sex with high-risk partners such as known drug users. Discuss with your physician how often you should be tested for STDs, based on your personal risk factors.</td>
</tr>
<tr>
<td><strong>Shared decision-making</strong></td>
<td>Part of healthy living includes planning ahead for your future health and health care needs. Talking with your loved ones and filling out an Advance Health Care Directive is important for people of all ages. This document supports the right treatment plan for you based on your values and health wishes. See page 78 for more information or visit <a href="http://kp.org/advancedirectives">kp.org/advancedirectives</a>.</td>
</tr>
<tr>
<td><strong>Skin protection</strong></td>
<td>Always protect your skin from the sun when outdoors. Wear a hat and sunscreen to reduce your risk of skin cancer.</td>
</tr>
<tr>
<td><strong>Smoking</strong></td>
<td>If you smoke or chew tobacco, talk with your physician about how to quit or call Kaiser Permanente Wellness Coaching by Phone at <strong>1-866-862-4295</strong> to make an appointment with a wellness coach.</td>
</tr>
<tr>
<td><strong>Substance abuse</strong></td>
<td>Avoid using drugs and abusing alcohol. If drinking or using drugs is causing problems for you or others, talk with your physician.</td>
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<tr>
<td>Topic</td>
<td>Adult</td>
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</tr>
<tr>
<td>Abdominal aortic aneurysm (for men)</td>
<td>Have an abdominal ultrasound once between ages 65 and 75 for men who have smoked at least 100 cigarettes in their lifetime.</td>
</tr>
<tr>
<td>Breast cancer (for women)</td>
<td>For women between ages 40 and 49, we offer mammography in the context of a shared decision-making approach, taking into consideration life expectancy, patient preference, existing comorbidities, and clinician judgment. Routine mammography screening is recommended for asymptomatic women between ages 50 and 74. For women ages 75 and older, we offer mammography in the context of a shared decision-making approach, taking into consideration life expectancy, patient preference, existing comorbidities, and clinician judgment. The screening frequency for mammography is every 1 to 2 years. Contact your physician immediately if you find a lump in your breast.</td>
</tr>
<tr>
<td>Cervical cancer (for women)</td>
<td>Get a Pap test every 3 years, starting at age 21. At age 30, have a Pap and human papillomavirus (HPV) test every 5 years through age 65. Screening isn’t recommended for women age 66 and older who have had adequate prior screening.</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>Have your first cholesterol test between ages 20 and 39. Get tested every 5 years, between ages 40 and 79.</td>
</tr>
<tr>
<td>Colon cancer</td>
<td>Have a fecal immunochemical test (FIT) every year, or a flexible sigmoidoscopy every 5 years (with or without an annual FIT); or a colonoscopy every 10 years starting at age 50. Screening may end at age 75 with a routine history of screening; patients with no screening history should end screening at age 80.</td>
</tr>
<tr>
<td>Diabetes (Type 2)</td>
<td>Get tested every 5 years, starting at age 45.</td>
</tr>
<tr>
<td>HIV and other STDs</td>
<td>Get tested for HIV and other STDs if you have had unprotected sex, are pregnant, or have any other reason to think you may be at risk. Have a yearly chlamydia test if you’re a sexually active female and are age 24 or younger.</td>
</tr>
<tr>
<td>Osteoporosis</td>
<td>Have a bone density test once starting at age 65 for women and age 70 for men.</td>
</tr>
<tr>
<td>Overweight and obesity</td>
<td>Have your body mass index (BMI) calculated at every visit.</td>
</tr>
<tr>
<td>Prostate cancer (for men)</td>
<td>Between ages 50 and 69, discuss the benefits and risks of prostate cancer screening with your physician. Screening isn’t recommended for men age 70 or older.</td>
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<tr>
<td>Topic</td>
<td>Adult</td>
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<tr>
<td><strong>Immunizations</strong></td>
<td><strong>Get your immunizations in a timely manner (see page 64).</strong></td>
</tr>
<tr>
<td><strong>Influenza (flu shot)</strong></td>
<td>All adults <strong>age 18 and older</strong> should get an annual flu vaccination. This is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, kidney disease, or heart disease; and anyone <strong>age 50 or older</strong>.</td>
</tr>
<tr>
<td><strong>Tdap (tetanus, diphtheria, and pertussis)</strong></td>
<td>You should get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once <strong>after age 18</strong>, especially if your family has a newborn or if you take care of newborns. If you’re <strong>pregnant</strong>, you should get a Tdap vaccination with each pregnancy, ideally at 27 to 36 weeks into the pregnancy.</td>
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</table>
2017 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>RV</td>
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<td>PCV</td>
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<td></td>
<td>Influenza (yearly)</td>
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<td>MMR</td>
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<td>MMR</td>
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<tr>
<td></td>
<td>Varicella</td>
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<td>Varicella</td>
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<tr>
<td></td>
<td>HepA²</td>
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</table>

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.

¹Two 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. ²Two 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 to 18 months later. 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.
PCV 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.
2017 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>
<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 quadrivalent meningococcal conjugate vaccine (MenACWY). A booster shot is recommended at age 16.
⁵ Teens, 16-18 years old, may be vaccinated with a MenB vaccine.

These shaded boxes indicate when the vaccine is recommended for all children unless your doctor tells you that your child cannot safely receive the vaccine.

These shaded boxes indicate the vaccine should be given if a child is catching-up on missed vaccines.

These shaded boxes indicate the vaccine is recommended for children with certain health or lifestyle conditions that put them at an increased risk for serious diseases. See vaccine-specific recommendations at www.cdc.gov/vaccines/pubs/ACIP-list.htm.

This shaded box indicates the vaccine is recommended for children not at increased risk but who wish to get the vaccine after speaking to a provider.

For more information, call 1-800-CDC-INFO (1-800-232-4636) or visit cdc.gov/vaccines.
2017 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>27-59 years</th>
<th>60-64 years</th>
<th>≥65 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu (Influenza)¹</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tdap (Tetanus, diphtheria, and pertussis)²</td>
<td></td>
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<tr>
<td>Shingles (Zoster)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>
<tr>
<td>Meningococcal</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Meningococcal (MenACWY or MPSV4)</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>MMR (Measles, mumps, rubella)⁵</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>HPV Human papillomavirus (for women)⁵,⁶</td>
<td></td>
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</tr>
<tr>
<td>HPV Human papillomavirus (for men)⁵,⁶</td>
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<tr>
<td>Chickenpox⁵ (Varicella)</td>
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<tr>
<td>Hepatitis A⁵</td>
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</tr>
<tr>
<td>Hepatitis B⁵</td>
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</tr>
<tr>
<td>Hib (Haemophilus influenzae type b)</td>
<td></td>
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</tr>
</tbody>
</table>

¹ You should get flu vaccine every year.  
² You should get a Td booster every 10 years. You also need 1 dose of Tdap. Women should get a Tdap vaccine during every pregnancy to help protect baby.  
³ You should get shingles vaccine even if you have had shingles before.  
⁴ You should get 1 dose of PCV13 and at least 1 dose of PPSV23 depending on your age and health condition.  
⁵ You should get this vaccine if you did not get it when you were a child.  
⁶ You should get PHV vaccine if you are a woman through age 26 years of a man through age 21 years and did not already complete the series.

Recommended for you. This vaccine is recommended for you unless your healthcare professional tells you that you do not need it or should not get it.

Maybe recommended for you. This vaccine is recommended for you if you have certain risk factors due to your health condition or other. Talk to your healthcare professional to see if you need this vaccine.

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

Emergency services
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 care 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.

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 (including the placenta). For more information on emergency care coverage, see your Evidence of Coverage or Certificate of Insurance.

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 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 administer 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 unauthorized post-stabilization care or related transportation provided by non-Plan providers, except as otherwise described in the Evidence of Coverage or Certificate of Insurance. 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) or Medicare Cost 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 78 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), 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 88, 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 74.

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 45 in this Guidebook.

Receive a second opinion from an appropriately qualified medical practitioner. If you want a second opinion, you can either ask your Plan physician to help you arrange for one, or you can make an appointment with another Plan physician. Kaiser Foundation Health Plan, Inc., will cover a second opinion consultation from a non–Permanente Medical Group physician only if the care has been preauthorized by a Permanente Medical Group. 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.

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 booklet, Certificate of Insurance, or the Federal Employees Health Benefits Program materials. 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 booklet, Certificate of Insurance,
or the Federal Employees Health Benefits Program materials. 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 booklet or Certificate of Insurance.

**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 74 of this Guidebook. A description of your dispute-resolution process is contained in your Evidence of Coverage booklet, Certificate of Insurance, or the Federal Employees Health Benefits Program materials.
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).

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 78.

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). 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.

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 tape/CDs, electronic 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).

Referrals for specialty care

Your primary care physician will refer you to a Plan specialist when he or she believes that you require specialty care. Some specialty care, such as obstetrics-gynecology, mental health services, and substance use
disorder treatment, don’t require a referral. There may be instances when you require the services of a non-Plan physician. These services are covered only when authorized in writing by the Medical Group. Please see your Evidence of Coverage or Certificate of Insurance for more information.

Notice of availability of Online and Printed Provider Directory
As of July 1, 2016, Kaiser Permanente is required by California law to publish and maintain an online Provider Directory with certain information about providers available to our members, including whether or not a provider is accepting new patients. The Provider Directory may be accessed via kp.org. An individual may also obtain, upon request, a printed version of the Provider Directory specific to his or her geographic area. To receive a copy of the directory, 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 coverage in addition to Kaiser Permanente through an employer group or Medicare and would like to find out if you qualify for COB, 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.

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. We make UM decisions using evidence-based UM criteria and the existence 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 healthy.kaiserpermanente.org/static/health/pdfs/how_to_get_care/cal_utilization_management.pdf.

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 also participate in various activities in the community to improve patient safety — one of our top priorities. For example, we participate in the Leapfrog Group survey. The Leapfrog Group is composed of Fortune 500 companies and other public and private organizations throughout the country that provide health care benefits. The group’s goal is to improve the safety and quality of health care in the United States. One of its main programs is a voluntary, Web-based survey used to gather information about medical care in urban hospitals. All Kaiser Permanente medical centers in California and the majority of our contracted hospitals participated in the most recent survey. To see the survey results, visit leapfroggroup.org.

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 ask for confidential communications to be delivered to a location other than your usual address. You can also request a different delivery method than the method normally used.

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 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, AIM, 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 or Certificate of Insurance is revised and the revised Evidence of Coverage or Certificate of Insurance 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 days 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 respond in less than 30 days, as described in this 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 or Certificate of Insurance.

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 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
• 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 or Certificate of Insurance.

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.

We require that members use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. It’s a legal proceeding that provides members with a fair, cost-effective, and confidential means of resolving disputes. The Office of the Independent Administrator is the neutral entity that administers Health Plan arbitrations. Typically, an arbitrator decides disputes within 18 to 24 months, and often in less than 1 year. The arbitrator’s decision is binding for both members and the Health Plan. For more information about binding arbitration, please refer to your Evidence of Coverage or Certificate of Insurance.

If you need a current copy, 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).

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 or Certificate of Insurance.

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.

**California 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 deaf or hard of hearing. The department’s 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 healthcare you receive if you lose the ability to speak for yourself. Under the federal Patient Self-Determination Act, Kaiser Permanente must provide 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 healthcare 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 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 statewide facilities.

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 (tape or CD), and electronic files (accessible PDF or Microsoft Word document) 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:

- 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 (Communication Access Realtime Translation)
- Tactile interpreting for members who are deaf and blind

• Health Education — computer access software and services
Kaiser Permanente's Health Education Departments offer a number of options for members with limitations in hearing, vision, or mobility, including ZoomText screen magnifying software, WYNN Wizard scanning, text-to-audio software (for converting accessible documents into an audio CD), large print keyboards, and ergonomic trackballs.

To get the location of your local Health Education Department, you have 2 options:

- 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.
- Visit kp.org and click the “Doctors & Locations” tab. Then click “Locations,” enter your search criteria, and click “Search.” Select the location you want. Then click “Services and amenities” and “Health Education.”

*Note: 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 and 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 and 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 and natural medicines.” Then
click “Covered drugs.”

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 “Covered drugs” and “Medicare
Part D formulary.”

Accessible PDF documents include
information on:
- 2017 Kaiser Permanente Medicare
  Part D formulary
- 2017 *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.

**kp.org website and mobile apps**
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 version 2 of
the Web Content Accessibility Guidelines
(WCAG 2.0) Conformance Level AA Success
Criteria, and thus Section 508 of the
Rehabilitation Act.

• **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.

• **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.

- **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.

**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.

- **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 alternative formats, wayfinding, facility and medical equipment access, interpreters, assistance devices and services, grievances, eligibility and financial liability questions, benefit explanation, and help accessing 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 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, 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, 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, CD/tape, accessible PDF documents)
- Large print prescription labels and Talking Rx, an audible prescription information device, available through medical center and online pharmacies (visually impaired members only)
- Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier
- 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 and 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; please contact your local Health Education Department.

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

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.

*Check your local Health Education Department for class and schedule availability.
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 81, “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 deaf or hard of hearing, we have telephone-based services you can use to make appointments or get advice. When you call one of our TTY phone numbers, our staff will respond using a TTY telephone. The TTY telephone and the California Relay Service allow TTY and non-TTY users to communicate with each other.

Specially trained operators relay telephone conversations back and forth between a hearing party, who uses a standard voice telephone, and a person who is deaf or hard of hearing. If you’re a TTY user and you need to reach a Kaiser Permanente facility that doesn’t have a direct TTY phone number, 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, incluida 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 81, “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 sordo o tiene problemas auditivos o del habla, contamos con servicios telefónicos que puede usar para programar citas u obtener consejo. Cuando llame a uno de nuestros números de teléfono TTY, nuestro personal le contestará a través de un teléfono TTY. El teléfono TTY y el Servicio de Relé de California facilitan la comunicación entre usuarios de TTY y aquellos que no usan TTY.

Los operadores con capacitación especial transmiten conversaciones telefónicas entre una persona con nivel de audición normal que usa un teléfono de voz estándar y una persona sorda o con problemas auditivos o del habla. Si usted es usuario de TTY y necesita comunicarse con un centro de Kaiser Permanente que no tiene un número de teléfono TTY directo, llame al 711 y pida que el operador transmita la conversación.
Multi-language Interpreter Services

English: We provide interpreter service at no cost, 24 hours a day, 7 days a week, during all hours of operation. You can also have an interpreter help answer your questions about our health care coverage. Just call us at 1-800-464-4000, 24 hours a day, 7 days a week (closed holidays).

Armenian: Մենք մարդկանցն ու կանանց ծանրական գործունեության համար ծախսում ենք 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Բացիկ ծանրական գործունեության համար ծախսում ենք 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանկյուն: Մենք կարող ենք ծախսել 24 ժամ, 7 օր, դասական աշխատանքային շաբաթը որպես ութանκ
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.

Arabic: خدمات الترجمة الفورية متاحة لكل من يرغب في التواصل باللغة العربية، 24 ساعة في اليوم، 7 أيام في الأسبوع. يمكنك طلب خدمة الترجمة الفورية أو ترجمة وثائق اللغة العربية أو صياغة أخرى ما ت 参数 الاتصال بما على الرقم 1-800-464-4000 على مدار الساعة كافة أيام الأسبوع (دلاء أيام العطلات). لتمثيل كل خدمة الهاتف النصي يرجى الاتصال على الرقم (711).

Armenian: Դպրոցներ են պահպանվում և պատրաստվում մեկից մեկի վրա 24 ժամ, 7 օր: Համարեք թույլ կպատսենթել սակայն ազատության պայքարը։ Դրանցուց ընդգրկվում խնդիրները միակերպարակ պատրաստվում են միակերպարակ, եթե նման պատճառներ կպատկերեն խնդիրները։ Դաշտությունը պահպանվում է 1-800-464-4000 համակարգերում 24 ժամ, 7 օր (սակայն այս թվանոյան 711)։ TTY-խումբ օգտագործվում է գրանցում 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與我們聯繫（節假日休息）。聽障及語障專線（TTY）使用者請撥711。


Navajo: Saad bee áká’a’ayeed nálhóló t’áá jiik’ é, naadiin doo bibaag’ díí ahéé’ii keезд tsots’ii yískáá’íi damoo ná’aldelehji. Atah halné’e áká’adooloi’íí jökl’i, t’áádo doc’ é t’áá hóhzaadá’íí hadilva’g’o, é’ doodaa’i náání lá a’t’aa adaa’ot’éí biníibi háladilvaa’g’o. Ko’ojí hodiiñígí 1-800-464-4000, naadiin doo bibaag’ díí ahéé’ii keезд tsots’ii yískáá’íí damoo ná’aldelehji [Dahodiyin biníiyé e’e’aahgo é da’deekkaalO. TTY chodecyooliníí ko’ojí hodiiñígí 711.


Hindi: विना किसी नामांकन के दुसरी भाषा में सेवाएं, दिन के 24 घंटे, सप्ताह के सात दिन उपलब्ध है। आप एक दुसरी भाषा की सेवाओं के लिए, विना किसी नामांकन के सामग्री को अपनी भाषा में अनुवाद करवाने के लिए, या बैक्लिक प्राप्ति के लिए अनुरोध कर सकते हैं। वर्तमान है 1-800-464-4000 पर, दिन के 24 घंटे, सप्ताह के सात दिन (छह घंटियों बाद दिन बंद रहता है) कॉल करें। TTY उपयोगकर्ता 711 पर कॉल करें।
**Punjabi:** ਫ਼ਿਲਾਂ ਕਈ ਲਾਗਤ ਸੀ, ਖਿੰਤ ਸੇ 24 ਘੱਟੇ, ਜ਼ਿਆਦਾ ਸੇ 7 ਲੲਕ, ਸਾਧਾਰਣਨੂੰ ਸੂਚਕ ਪ੍ਰਾਪਤ ਰਹਿੰਦੀ ਪ੍ਰਵੱਧ ਸੀ। ਸਾਹਿਤ ਦਿੱਖੇ ਸਰਗਰਮੀ ਦੀ ਮਹਾਂ ਸੀ ਅਸਲ ਦੀ ਜਨਕ ਖਿੰਤ ਅਲਾਵਾ ਬ੍ਰਾਟਾਰਿਟ ਲਹਿ ਸੀ, ਸਾ ਫੀਨਜ਼ ਰੋਚ ਕੋਟਾਂ ਦੀ ਪੁਰਾਣੀ ਬਰਤਣ ਲਹਿ ਕੈਲਚ ਵਿਚ ਸੀ ਜਿਹੜੀ ਵਿਚ ਸੀ। ਇਸ ਨਿਕਲ ਮਾਟੁੱਂ 1-800-464-4000 ਦੇ, ਖਿੰਤ ਸੇ 24 ਘੱਟੇ, ਜ਼ਿਆਦਾ ਸੇ 7 ਲੲਕ (ਹੋਰਾਂ ਦੇ ਖਿੰਤ ਚੋਂ ਜਿਹੜੀ ਵਿਚ ਰਹਿੰਦੀ ਹੋਵੇ) ਦੇ ਹਟ ਵਲੀ। TTY ਦਾ ਖਿੰਤ ਬਰਤਣ ਹਟਨਾ ਦੇ ਲਈ 711 'ਤੇ ਹਟ ਲਵਾਉ।

**Russian:** Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону 1-800-464-4000, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру 711.

**Spanish:** Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al 1-800-788-0616, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al 711.

**Tagalog:** May magagamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maari ring humingi ng mga serbisyo ng tagalog sa wika, mga babasahan na isinalin sa iyang wika o sa mga alternatibong format. Tawagan lamang kami sa 1-800-464-4000, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumagamit ng TTY ay maaaring tumawag sa 711.

**Thai:** เราให้บริการฟรีสำหรับคุณตลอด 24 ชั่วโมง ทุกวันตลอดเวลาที่ผ่านมาข้าราชการของเรานั้นสามารถขอให้เรามาช่วยตัวแทนที่เกี่ยวกับความคุมครองการดูแล สุขภาพของเรานั้นเองได้ตามข้อมูลที่มีการแปล เอกสารเป็นภาษาที่คุณใช้โดยไม่มีการคัดค้านการ เพียงโทรมาที่หมายเลข 1-800-464-4000 ตลอด 24 ชั่วโมงภูมิวัฒน์ (โปรดให้บริการในวันหยุดราชการ) ได้ใช้ TTY โปรดโทรไปที่ 711.

**Vietnamese:** Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiền dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số 1-800-464-4000, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi 711.
Non-Discrimination 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. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. In addition, you may request health plan materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs. 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. A grievance includes a complaint or an appeal. 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 disputeresolution options that apply to you. This is especially important if you are a Medicare, MediCal, MRMIP, MediCal Access, FEHBP, or CalPERS member because you have different disputeresolution 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 for addresses)
• By mailing your written grievance to a Member Services office at a Plan Facility (please refer to Your Guidebook 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.


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 (Member Service Contact Center) brinda servicios de asistencia con el idioma las 24 horas del 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. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Además, puede solicitar los materiales del plan de salud traducidos a su idioma, y también le puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades. 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. Una queja incluye una queja formal o una apelación. 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 (Member Services) para conocer las opciones de resolución de disputas que le corresponden. Esto tiene especial importancia si es miembro de Medicare, MediCal, MRMIP (Major Risk Medical Insurance Program, Programa de Seguro Médico para Riesgos Mayores), MediCal Access, FEHBP...
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)
- 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)
- 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

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 (Civil Rights Coordinator) de Kaiser Permanente 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.


Kaiser Permanente禁止以年齡、種族、族裔、膚色、原國籍、文化背景、血統、宗教、性別、性別認同、性別表達方式、性取向、婚姻狀況、生理或心理殘障、支付來源、遺傳資訊、公民身份、主要語言或移民身份為由而對任何人進行歧視。

計劃成員服務聯絡中心提供語言協助服務：每週七天24小時夜間服務（法定節假日除外）。本機構在全部辦公時間內免費為您提供口語服務，其中包括手語。我們還可為您、您的親屬和朋友提供任何必要的特別補助，以便您使用本機構的設施與服務。此外，您還可請求您的語言提供健康保險計劃資料之譯本，並可請求採用大號字體或其他版本格式提供此類資料的譯本，藉以滿足您的需求。若需詳細資訊，請致電1-800-757-7585（TTY專線使用者請撥711）。

冤情申訴係指您或您的授權代表透過冤情申訴程序所表達的不滿陳訴。申訴冤情包括投訴或上訴。例如，如果您認為自己受到本機構的歧視，則可提出冤情申訴。若需瞭解可供您選擇的適用爭議解決方案，請參閱您的《承保範圍說明書》（Evidence of Coverage）或《保險證明書》（Certificate of Insurance），或者與計劃成員服務代表交談。對於Medicare、MediCal、MRMIP、MediCal Access、FEHBP或CalPERS計劃成員，這尤其重要；原因在於，為這些成員提供的爭議解決方案選擇有所不同。

您可透過以下方式提出冤情申訴：

- 於設在本計劃服務設施的某個計劃成員服務處填妥一份《投訴或保險福利索償/請書》（請參閱您的《通訊地址指南冊》，以便查找相關地址）
- 將您的冤情申訴書郵寄至設在本計劃服務設施的某個計劃成員服務處（請參閱您的《通訊地址指南冊》，以便查找相關地址）
- 免費致電本機構的計劃成員服務聯絡中心，電話號碼是1-800-757-7585（TTY專線使用者請撥711）
- 在本機構的網站上填妥一份冤情申訴書，網址是kp.org

如果您在提交冤情申訴書的過程中需要協助，請致電本機構的計劃成員服務聯絡中心。

涉及種族、膚色、原國籍、性別、年齡或身體殘障歧視的一切冤情申訴都將通告給Kaiser Permanente的民權事務協調員（Civil Rights Coordinator）。您也可與Kaiser Permanente的民權事務協調員直接聯絡；聯絡地址是One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612。

您還可以採用電子方式透過民權辦公處（Office for Civil Rights）的投訴入口網站（Civil Rights Complaint Portal）向美國衛生與公共服務部民權辦公
**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 unit that operates the health plan portion of Kaiser Permanente.

**Internal medicine:** Provides diagnosis and medical treatments for adults. Also listed as Adult Medicine and Medicine in this Guidebook.

**Kaiser On-the-Job®:** Occupational Health Centers provide medical treatment and a broad range of occupational health services for work-related injuries and illnesses. Kaiser On-the-Job is a registered trademark of Kaiser Foundation Health Plan, Inc.

**Kaiser Permanente:** The Kaiser Permanente Medical Care Program. Kaiser Permanente in Southern California is 3 separate entities: Kaiser Foundation Health Plan, Inc. (Health Plan), Kaiser Foundation Hospitals (KFH), and the Southern California Permanente Medical Group (SCPMG). Health Plan and Kaiser Foundation Hospitals are nonprofit benefit corporations. The Southern California Permanente Medical Group is a for-profit professional partnership.

**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 the widest 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 booklet or Certificate of Insurance.

**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 17.

**Permanente Medical Group:** Also abbreviated as Medical Group, the Permanente Medical Group is the physician group that staffs our medical facilities and work exclusively for Kaiser Permanente. The group names vary by region: In Southern California, it’s the Southern California Permanente Medical Group (SCPMG).

**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 Southern California Permanente Medical Group (SCPMG) or a licensed physician who contracts with SCPMG to provide services and supplies to our 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 or Certificate of Insurance 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.