Your Guidebook to Kaiser Permanente Services
As a Kaiser Permanente member, kp.org is your connection to great health and great care. When you register, you can securely access many timesaving tools and resources to help you manage your health and keep you feeling great.

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

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

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.

Download the Kaiser Permanente app
Once you’ve registered, you can download the Kaiser Permanente app to your smartphone.

1. From your smartphone, go to the App Store℠ (iOS) or Google Play™ (Android™).‡
2. Search for the Kaiser Permanente app, then download it for your smartphone.
3. Use your kp.org user ID and password to activate the app, and you’ll be ready to go!

More ways to connect
As a Northern California member, you can also tap into 2 additional apps:

- The KP Preventive Care app offers helpful reminders about upcoming health needs like immunizations and appointments.
- The My KP Meds app helps you remember to take your medicine at the right time.

See more about these apps on page 47.

*These features are available when you get care at Kaiser Permanente facilities.
†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.
‡Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.
The right choice for your health

Great care and resources to live healthier are at your fingertips. Check out everything that comes with your health plan, and find out how to get what you need when you need it.

A healthy partnership
See how easy healthy can be. Choose your own personal doctor and work with a care team that puts you at the center of everything they do. See more on page 40.

Great care, great results
Get the care you need to get and stay healthy. Whether it’s time for a preventive screening or you need care for a serious condition, we’re here for you. See more on page 41.

Care the way you want it
Choose how, when, and where to get care for you and your family. You can get and manage your care online, by phone, at our facilities, and more. See more on page 41.

Right care, right time
Connect to care quickly and easily. Our advice nurses can help you 24/7. And you can schedule most routine appointments online or by phone. See more on page 41.

Locations near you
With so many locations to choose from, you can easily find one that’s convenient for you. Close to home? Near work or your child’s school? It’s up to you. See the facility directory, starting on page 1.

Healthy resources
Take advantage of a wide range of convenient tools to help you stay well – from health classes* at our locations to personal support from a wellness coach. See more on page 47.

Support around the globe
Whether you’re traveling in the U.S. or abroad, you can get help 24/7 anytime, anywhere by going online or calling our Away from Home Travel line. See more on page 42.

Prescriptions made easy
Fill your prescriptions at one of our pharmacies, conveniently located in our medical centers and some of our medical offices. Refill by phone or online, and even get most refills mailed to you. See more on page 44.

*Classes may vary by location and some may have a fee.
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 May 2016. 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), **1-800-788-0616** (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.
Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

**Facility Directory**

**Member Service Contact Center**
Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we’re here for you.

- English: 1-800-464-4000
- Spanish: 1-800-788-0616
- Chinese dialects: 1-800-757-7585
- TTY: 711

**Personal Physician Selection** *(Member Outreach)*
Select or change a personal physician or get information about practitioners and services.

- Information: 1-800-278-3329
- Website: kp.org/mydoctor/choose

**TTY for the Hearing or Speech Impaired**
California Relay Service: 711
Area Locations

1. Cardiovascular Services
   3701 J St., Ste. 109
   Sacramento, CA 95816

2. Davis Medical Offices
   1955 Cowell Blvd.
   Davis, CA 95618
   ▶ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

3. Elk Grove Medical Offices
   9201 Big Horn Blvd.
   Elk Grove, CA 95758
   ▶ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

4. Elk Grove Promenade Medical Offices
   10305 Promenade Pkwy.
   Elk Grove, CA 95757
   ▶ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

5. Fair Oaks Boulevard Medical Offices
   2345 Fair Oaks Blvd.
   Sacramento, CA 95825
   ▶ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

6. Folsom Ambulatory Surgery
   285 Palladio Pkwy.
   Folsom, CA 95630

7. Folsom Medical Offices
   2155 Iron Point Rd.
   Folsom, CA 95630
   ▶ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

8. Lincoln Medical Offices
   1900 Dresden Dr.
   Lincoln, CA 95648
   ▶ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

9. Point West Medical Offices
   1650 Response Rd.
   Sacramento, CA 95815
   ▶ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking  |  E = Exam Room  |  EB = Exterior (outside) Building  |  IB = Interior (inside) Building  
R = Restroom  |  T = Exam Table/Scale  |  See page 81 for further explanation of abbreviations.
10 Rancho Cordova Medical Offices .................. 17
10725 International Dr.
Rancho Cordova, CA 95670
DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)

11 Roseville Medical Center .................. 20
Emergency
1600 Eureka Rd.
Roseville, CA 95661
DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)

12 Roseville Medical Offices—Riverside .................. 26
1001 Riverside Ave.
Roseville, CA 95678
DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)

13 Sacramento Medical Center .................. 28
Emergency
2025 Morse Ave.
Sacramento, CA 95825
DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)

14 South Sacramento Medical Center .................. 33
Emergency
6600 Bruceville Rd.
Sacramento, CA 95823
DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building
R = Restroom | T = Exam Table/Scale | See page 81 for further explanation of abbreviations.
Location Details

1. **Cardiovascular Services**
   3701 J St., Ste. 109
   Sacramento, CA 95816
   kp.org/southsacramento

   By referral only
   **Hours**: M–F, 8:30 a.m.–5 p.m.
   Appts./Info. ......................... 916-733-4100

2. **Davis Medical Offices**
   1955 Cowell Blvd.
   Davis, CA 95618
   kp.org/sacramento

   **Adult Medicine**
   **Office hours**: M–F, 8:30 a.m.–12:30 p.m.
   and 1:30–5 p.m.;
   after-hours and weekend telephone
   appointments may be offered
   **Phone hours**: 7 days, 6 a.m.–10:30 p.m.
   Advice (24 hours)/
   Appts./Info. .................... 530-757-7070

   **Advice Nurse**
   **Phone hours**: 7 days, 24 hours
   Advice/Appts. toll free ........  1-866-454-8855
   Adult Medicine .................. 530-757-7070
   Pediatrics ....................... 530-757-7057
   Women’s Health (Ob-Gyn) .... 530-757-7210

   **Allergy**
   **Injection hours**: W, 8:45 a.m.–noon
   and 1:30-4:30 p.m.
   Appts./Info. ......................... 916-480-6500

   **Blood Pressure Screening**
   Information ...................... 530-757-3944

   **Business Office**
   **Hours**: M–F, 8:30 a.m.–12:30 p.m.
   and 1:30–5 p.m.
   Information ...................... 530-757-3950
   (option 2)

   Information and forms: Disability/FMLA
   claims; school/sports/camp; medical records
   release; immunization records; radiology
   images and pathology slide requests.

   **Gynecology**
   See Women’s Health (Ob-Gyn).

   **Health Education**
   See Folsom Medical Offices.

   **Information**
   Operator ......................... 530-757-7100
   TTY ................................. 711

   **Laboratory**
   **Hours**: M–F, 7:15 a.m.–5:30 p.m.
   Information ...................... 530-757-4200
   Call requesting practitioner for test results
   or check lab results online at kp.org.

   **Mammography**
   See Radiology/Diagnostic Imaging.

   **Member Services Office**
   **Office hours**: M–F, 9 a.m.–12:30 p.m.
   and 1:30–5 p.m.

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

   **Obstetrics-Gynecology**
   See Women’s Health (Ob-Gyn).

   (continues on next page)
Optical Center/Optometry
See Vision Essentials by Kaiser Permanente.

Pediatrics
Office hours: M–F, 8:45 a.m.–12:30 p.m.
and 1:30–5 p.m.;
after-hours and weekend telephone
appointments may be offered
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Advice (24 hours)/
Appts./Info. 530-757-7057
Advice/Appts. toll free 1-866-454-8855

Pharmacy
Hours: M–F, 9 a.m.–6 p.m.
EasyFill (refills by phone) 530-757-4080
Information 530-757-4000
Online refills kp.org/refill

Radiology/Diagnostic Imaging
Appts./Info. 530-757-4220

- General Imaging
  Hours: M–F, 8:45 a.m.–1 p.m.
  and 2–5:15 p.m.
- Mammography No appointment needed
  Hours: M–F, 9 a.m.–1 p.m. and 2–4:45 p.m.
- X-ray
  Hours: M–F, 8:45 a.m.–1 p.m.
  and 2–5:15 p.m.

TTY for the Hearing or Speech Impaired
Adult Medicine 916-480-2590
Pediatrics 916-480-2591
Women’s Health (Ob-Gyn) 916-480-2592

Urgent Care
See Adult Medicine or Pediatrics.

Vision Essentials by Kaiser Permanente

- Optical Center
  Eyeglasses, contact lenses
  Hours: M–F, 8:15 a.m.–5 p.m.
  Appts./Info. 530-757-3937
  Contact lens refill 1-888-586-2020
  Website kp2020.org

- Optometry
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:15–5 p.m.
  Appointments 530-757-3966

Volunteer Services
Information 916-688-2416

Women’s Health (Ob-Gyn)
Office hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Advice (24 hours)/
Appts./Info. 530-757-7210
Advice/Appts. toll free 1-866-454-8855

Elk Grove Medical Offices
9201 Big Horn Blvd.
Elk Grove, CA 95758
kp.org/southsacramento

Adult and Family Medicine
Office hours: M–Sa, 8:30 a.m.–5 p.m.;
call for after-hours appointment availability
Advice (24 hours)/Appts./
Cancel/Info./Msgs. 916-478-5100

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free 1-866-454-8855
Adult Medicine 916-478-5100
Ob-Gyn 916-478-5300
Pediatrics 916-478-5200
Dermatology  
By referral only  
Hours: M-F, 7 a.m.-5 p.m.;  
closing hour may vary  
Appts./Info. ..................... 916-478-5660  
- Mohs Services  
  By referral only  
  Microscopic skin cancer surgery  
  Appts./Info. ..................... 916-478-5671  

Gynecology  
See Obstetrics-Gynecology.  

Health Education and Healthy Living Store  
1st Floor  
Hours: M-F, 9 a.m.-5 p.m.  
Classes/Info./Services ............... 916-478-5680  

Information  
Operator ......................... 916-478-5000  

Laboratory  
Hours: M-F, 7 a.m.-8 p.m.;  
Sa, 7 a.m.-6 p.m.  
Information ...................... 916-478-5250  
Call requesting practitioner for test results  
or check lab results online at kp.org.  

Mammography  
See Radiology/Diagnostic Imaging.  

Medical Secretaries  
See Release of Medical Information.  

Member Services Office  
Office hours: M-F, 8:30 a.m.-5 p.m.;  
closed holidays  
- Member Service Contact Center  
  Phone hours: 7 days, 24 hours  
   (closed holidays)  
      English ................... 1-800-464-4000  
      Spanish .................. 1-800-788-0616  
      Chinese dialects ....... 1-800-757-7585  
      TTY ......................... 711  

Mohs Services  
See Dermatology.  

Obstetrics-Gynecology  
Hours: M-Sa, 8:30 a.m.-12:15 p.m.  
and 1:15-5 p.m.  
Advice (24 hours)/  
  Appts./Info. ..................... 916-478-5300  
Advice/Appts. toll free ....... 1-866-454-8855  

Optical Center/Optometry  
See Vision Essentials by Kaiser Permanente.  

Pediatrics  
By appointment only  
3rd Floor  
Hours: M-F, 8:30 a.m.-12:20 p.m.  
and 1:20-5 p.m.; Sa, 8:30 a.m.-12:30 p.m.;  
after-hours and weekend telephone  
appointments may be offered  
Advice (24 hours)/  
  Appts./Info./Msgs. ............. 916-478-5200  
Advice/Appts. toll free ....... 1-866-454-8855  

Pharmacy  
New prescriptions/Specialty prescriptions/  
Walk-in refills  
Hours: M-F, 8 a.m.-7 p.m.;  
Sa, 8 a.m.-6 p.m.; closed holidays  
EasyFill (refills by phone) ........... 916-478-5405  
Information .................... 916-478-5400  
Online refills ................... kp.org/refill  

Psychiatry  
2nd Floor  
Hours: M-F, 7:30 a.m.-6 p.m.  
Adult/Child appts. ............... 916-478-5850  

Radiology/Diagnostic Imaging  
Hours: M-F, 7:30 a.m.-8 p.m.;  
Sa, 7 a.m.-6 p.m.  
Appts./Info. ..................... 916-688-2029  
Walk-in mammography available,  
no appointment needed.  
(continues on next page)
Release of Medical Information
(Medical Secretaries)
Hours: M–F, 8:30 a.m.–5 p.m.; closed holidays
Fax .................. 1-877-541-9844
Information .................. 916-525-6940
Email
General requests ........ ssc-roi-dept@kp.org
Disability/ FMLA requests ........ ssc-roi-disability@kp.org
Request for copies of medical records and completion of forms.

TTY for the Hearing or Speech Impaired
Adult Medicine .................. 916-480-2590
Ob-Gyn .................. 916-480-2592
Pediatrics .................. 916-480-2591

Vision Essentials by Kaiser Permanente

- Optical Center
  Eyeglasses, contact lenses
  Hours: M–F, 8:45 a.m.–5:30 p.m.;
  Sa, 9 a.m.–3:30 p.m.
  Appts./Info. .................. 916-478-5367
  Contact lens refill ........ 1-888-586-2020
  Website .................. kp2020.org

- Optometry
  Hours: M–F, 8:30 a.m.–5 p.m.;
  Sa, 8 a.m.–4:30 p.m.
  Appts./Info. .................. 916-478-5580

Elk Grove Promenade Medical Offices
10305 Promenade Pkwy.
Elk Grove, CA 95757
kp.org/southsacramento

Adult and Family Medicine
Hours: M–F, 8:30 a.m.–5 p.m.;
call for after-hours appointment availability
Advice (24 hours)/Appts./ Cancel/Info./Msgs. .......... 916-544-6300

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free ........ 1-866-454-8855
Adult Medicine .................. 916-544-6300
Pediatrics .................. 916-544-6600
Ob-Gyn .................. 916-544-6500

Gynecology
See Obstetrics-Gynecology.

Health Education and Healthy Living Store
1st Floor
Hours: M–F, 9 a.m.–5 p.m.
Classes/Info./Services .......... 916-544-6220

Information
Operator .................. 916-544-6000

Laboratory
1st Floor
Hours: M–F, 7 a.m.–6 p.m.
Information .................. 916-544-6100
Call requesting practitioner for test results or check lab results online at kp.org.
Medical Secretaries
See Release of Medical Information.

Member Services Office
Office hours: M-F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.; closed holidays

- 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
1st Floor
Office hours: M-F, 8:30 a.m.–12:15 p.m.
and 1:15–5 p.m.
Phone hours: 7 days, 24 hours
Advice (24 hours)/Appts./
  Cancel/Info./Msgs. ............... 916-544-6500
  Advice/Appts. toll free ........... 1-866-454-8855

Pediatrics By appointment only
1st Floor
Hours: M-F, 8:30 a.m.–12:20 p.m.
and 1:20–5 p.m.
after-hours and weekend telephone
appointments may be offered
Advice/Appts./Cancel/
  Info./Msgs. ......................... 916-544-6600
  Advice/Appts. toll free ........... 1-866-454-8855

Pharmacy
1st Floor
Hours: M-F, 8:30 a.m.–6 p.m.; closed holidays
EasyFill (refills by phone) ............. 916-544-6080
Information .......................... 916-544-6060
Online refills ........................ kp.org/refill

Radiology/Diagnostic Imaging
Hours: M-F, 7:30 a.m.–6 p.m.
Appts./Info. ........................... 916-688-2029
Walk-in mammography available,
no appointment needed.

Release of Medical Information
(Medical Secretaries)
Hours: M-F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.; closed holidays
Fax ........................................ 1-877-541-9844
Information ............................. 916-525-6940
Email
  General requests ........... ssc-roi-dept@kp.org
  Disability/
    FMLA requests ............ ssc-roi-disability@kp.org
Request for copies of medical records
and completion of forms.

Sports Medicine
By referral and appointment only
2nd Floor
Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. .......... 916-544-6160

5 Fair Oaks Boulevard
Medical Offices
2345 Fair Oaks Blvd.
Sacramento, CA 95825
kp.org/sacramento

Adult Medicine
Office hours: M-F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.;
after-hours and weekend telephone
appointments may be offered
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Advice (24 hours)/
  Appts./Info. ......................... 916-973-5243

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free ............. 1-866-454-8855
Adult Medicine ..................... 916-973-5243
Women’s Health (Ob-Gyn) ........ 916-817-5300
(continues on next page)
Allergy/Immunology
Office hours: M, W, F, 8:30 a.m.–noon and 1:30–5 p.m.;
Tu, 8 a.m.–noon and 1:30–6 p.m.;
Th, 7:30 a.m.–noon and 1:30–4 p.m.
Injection hours: M, F, 8:45 a.m.–noon and 1:30–4:30 p.m.;
Tu, 9:45 a.m.–noon and 1:30–5:30 p.m.;
Th, 7:45 a.m.–noon and 1:30–3:30 p.m.
Appts./Info. ..............................916-480-6500

Blood Pressure Screening
Information .............................916-480-7044

Dermatology  By referral only
Hours: M–F, 8:30 a.m.–12:15 p.m.
and 1:30–5 p.m.
Advice/Appts./Info. ....................916-631-3010

Gynecology
See Women’s Health (Ob-Gyn).

Health Education
See Folsom Medical Offices.

Information
Operator .................................916-973-5000

Laboratory
Hours: M–F, 7:15 a.m.–5:30 p.m.
Information ............................916-480-6751
Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography
See Radiology/Diagnostic Imaging.

Obstetrics-Gynecology
See Women’s Health (Ob-Gyn).

Pharmacy
Hours: M–F, 8 a.m.–6 p.m.
EasyFill (refills by phone) .........916-480-6702
Information .............................916-480-6705
Online refills ............................kp.org/refill

Psychiatry (Child)
Hours: M–F, 8:30 a.m.–5 p.m.
After-hours emergencies .........916-973-5300
Appts./Info. .........................916-973-5300
Cancel (24 hours) .................916-973-7490

Eating Disorder Program
(Children and adults)
Hours: M–Th, 9 a.m.–6 p.m.;
F, 9 a.m.–4:30 p.m.
Information ..................916-480-6912

Radiology/Diagnostic Imaging
Appts./Info. .........................916-480-6745

Mammography
Appointments encouraged
Hours: M, Tu, Th, F, 8:30 a.m.–1 p.m.
and 2–5 p.m.;
W, 9:30 a.m.–1 p.m. and 2–5 p.m.

Ultrasound
Hours: M–F, 8:30 a.m.–1 p.m. and 2–5 p.m.

X-ray
Hours: M–F, 9 a.m.–1 p.m. and 2–5:30 p.m.

Rheumatology  By referral only
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information ..................916-480-6990

Travel Injections
Hours: M, W, F, 9 a.m.–noon
and 1:30–4:30 p.m.;
Tu, 10 a.m.–noon and 1:30–5:40 p.m.;
Th, 8 a.m.–noon and 1:30–3:30 p.m.
Appts./Info. .........................916-973-5243
Website .........................kp.org/mydoctor/travel
Schedule an appointment through our
Regional Travel Call Center.

TTY for the Hearing or Speech Impaired
Adult Medicine .........................916-480-2590
Women’s Health (Ob-Gyn) ........916-480-2592
Folsom Ambulatory Surgery
285 Palladio Pkwy.
Folsom, CA 95630
kp.org/sacramento

Ambulatory Surgery Center
Hours: Tu-F, by appointment only; closed Monday
Information .......................... 916-986-4000

Folsom Medical Offices
2155 Iron Point Rd.
Folsom, CA 95630
kp.org/sacramento

Adult and Family Medicine
Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.; after-hours and weekend telephone appointments may be offered
Phone hours: 7 days, 6 a.m.-10:30 p.m.
Advice (24 hours)/ Appts./Info. ......................... 916-817-5200

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free .............. 1-866-454-8855
Adult Medicine ......................... 916-817-5200
Pediatrics ............................. 916-817-5400
Women’s Health (Ob-Gyn) ....... 916-817-5300

Chemical Dependency Services
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Appts./Info. ......................... 916-817-5646

Gynecology
See Women’s Health (Ob-Gyn).

Health Education
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.
Classes/Info./Services ............... 916-817-5278

Blood Pressure Screening
Hours: M-F, 9 a.m.-12:15 p.m.
and 1:30-5 p.m.

Breast Pump Sales and Rentals
Information ....................... 916-817-5278

Childbirth Education
Information ....................... 916-631-2027

Nutrition
Advice .......................... 916-614-4979
Appointments .................. 916-480-6563

Smoking Cessation Classes
Information ....................... 916-746-4369

Information
Operator ......................... 916-817-5000

Laboratory
Hours: M-F, 7:15 a.m.-6 p.m.
Information ..................... 916-817-5370
Call requesting practitioner for test results or check lab results online at kp.org.

Mammography
See Radiology/Diagnostic Imaging.

Medical Secretaries
See Release of Medical Information.

(continues on next page)
Member Services Office
Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.

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

Mental Health
See Psychiatry.

Obstetrics-Gynecology
See Women's Health (Ob-Gyn).

Occupational Health Center
(Kaiser On-the-Job®)
Hours: M–F, 8:30 a.m.–5 p.m.
Information ........................................... 916-817-5660
Medical treatment for work-related injuries and illnesses.

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

Pediatrics
Office hours: M–F, 8:45 a.m.–12:30 p.m. and 1:30–5 p.m.;
after-hours and weekend telephone appointments may be offered
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Advice (24 hours)/
  - Appts./Info. ......................... 916-817-5400
  - Advice/Appts. toll free .......... 1-866-454-8855

Pharmacy
Hours: M–F, 8 a.m.–7 p.m.
EasyFill (refills by phone) ............. 916-817-5747
Information ..................................... 916-817-5444
Online refills ........................................ kp.org/refill

Psychiatry
Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:15–5 p.m.
After-hours emergencies .............. 916-973-5300
Appts./Info. ........................................ 916-973-5300
Cancel .............................................. 916-973-7490

Radiology/Diagnostic Imaging
Appts./Info. ........................................ 916-817-5250

- Mammography No appointment needed
  Hours: M–F, 8:30 a.m.–5 p.m.

- Ultrasound
  Hours: M–F, 8:30 a.m.–1 p.m. and 2–5 p.m.

- X-ray
  Hours: M–F, 8:30 a.m.–5:30 p.m.

Release of Medical Information
(Medical Secretaries)
Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
Fax .................................................. 1-877-768-3119
Information ......................................... 916-746-3646
Email
  - General requests............... nvly-medsec-roi-in@kp.org
  - Disability/FMLA ............... nvly-medsec-roi-misc@kp.org

Request for copies of medical records and completion of forms.

TTY for the Hearing or Speech Impaired
Adult Medicine .................. 916-480-2590
Pediatrics ....................... 916-480-2591
Women's Health (Ob-Gyn) ...... 916-480-2592

Urgent Care
See Adult Medicine or Pediatrics.
Lincoln Medical Offices
1900 Dresden Dr.
Lincoln, CA 95648
kp.org/sacramento

Adult Medicine
Office hours: M-F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.; after-hours and weekend telephone appointments may be offered
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Advice (24 hours)/Appts./Info. .......................... 916-543-5400
Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free ........... 1-866-454-8855
Adult Medicine ......................... 916-543-5400
Pediatrics ............................... 916-543-5500
Women’s Health (Ob-Gyn) ...... 916-543-5600

Gynecology
See Women’s Health (Ob-Gyn).

Information
Operator ......................... 916-543-5153

Laboratory
Hours: M-F, 7:15 a.m.–5:30 p.m.
Information ..................... 916-543-5058
Call requesting practitioner for test results or check lab results online at kp.org.

Mammography
See Radiology/Diagnostic Imaging.

Medical Secretaries
See Release of Medical Information.

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Member Services Office
Office hours: M-F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.
- Member Service Contact Center
  Phone hours: 7 days, 24 hours (closed holidays)
  English: 1-800-464-4000
  Spanish: 1-800-788-0616
  Chinese dialects: 1-800-757-7585
  TTY: 711

Obstetrics-Gynecology
See Women’s Health (Ob-Gyn).

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

Pediatrics
Office hours: M-F, 8:45 a.m.-12:30 p.m. and 1:30-5 p.m.; after-hours and weekend telephone appointments may be offered
Phone hours: 7 days, 6 a.m.-10:30 p.m.
Advice (24 hours)/
  Appts./Info. 916-543-5500
Advice/Appts. toll free 1-866-454-8855

Pharmacy
Hours: M-F, 8 a.m.-6 p.m.
EasyFill (refills by phone): 916-543-5155
Information: 916-543-5140
Online refills: kp.org/refill

Physical Therapy By referral only
Hours: M-F, 8:15 a.m.-12:15 p.m. and 1:15-4:45 p.m.
Appts./Info. 916-543-5165

Radiology/Diagnostic Imaging
Appts./Info. 916-784-5727
- Mammography No appointment needed
  Hours: M, W-F, 8:30 a.m.-1 p.m. and 2-5 p.m.; Tu, 9:30 a.m.-1 p.m. and 2-5 p.m.
- X-ray
  Hours: M-F, 9 a.m.-1 p.m. and 2-5:30 p.m.

Release of Medical Information
(Medical Secretaries)
Hours: M-F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.
Fax: 1-877-768-3119
Information: 916-746-3646
Email
  General requests: nvly-medsec-roi-in@kp.org
  Disability/FMLA: nvly-medsec-roi-misc@kp.org
Request for copies of medical records and completion of forms.

Urgent Care
See Adult Medicine or Pediatrics.

Vision Essentials by Kaiser Permanente
- Ophthalmology By referral only
  Hours: M-F, 8:30 a.m.-12:30 p.m. and 1:30-4:30 p.m.
  Appts./Info. 916-543-5020
- Optical Center
  Eyeglasses, contact lenses
  Hours: M-F, 8:30 a.m.-5:30 p.m.
  Appts./Info. 916-543-5100
  Contact lens refill 1-888-586-2020
  Website kp2020.org
- Optometry
  Hours: M-F, 8:30 a.m.-12:30 p.m. and 1:30-4:30 p.m.
  Appts./Info. 916-543-5020

Women’s Health (Ob-Gyn)
Office hours: M-F, 8:30 a.m.-12:15 p.m. and 1:15-5 p.m.
Phone hours: 7 days, 6 a.m.-10:30 p.m.
Advice (24 hours)/
  Appts./Info. 916-543-5600
Advice/Appts. toll free 1-866-454-8855
Point West Medical Offices
1650 Response Rd.
Sacramento, CA 95815
kp.org/sacramento

Adult Medicine
Office hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.;
after-hours and weekend telephone
appointments may be offered
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Advice (24 hours)/
Appts./Info. ................... 916-614-4040

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free .... 1-866-454-8855
Adult Medicine ................. 916-614-4040
Pediatrics ..................... 916-614-4060
Women’s Health (Ob-Gyn) .... 916-614-4055

Breast Health Center
- Breast Screening Clinic
  Hours: M, W, F, 8:30 a.m.–12:30 p.m.;
  Tu, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.;
  Th, no clinic
  Appts./Info. .................. 916-614-4078

- Breast Cancer Survivorship Institute
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–4:30 p.m.
  Appts./Info. .................. 916-614-5273

Genetics
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. .................... 916-614-4075
or 1-866-916-4075

Gynecology
See Women’s Health (Ob-Gyn).

Information
Operator ......................... 916-973-5000

Laboratory
Hours: M–F, 7:15 a.m.–6 p.m.;
Sa, Su, 7:15 a.m.–3 p.m.
Information ................... 916-614-4777
Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography
See Radiology/Diagnostic Imaging.

Member Services Office
Office hours: M–F, 8:30 a.m.–5 p.m.
- Member Service Contact Center
  Phone hours: 7 days, 24 hours
  (closed holidays)
  English ...................... 1-800-464-4000
  Spanish .................... 1-800-788-0616
  Chinese dialects .......... 1-800-757-7585
  TTY ........................ 711

Obstetrics-Gynecology
See Women’s Health (Ob-Gyn).

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

Pharmacy
Hours: M–F, 8 a.m.–7 p.m.;
Sa, Su, holidays, 9 a.m.–5 p.m.
EasyFill (refills by phone) .... 916-614-4004
Information ................... 916-614-4065
Online refills .................. kp.org/refill

(continues on next page)
Radiology/Diagnostic Imaging
Appts./Info. ......................... 916-973-5720
- Bone Density
  Hours: M–F, 8 a.m.–4:30 p.m.
- Mammography
  Appointments encouraged
  Hours: M–F, 8:30 a.m.–5 p.m.;
  Sa, Su, 9 a.m.–1 p.m.,
  by appointment only
- Ultrasound
  Hours: M–F, 8 a.m.–5 p.m.
- X-ray
  Hours: M–F, 8:30 a.m.–5:45 p.m.;
  Sa, Su, 8:30 a.m.–1:30 p.m.

Rehabilitation Services By referral only
Occupational Therapy, Physical Therapy,
Speech Therapy
Hours: M–F, 6:45 a.m.–5:30 p.m.
Appts./Info. ......................... 916-614-4010

Release of Medical Information
(Medical Secretaries)
Hours: M–F, 8:30 a.m.–5 p.m.
Fax ............................... 1-877-768-3119
Information ...................... 916-746-3646
Email
  General
  requests ........ nvly-medsec-roi-in@kp.org
  Disability/
    FMLA ............ nvly-medsec-roi-misc@kp.org
Request for copies of medical records
and completion of forms.

Reproductive Health (Infertility)
Hours: M–F, 7 a.m.–12:30 p.m.
and 1:30–4 p.m.;
Sa, Su, holidays, 7 a.m.–noon;
closed Thanksgiving Day, Christmas Day,
and New Year’s Day
Appts./Info. ......................... 916-614-5005

Travel Immunizations
International Travel Center
Hours: M, W, F, 9 a.m.–noon
and 1:30–4:30 p.m.;
Tu, 10 a.m.–noon and 1:30–5:30 p.m.;
Th, 8 a.m.–noon and 1:30–3:30 p.m.
Appts./Info. ......................... 916-784-4050
Website .......................... kp.org/mydoctor/travel

TTY for the Hearing or Speech Impaired
Adult Medicine .................... 916-480-2590
General information ............ 916-483-8444
Member Services ................. 711
Pediatrics ......................... 916-480-2591
Women’s Health (Ob-Gyn) ...... 916-480-2592

Urgent Care
See Adult Medicine or Pediatrics.

Vision Essentials by Kaiser Permanente
- Ophthalmology By referral only
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Appts./Info. ......................... 916-614-4015
- Optical Center
  Eyeglasses, contact lenses
  Hours: M–F, 8:15 a.m.–6 p.m.;
  Sa, 9 a.m.–5:30 p.m.
  Appts./Info. ......................... 916-614-4045
  Contact lens refill ................ 1-888-586-2020
  Website .......................... kp2020.org
- Optometry
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Appts./Info. ......................... 916-614-4015

Volunteer Services
Information ......................... 916-973-6580

Women’s Health (Ob-Gyn)
Office hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Advice (24 hours)/
  Appts./Info. ......................... 916-614-4055
  Advice/Appts. toll free .......... 1-866-454-8855
Rancho Cordova Medical Offices
10725 International Dr.
Rancho Cordova, CA 95670
kp.org/sacramento

Adult Medicine
Office hours: M–F, 8:30 a.m.–12:15 p.m.
and 1:30–4:45 p.m.; after-hours and weekend
telephone appointments may be offered at
an alternate facility
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Appts./Info. .......................... 916-631-3040

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free ............ 1-866-454-8855
Adult Medicine..................... 916-631-3040
Pediatrics......................... 916-631-7334
Women’s Health (Ob-Gyn) .... 916-631-3080

Allergy/Immunology
Injection hours: M, 8:30 a.m.–noon
and 1:30–4:30 p.m.;
W, 8:45 a.m.–noon and 1:30–4:30 p.m.;
Th, 10 a.m.–noon and 1:30–5:30 p.m.
Office hours: M, W, 8:30 a.m.–noon
and 1:30–4:30 p.m.;
Tu, 8:30 a.m.–noon, office hours may vary;
Th, 9:15 a.m.–noon and 1:30–5:30 p.m.;
F, 7:45 a.m.–noon, office hours may vary
Appts./Info. .......................... 916-631-3088

Audiology
Hours: M–F, 8:45 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information ......................... 916-973-5322

Autism Spectrum Disorder Clinic
Hours: M–F, 8 a.m.–noon and 12:30–5 p.m.
Appts./Info. .......................... 916-631-2550

Comprehensive Pain Management
Chronic Pain Program
and general program inquiries
Hours: 8 a.m.–12:30 p.m. and 1:30–5 p.m.
Appts./Cancel/Info./Msgs. ........ 916-631-2533

Complementary and
Alternative Medicine – Acupuncture
Hours: 8 a.m.–12:30 p.m. and 1:30–5 p.m.
Appts./Cancel/Info./Msgs. ...... 916-631-2433

Dermatology By referral only
Hours: M–F, 8:15 a.m.–12:15 p.m.
and 1:15–5:15 p.m.
Phone hours: M–F, 8 a.m.–4:45 p.m.
Advice/Appts./Info. ................. 916-631-3010

Eye Surgery Center By referral only
Hours: M–F, 6:15 a.m.–5 p.m.
Information ......................... 916-631-2000

Gynecology
See Women’s Health (Ob-Gyn).

Head and Neck Surgery By referral only
Hours: M–F, 8:45 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information ......................... 916-973-5322

Health Education
Appointment by referral only
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
Classes/Info./Services ............ 916-631-2027

Childbirth Education
Information ......................... 916-631-2027

Nutrition By referral only
Advice .............................. 916-614-4979

Smoking Cessation Classes
Information ......................... 916-746-4369

Information
Operator .......................... 916-631-3000

Laboratory
Hours: M–F, 7:15 a.m.–5:30 p.m.
Information ......................... 916-631-2277
Call requesting practitioner for test results
or check lab results online at kp.org.

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Mammography
See Radiology/Diagnostic Imaging.

Medical Secretaries
See Release of Medical Information.

Member Services Office
Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.

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

Mental Health
Hours: M–F, 8 a.m.–12:15 p.m. and 1:30–5 p.m., hours may vary
After-hours emergencies: 916-973-5300
Appointments: 916-973-5300
Cancel: 916-973-7490

Mohs By referral only
Microscopic skin cancer surgery
Hours: M–F, 7 a.m.–5 p.m.; closed for lunch, hours may vary
Appts./Info: 916-631-3010

Obstetrics-Gynecology
See Women’s Health (Ob-Gyn).

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

Pediatrics
Office hours: M–F, 8:45 a.m.–12:30 p.m. and 1:30–5 p.m.; after-hours and weekend telephone appointments may be offered at an alternate facility
Phone hours: 7 days, 6 a.m.–10:30 p.m.
Advice (24 hours)/
- Appts./Info: 916-631-7334
- Advice/Appts. toll free: 1-866-454-8855

Pharmacy
Hours: M–F, 8 a.m.–6 p.m.
EasyFill (refills by phone): 916-631-2300
Information: 916-631-2303
Online refills: kp.org/refill

Physical Therapy By referral only
Hours: M–F, 7 a.m.–12:30 p.m. and 1:30–5:30 p.m.
Appts./Info: 916-631-2060

Psychiatry
See Mental Health.

Radiation Oncology Center
By referral only
Hours: M–F, 8 a.m.–12:30 p.m. and 1:30–4:30 p.m.
Appts./Info: 916-631-2730

Radiology/Diagnostic Imaging
Appts./Info: 916-631-2260

Bone Density
Hours: M–F, 8:30 a.m.–1 p.m. and 2–5 p.m.

General Imaging
Hours: M–F, 8:30 a.m.–5:30 p.m.

Mammography No appointment needed
Hours: M, W, Th, F, 8:30 a.m.–1 p.m. and 2–5 p.m.;
Tu, 9 a.m.–1 p.m. and 2–5 p.m.

Release of Medical Information (Medical Secretaries)
Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
Fax: 1-877-768-3119
Information: 916-746-3646
Email
- General requests: nvly-medsec-roi-in@kp.org
- Disability/FMLA: nvly-medsec-roi-misc@kp.org
Request for copies of medical records and completion of forms.
TTY for the Hearing or Speech Impaired
Adult Medicine .................. 916-480-2590
Pediatrics .................. 916-480-2591
Women’s Health (Ob-Gyn) ........ 916-480-2592

Urgent Care
See Adult Medicine or Pediatrics.

Vision Essentials by Kaiser Permanente
- Ophthalmology By referral only
  Appts./Info. ..................... 916-784-4185
  Cancel (24 hours) ............ 916-631-3036

- Optical Center
  Eyeglasses, contact lenses
  Hours: M-Th, 8:30 a.m.-5:30 p.m.;
  F, 8:30 a.m.-5:15 p.m.
  Appts./Info. ..................... 916-631-2020
  Contact lens refill ............ 1-888-586-2020
  Website ......................... kp2020.org

- Optometry
  Hours: M-F, 8:30 a.m.-12:30 p.m.
  and 1:30-5 p.m.
  Appts./Info. ..................... 916-784-4185
  Cancel (24 hours) ............ 916-631-3036

Volunteer Services
Information .................. 916-973-6580

Women’s Health (Ob-Gyn)
Office hours: M-F, 8:30 a.m.-noon
and 1:30-4:30 p.m.
Phone hours: 7 days, 6 a.m.-10:30 p.m.
Walk-in hours: M-F, 9-11:30 a.m.
and 1:30-4 p.m.
Advice (24 hours)/
  Appts./Call center ............ 916-631-3080
  Advice/ Appts. toll free ...... 1-866-454-8855
  Online appts. (7 days, 24 hours) ...... kp.org
11 Roseville Medical Center

Emergency
Hospital and Medical Offices
1600 Eureka Rd.
Roseville, CA 95661
kp.org/roseville

Emergency
Hours: 7 days, 24 hours
Reception .................... 916-784-5390
TTY .......................... 916-784-5663
General Information ........ 916-784-4000
Poison Control .......... 1-800-222-1222

Some services are available at the following locations:
- Acupuncture, Dermatology, Hearing Center, Interventional Pain Clinic, Physical Medicine and Rehabilitation 2120 Professional Dr.
- Pediatrics
  1840 Sierra Gardens Dr.
- Psychiatry
  Child Psychiatry
  1643 Eureka Rd. (Lava Ridge Ct.)
  Adult Psychiatry
  1660 E. Roseville Pkwy.
- Vision Essentials by Kaiser Permanente
  Optometry, Optical Center
  1680 E. Roseville Pkwy.
Adult Medicine
Medical Office Building D, 2nd Floor
Hours: M-F, 8:30 a.m.–12:30 p.m.
and 1:30-5 p.m.; after-hours and weekend
telephone appointments may be offered
Advice (24 hours)/
Appts./Info. .......................... 916-784-4050

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free........ 1-866-454-8855
Adult Medicine...................... 916-784-4050
Pediatrics............................ 916-784-4190
Women's Health (Ob-Gyn)....... 916-784-4148

Alzheimer Dementia Program
See Roseville Medical Offices–Riverside.

Audiology
Medical Office Building D, 2nd Floor
Hours: M-F, 9 a.m.–12:15 p.m.
and 1:30-4:45 p.m.
Appts./Info. .......................... 916-784-5880

Blood Pressure Screening
- Medical Office Building C
  1st Floor, Health Education Department
  Hours: M-F, 9 a.m.–4:45 p.m.
- Medical Office Building D
  2nd Floor, Subspecialty Department
  Hours: M-F, 9:15 a.m.–12:30 p.m.

Breast Health Center
Medical Office Building C, 3rd Floor
Hours: M-F, 8:30 a.m.–12:15 p.m.
and 1:30-4:45 p.m.
Appts./Info. .......................... 916-474-2443

Business Office
See Patient Financial Services.

Cardiology By referral only
Medical Office Building C, 4th Floor
Office hours: M-F, 8:30 a.m.–12:15 p.m.
and 1:30 p.m.–5 p.m.
Phone hours: M-F, 8:45 a.m.–12:15 p.m.
and 1:45–4:45 p.m.
Information .......................... 916-784-5657

Care Coordination
Hours: M-F, 8:30 a.m.–12:30 p.m.
and 1:30-5 p.m.
Information .......................... 916-784-4802

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

COPD Care Management/
Pulmonary Rehabilitation Program
By referral only
1680 E. Roseville Pkwy., Ste. 180
Hours: M, W, F, 6:30 a.m.–3 p.m.;
Tu, Th, 6:30 a.m.–1 p.m.
Information .......................... 916-480-6581

Dermatology By referral only
2120 Professional Dr.
Office hours: M-F, 7:30 a.m.–12:30 p.m.
and 1:30-5:30 p.m.
Phone hours: M-F, 8 a.m.–12:15 p.m.
and 1:30-4:45 p.m.
Appts./Info. .......................... 916-784-4010

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

ECHO (Echocardiography)/
EKG (Electrocardiography)
Medical Office Building C, 4th Floor
Hours: M-F, 8:30 a.m.–12:15 p.m.
and 1:30-4:45 p.m.
Information .......................... 916-784-5533

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**Endocrinology** *By referral only*
Medical Office Building D, 2nd Floor
**Hours:** M–F, 8:30 a.m.–4:45 p.m.
Appts./Info. .......................... 916-784-4004

**Gastroenterology (GI)** *By referral only*
Medical Office Building C, 2nd Floor
**Hours:** M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. .......................... 916-973-5380

**Gynecology**
See Women’s Health (Ob-Gyn).

**Head and Neck Surgery** *By referral only*
Medical Office Building D, 2nd Floor
**Office hours:** M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
**Phone hours:** M–F, 9 a.m.–4:45 p.m.
Appts./Info. .......................... 916-784-5880

**Health Education**
Medical Office Building C, 1st Floor
**Hours:** M–F, 9 a.m.–5 p.m.
Classes/Info./Services ................. 916-784-5775

- **Breast Pump Sales and Rentals**
  Information .......................... 916-784-5775

- **Childbirth Education**
  Information .......................... 916-631-2027

- **Nutrition**
  Advice ................................. 916-614-4979
  Appointments ......................... 916-480-6563

- **Smoking Cessation Classes**
  Information .......................... 916-746-4369

**Hearing Center**
2120 Professional Dr., Ste. 220
**Office hours:** M–F, 8:30 a.m.–5 p.m.
**Phone hours:** M–F, 9 a.m.–4:45 p.m.
Appts./Info. .......................... 916-771-6680

**Hematology** *By referral only*
Medical Office Building C, 2nd Floor
**Hours:** M–F, 8 a.m.–12:15 p.m.
and 1:15–4:30 p.m.
Appts./Info. .......................... 916-784-5626

**Home Health Care**
1680 E. Roseville Pkwy.
**Hours:** 7 days, 8:30 a.m.–5 p.m.
Advice/Info. .......................... 916-486-5400

**Hospice**
1680 E. Roseville Pkwy.
**Hours:** 7 days, 8:30 a.m.–5 p.m.
Advice/Info. .......................... 916-486-5300

**Infectious Disease** *By referral only*
Medical Office Building D, 2nd Floor
**Hours:** M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. .......................... 916-973-5230

**Infusion Center**
Medical Office Building C, 2nd Floor
**Hours:** M–F, 8 a.m.–4:30 p.m.
Appts./Info. .......................... 916-474-2180

**Laboratory**
- **1600 Eureka Rd.**
  Medical Office Building C, 1st Floor
  **Hours:** M–F, 7 a.m.–7 p.m.;
  Sa, Su, holidays, 7 a.m.–5 p.m.
  Information .......................... 916-784-5787

- **1840 Sierra Gardens Dr.**
  **Hours:** M–F, 9 a.m.–1 p.m.
  and 2–5 p.m.
  Information .......................... 916-784-5787
  Call requesting practitioner for test results
  or check lab results online at kp.org.

**Mammography**
See Radiology/Diagnostic Imaging.

**Medical Secretaries**
See Release of Medical Information.

**Medical Social Worker**
**Hours:** 7 days, 8:30 a.m.–5 p.m.
Hospital information ................. 916-784-4801
Women and Children’s
  Center information .................. 916-474-7825
Member Services Office  
Medical Office Building C, 1st Floor  
**Office hours:** M–F, 8:30 a.m.–5 p.m.  
- **Member Service Contact Center**  
  **Phone hours:** 7 days, 24 hours  
  (closed holidays)  
  English .......................... 1-800-464-4000  
  Spanish .......................... 1-800-788-0616  
  Chinese dialects ................ 1-800-757-7585  
  TTY ........................................ 711

Memory Care Clinic  
**Hours:** M–F, 8:30 a.m.–12:30 p.m.  
  and 1:30–4:30 p.m.  
  Appts./Info. ......................... 916-474-6386

Nephrology  *By referral only*  
Medical Office Building D, 2nd Floor  
**Hours:** M–F, 8:30 a.m.–12:30 p.m.  
  and 1:30 p.m.–5 p.m.  
  Appts./Info. ......................... 916-973-5230

Neurology  *By referral only*  
Medical Office Building C, 4th Floor  
**Hours:** M–F, 8:30 a.m.–12:30 p.m.  
  and 1:30–5 p.m.  
  Appts./Info. ......................... 916-474-6380

Nuclear Medicine  *By referral only*  
Appts./Info. .......................... 916-784-5227

- **Hospital Building A, 2nd Floor**  
  **Hours:** 7 days, 8 a.m.–4:30 p.m.

- **Medical Office Building C, 1st Floor**  
  **Hours:** M–F, 7:30 a.m.–4 p.m.

Obstetrics-Gynecology  
See Women’s Health (Ob-Gyn).

Occupational Health Center  
*(Kaiser On-the-Job)*  
Medical Office Building C, 1st Floor  
**Hours:** M–F, 8:30 a.m.–5 p.m.  
  Appts./Info. ......................... 916-784-4100  
Medical treatment for work-related injuries  
and employer-requested Occupational  
Health and Safety Services.

Oncology  *By referral only*  
Medical Office Building C, 2nd Floor  
**Hours:** M–F, 8 a.m.–12:15 p.m.  
  and 1:15–4:30 p.m.  
  Appts./Info. ......................... 916-784-5626

Optometry/Optical Center  
See Vision Essentials by Kaiser Permanente.

Orthopedics  *By referral only*  
Medical Office Building D, 1st Floor  
**Hours:** M–F, 8:30 a.m.–12:30 p.m.  
  and 1:30–5 p.m.  
  Appts./Info. ......................... 916-784-4045

Palliative Care  
Medical Office Building C, 4th Floor  
**Hours:** M–F, 8 a.m.–5 p.m.  
  Fax .................................... 916-474-6591  
  Information .......................... 916-474-6590

Patient Financial Services  
Medical service billing  
**Hours:** M–F, 8:30 a.m.–12:30 p.m.  
  and 1:30–5 p.m.  
  Information .......................... 916-784-5522  
  Fax .................................... 916-784-5535

Pediatric Specialties  *By referral only*  
Medical Office Building C, 2nd Floor  
**Hours:** M–F, 8:30 a.m.–12:30 p.m.  
  and 1:30–5 p.m.  
  Appts./Info. ......................... 916-474-2250  
Services include: cardiology, developmental,  
endocrinology, gastroenterology (GI),  
hematology/oncology, infectious disease,  
infusion, nephrology, neurology,  
neuromuscular, physical medicine/  
rehabilitation, pulmonology, rheumatology,  
and skeletal dysplasia; and High-risk Infant  
Follow-up Clinic.

*(continues on next page)*
Pediatric Surgical Services  By referral only
Medical Office Building C, 3rd Floor
Office hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Phone hours: M–F, 9 a.m.–4:45 p.m.
Appts./Info. .......................... 916-474-2600

Pediatrics

- 1840 Sierra Gardens Dr. (weekdays)
  Office hours: M–F, 8:45 a.m.–12:15 p.m.
  and 1:30–5 p.m.;
  after-hours and weekend telephone
  appointments may be offered
- 1600 Eureka Rd. (weekends)
  Medical Office Building C, 2nd Floor
  Office hours:
  Sa, Su, holidays, 9 a.m.–12:30 p.m.
  Advice (24 hours)/
  Appts./Info. ....................... 916-784-4190
  Advice/Appts. toll free ........ 1-866-454-8855

Pharmacies

EasyFill (refills by phone) .......... 916-784-5500
Mail-order Pharmacy ............. 1-888-218-6245
Online refills ........................ kp.org/refill

- Eureka Pharmacy A
  New prescriptions and refills
  Medical Office Building C, 1st Floor
  Hours: M–F, 8 a.m.–8 p.m.;
  Sa, Su, 9 a.m.–6 p.m.
  Information ....................... 916-746-3755

- Pediatric Pharmacy
  1840 Sierra Gardens Dr.
  Hours: M–F, 9:30 a.m.–1 p.m.
  and 2:15–5:30 p.m.
  Information ...................... 916-784-5081

- Pharmacy-Discharge (24 hours)
  Medical Office Building D, 2nd Floor
  Hours: 7 days, 24 hours
  For hospital discharge prescriptions
  and after-hours service.

Physical Medicine and Rehabilitation
By referral only
2120 Professional Dr.
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. ....................... 916-771-6611

Podiatry  By referral only
Medical Office Building D, 1st Floor
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. ....................... 916-784-4045

Psychiatry

- Adult
  1660 E. Roseville Pkwy., Ste. 160
  Hours: M–Th, 7 a.m.–6:30 p.m.;
  F, 7 a.m.–5:30 p.m.
  After-hours emergencies .... 916-973-5300
  Appointments ................. 916-973-5300
  Cancel ......................... 916-973-7490

- Child
  1643 Eureka Rd. (at Lava Ridge Ct.)
  Hours: M–Th, 7 a.m.–7 p.m.;
  F, 7 a.m.–5:30 p.m.
  After-hours emergencies .... 916-973-5300
  Appointments ................. 916-973-5300
  Cancel ......................... 916-973-7490

Pulmonology  By referral only
Medical Office Building D, 2nd Floor
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. ....................... 916-973-7618

Radiation Oncology Center  By referral only
504 Gibson Dr.
Roseville, CA 95678
Hours: M–F, 8 a.m.–12:15 p.m.
and 1:30–4:30 p.m.
Appts./Info. ....................... 916-771-2871
Radiology/Diagnostic Imaging
Medical Office Building C, 1st Floor
Appts./Info. ............................ 916-784-5727
- CT Scan
  Hours: M–F, 8 a.m.–4:30 p.m.
- General Imaging
  Hours: M–F, 8:30 a.m.–5 p.m.;
  Sa, Su, 8:30 a.m.–1 p.m.
- Mammography
  Hours: M–F, 8:30 a.m.–5 p.m.,
  no appointment needed;
  Sa, Su, 8:30 a.m.–1 p.m.,
  by appointment only
- MRI
  Hours: M–F, 7:30 a.m.–4:30 p.m.
- Ultrasound
  Hours: M–F, 7:30 a.m.–5 p.m.

Rehabilitation Services By referral only
Physical, Speech, and Occupational Therapy
Medical Office Building D, 3rd Floor
Hours: M–F, 6:45 a.m.–5:30 p.m.
Appts./Info. ...................... 916-784-5444

Release of Medical Information
(Medical Secretaries)
Medical Office Building D, 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Fax ............................. 1-877-768-3119
Information ..................... 916-746-3646
Email
  General
  requests ........ nvly-medsec-roi-in@kp.org
  Disability/
  FMLA ........ nvly-medsec-roi-misc@kp.org
Request for copies of medical records and
completion of forms.

Respiratory Therapy
See Pulmonology.

Rheumatology By referral only
Medical Office Building C, 3rd Floor
Hours: M–F, 8 a.m.–12:30 p.m.
and 1:30–4:30 p.m.
Information .................... 916-784-5629

Skilled Nursing Facility (SNF)/Eldercare
Hours: M–F, 8 a.m.–4:30 p.m.
Patient/Family .................. 916-648-6881
SNF billing questions .......... 916-648-6882
SNF outside
  placement assistance .......... 916-973-6894

Spinal Reconstruction By referral only
(Regional department)
Medical Office Building D, 1st Floor
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. ...................... 916-784-4045

Surgery By referral only
Medical Office Building D, 1st Floor
Office hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Phone hours: M–F, 9 a.m.–4:45 p.m.
Appts./Info. ...................... 916-784-4144

TTY for the Hearing or Speech Impaired
Emergency Department ........ 916-784-5663
Hearing Center ................ 916-771-6676
Pediatrics ..................... 916-480-2591
Women’s Health (Ob-Gyn) .... 916-480-2592

Urgent Care
See Pediatrics. See also Adult Medicine
at Roseville Medical Offices–Riverside.

Urology By referral only
Including Pediatric Urology
Medical Office Building C, 4th Floor
Office hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Phone hours: M–F, 9 a.m.–4:45 p.m.
Appts./Info. ...................... 916-784-4160
(continues on next page)
Vision Essentials by Kaiser Permanente
1680 E. Roseville Pkwy.

- **Optical Center**
  Eyeglasses, contact lenses
  **Hours:** M-F, 8:15 a.m.-6 p.m.;
  Sa, 8:15 a.m.-5:15 p.m.
  Appts./Info. .................. 916-746-3937
  Website ...................... kp2020.org

- **Optometry**
  **Office hours:** M-Sa, 8:30 a.m.-12:30 p.m.
  and 1:30-4 p.m.
  **Phone hours:** M-F, 8:30 a.m.-5 p.m.
  Appts./Info. .................. 916-784-4185

**Volunteer Services**
Information .................. 916-784-5950
Email ...................... kp-volunteer-roseville@kp.org

**Women’s Health (Ob-Gyn)**
Medical Office Building B, 3rd Floor
**Office hours:** M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.
**Phone hours:** 7 days, 6 a.m.-10:30 p.m.
Advice (24 hours)/
  Appts./Info. .................. 916-784-4148
  Advice/Appts. toll free ....... 1-866-454-8855

**Wound and Ostomy Clinic** *By referral only*
Medical Office Building D, 2nd Floor
**Hours:** M-F, 8 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
Information .................. 916-784-5648

- **12 Roseville Medical Offices—Riverside**
  1001 Riverside Ave.
  Roseville, CA 95678
  kp.org/roseville

**Adult Medicine**
**Hours:** M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.;
after-hours and weekend telephone
appointments may be offered
Advice (24 hours)/
  Appts./Info. .................. 916-784-4050

**Advice Nurse**
**Phone hours:** 7 days, 24 hours
Advice/Appts. toll free ...... 1-866-454-8855
Adult Medicine .............. 916-784-4050

**Allergy/Immunology**
**Office hours:** M, W, F, 8:30 a.m.-noon
and 1:30-4:30 p.m.;
Tu, 9:30 a.m.-noon and 1:30-5:30 p.m.;
Th, 7:30 a.m.-noon and 1:30-3:30 p.m.
**Injection hours:** M, F, 8:45 a.m.-noon
and 1:30-4:30 p.m.;
Tu, 9:45 a.m.-noon and 1:30-5:30 p.m.;
Th, 7:45 a.m.-noon and 1:30-3:30 p.m.
Appts./Info. .................. 916-784-4220

**Blood Pressure Screening**
Junction Building
- **Station 1 (Next to Member Services)**
  **Hours:** M-F, 9 a.m.-12:15 p.m.
  and 1:30-5 p.m.
- **Station 2 (Across from Member Services)**
  **Hours:** M-F, 9:30 a.m.-1:15 p.m.

**Laboratory**
**Hours:** M-F, 7:15 a.m.-6 p.m.
Information .................. 916-784-4545
Call requesting practitioner for test results
or check lab results online at kp.org.
Mammography
See Radiology/Diagnostic Imaging.

Medical Secretaries
See Release of Medical Information.

Member Services Office
Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.

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

Occupational Health Center
(Kaiser On-the-Job*)
See Roseville Medical Center.

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

Pharmacies
EasyFill (refills by phone) …… 916-784-5500
Information ………………… 916-784-4540
Online refills ………………… kp.org/refill

- Riverside Pharmacy 1
  Hours: M–F, 8 a.m.–6 p.m.

- Riverside Pharmacy 2
  Hours: M–F, 9 a.m.–5:30 p.m.

Radiology/Diagnostic Imaging
Appts./Info. ………………… 916-784-5727

- Mammography
  Hours: M–F, 8:30 a.m.–5 p.m.
  (4:40 p.m. last appointment)

- X-ray
  Hours: M–F, 8:30 a.m.–6 p.m.

Release of Medical Information
(Medical Secretaries)
Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
Fax …………………………… 1-877-768-3119
Information ………………… 916-746-3646
Email
  General requests ……… nvly-medsec-roi-in@kp.org
  Disability/FMLA ……… nvly-medsec-roi-misc@kp.org
Request for copies of medical records and completion of forms.

Travel Immunizations
See Point West Medical Offices.

TTY for the Hearing or Speech Impaired
Adult Medicine ………………… 916-480-2590
General information ………… 916-784-5990

Urgent Care
See Adult Medicine. See also Pediatrics at Roseville Medical Center.

Vision Essentials by Kaiser Permanente

- Ophthalmology By referral only
  Appts./Info. ………………… 916-784-4185

- Optical Center
  Eyeglasses, contact lenses
  Hours: M, Tu, Th, F, 8:30 a.m.–5:15 p.m.;
  W, 8:30 a.m.–6 p.m.
  Information ………………… 916-784-4547
  Contact lens refill ……… 1-888-586-2020
  Website ……………………. kp2020.org

- Optometry
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. ………………… 916-784-4185
Sacramento Medical Center (hospital and medical offices)

Emergency
Hospital and Medical Offices
2025 Morse Ave.
Sacramento, CA 95825
kp.org/sacramento

Emergency
Hours: 7 days, 24 hours
Reception ..................... 916-973-6600
TTY .............................. 916-486-3806

General Information ........... 916-973-5000
Poison Control .............. 1-800-222-1222

Some services are available at the following locations:

- **Chemical Dependency Recovery Program (CDRP)**
  2829 Watt Ave., Ste. 150

- **Commons Building**
  2008 Morse Ave.

- **Cottage Way Building**
  3120 Cottage Way

- **Hearing Center**
  3180 Arden Way

- **Home Health Care/Hospice**
  3240 Arden Way

- **Occupational Health Center**
  2016 Morse Ave.

- **Palliative Care**
  1825 Bell St., Ste. 105
Adult Medicine
See Adult Medicine at Fair Oaks Boulevard and Point West Medical Offices.

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free ........ 1-866-454-8855
Adult Medicine ................ 916-614-4040
Pediatrics ....................... 916-614-4060
Women’s Health (Ob-Gyn) ........ 916-614-4055

Alzheimer Dementia Program
See Memory Care Clinic at Roseville Medical Center.

Ambulatory Surgery By referral only
Hours: M–F, 7 a.m.–7 p.m.
Information .................. 916-973-7675

Business Office
See Patient Financial Services.

Cardiology By referral only
Hours: M–F, 8:45 a.m.–12:30 p.m.
and 1:30–4:45 p.m.
Advice/Appts./Info. .......... 916-973-5282

Cardiovascular Services
See page 5.

Chemical Dependency
Recovery Program (CDRP)
2829 Watt Ave., Ste. 150
Hours: M–F, 9 a.m.–noon and 1:30–3:30 p.m.;
Sa, Su, 9–11:30 a.m.
Appts./Info. .................. 916-482-1132
Appointments needed for adolescents;
no appointment needed for adults.

Coordination of Benefits
See Member Services Office.

Discharge Planning
Hours: 7 days, 8:30 a.m.–4:30 p.m.
Information .................. 916-973-6903

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

ECHO (Echocardiography)
By appointment only
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. ................. 916-973-6216

EKG (Electrocardiography)
Walk-ins available
Hours: M–F, 8:30 a.m.–5 p.m.
Information .................. 916-973-6216

EKG (Stress Testing) By appointment only
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. ................. 916-973-6216

Endocrinology By referral only
2nd Floor
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:45 p.m.
Appts./Info. ................. 916-973-6200

Gastroenterology (GI) By referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. ................. 916-973-5380

Gynecology
See Women’s Health (Ob-Gyn) at Fair Oaks Boulevard and Point West Medical Offices.

Head and Neck Surgery By referral only
Hours: M–F, 9 a.m.–4:45 p.m.
Appts./Info. ................. 916-973-5322

Health Education
See Folsom Medical Offices.

Hearing Center
3180 Arden Way
Office hours: M–F, 8:30 a.m.–5 p.m.
Phone hours: M–F, 9 a.m.–4:45 p.m.
Appts./Info. ................. 916-977-3277

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**Hematology**  By referral only  
**Hours:** M–F, 8:30 a.m.–12:15 p.m. and 1:15–5 p.m.  
Appts./Info. ...................... 916-973-5259

**HIV/AIDS Program**  
**Hours:** M–F, 8:30 a.m.–12:15 p.m. and 1:30–4:45 p.m.  
Appointments ..................... 916-973-5230  
HIV antibody testing program and information .................. 916-973-6835

**Home Health Care**  
**Hours:** 7 days, 8:30 a.m.–5 p.m.  
Advice/Info. ....................... 916-486-5400

**Hospice**  
**Hours:** 7 days, 8:30 a.m.–5 p.m.  
Advice/Info. ....................... 916-486-5300

**Infectious Disease**  By referral only  
**Hours:** M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:45 p.m.  
Appts./Info. ....................... 916-973-5230

**Laboratory**  
**Hours:** M–F, 7 a.m.–7 p.m.;  
Sa, Su, holidays, 7 a.m.–5 p.m.  
Information ....................... 916-973-5800  
Call requesting practitioner for test results or check lab results online at kp.org.

**Mammography**  
See Fair Oaks Boulevard and Point West Medical Offices.

**Medical Secretaries**  
See Release of Medical Information.

**Medical Social Worker**  
**Hours:** M–F, 8:30 a.m.–5 p.m.;  
Sa, Su, 8:30 a.m.–5 p.m.  
Information ....................... 916-973-6910

**Member Services Office**  
**Office hours:** M–F, 8:30 a.m.–5 p.m.

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

**Nephrology**  By referral only  
**Hours:** M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:45 p.m.  
Appts./Info. ....................... 916-973-5230

**Neurology**  By referral only  
**Hours:** M–F, 9 a.m.–12:15 p.m. and 1:30–4:45 p.m.  
Appts./Info. ....................... 916-973-5175

**Neuroscience Program**  By referral only  
**Hours:** M–F, 9 a.m.–12:15 p.m. and 1:30–4:30 p.m.  
Appts./Info. ....................... 916-973-6860

**Neurosurgery**  By referral only  
**Hours:** M–F, 9 a.m.–12:15 p.m. and 1:30–4:45 p.m.  
Appts./Info. ....................... 916-973-5490

**Nuclear Medicine**  By referral only  
**Hours:** M–F, 7 a.m.–noon and 1–4:30 p.m.  
Appts./Info. ....................... 916-973-5720  
(option 5)

**Obstetrics-Gynecology**  
See Women’s Health (Ob-Gyn) at Fair Oaks Boulevard and Point West Medical Offices.

**Occupational Health Center**  
*(Kaiser On-the-Job®)*  
2016 Morse Ave.  
**Hours:** M–F, 8:30 a.m.–5 p.m.  
Appts./Info. ....................... 916-973-5499  
Medical treatment for work-related injuries and illnesses.
Occupational Therapy By referral only
Not for workers’ compensation claims.
See Rehabilitation Services at Point West Medical Offices.

Oncology By referral only
Hours: M–F, 8:30 a.m.–12:15 p.m.
and 1:15-5 p.m.
Appts./Info. .......................... 916-973-5259

Orthopedics By referral only
Hours: M–F, 8:30 a.m.–4:45 p.m.
Advice/Appts./Info. .......................... 916-973-5275

Palliative Care
1825 Bell St., Ste. 105
Sacramento, CA 95825
Hours: M–F, 8:30 a.m.–5 p.m.
Information .......................... 916-648-6920

Patient Financial Services
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30-5 p.m.
Information .......................... 916-973-4360
Fax .......................... 916-973-4349

Pediatric Specialties
Cardiology, Gastroenterology (GI),
Hematology/Oncology, Neurology,
and Pulmonology.
See Roseville Medical Center.

Pediatrics
See Point West Medical Offices.

Pharmacy
- 1st Floor
  Drop off new prescriptions
  Hours: M–F, 8 a.m.–8 p.m.;
  Sa, Su, 9 a.m.–5 p.m.
  EasyFill (refills by phone) .... 916-486-5253
  Information .......................... 916-973-5362
  Online refills .......................... kp.org/refill
- Discharge Pharmacy, 2nd Floor
  Hours: 7 days, 24 hours
  Information .......................... 916-973-7030

Plastic Surgery By referral only
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. .......................... 916-973-5515

Podiatry By referral only
Hours: M–F, 8:30 a.m.–4:45 p.m.
Advice/Appts./Info. .......................... 916-973-5275

Psychiatry
Commons Building
Hours: M–F, 8:30 a.m.–5:30 p.m.
After-hours emergencies .... 916-973-5300
Appts./Info. .......................... 916-973-5300
Cancel (24 hours) .......................... 916-973-7490

Pulmonology By referral only
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:30 p.m.
Appts./Info. .......................... 916-973-7618

Radiology/Diagnostic Imaging
Hours: 7 days, 24 hours
Appts./Info. .......................... 916-973-5720

Rehabilitation Services
See Point West Medical Offices.

Release of Medical Information
(Medical Secretaries)
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Fax .......................... 1-877-768-3119
Information .......................... 916-746-3646
Email
- General
  requests ........ nvly-medsec-roi-in@kp.org
- Disability/
  FMLA ........ nvly-medsec-roi-misc@kp.org
Request for copies of medical records
and completion of forms.

(continues on next page)
Respiratory Care By referral only
Hours: M–F, 8 a.m.–noon and 1–4 p.m.
Appts./Info. ............................. 916-973-7580

- Pulmonary Function Test (PFT) Lab
  Hours: M–F, 8 a.m.–noon and 1–4 p.m.
  Appts./Info. ............................. 916-973-7580

Skilled Nursing Facility (SNF)/Eldercare
Hours: M–F, 8 a.m.–4:30 p.m.
Patient/Family .......................... 916-648-6881
SNF billing questions ................. 916-648-6882
SNF outside placement assistance .... 916-973-6894

Sleep Lab (SLP) By referral only
Basement, Station LL1
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:30 p.m.; Sa, 8:30 a.m.–4:30 p.m., by appointment (no phone service provided);
closed holidays
Appts./Cancel/Info. ...................... 916-973-6490

Surgery By referral only
General Surgery/Vascular Surgery
Hours: M–F, 9 a.m.–4:45 p.m.
Appts./Info. ............................. 916-973-5235

TTY for the Hearing or Speech Impaired
Emergency Department .......... 916-486-3806

Urgent Care
See Adult Medicine at Fair Oaks Boulevard
and Point West Medical Offices, or Pediatrics
at Point West Medical Offices.

Urology By referral only
Hours: M–F, 9 a.m.–4:45 p.m.
Appts./Info. ............................. 916-973-5355

Volunteer Services
Information ............................. 916-973-6580

Wound Care By referral only
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–4:30 p.m.
Advice/Appts./Info. ................. 916-973-7464
South Sacramento Medical Center (hospital and medical offices)

South Sacramento Medical Center
Emergency
Hospital and Medical Offices
6600 Bruceville Rd.
Sacramento, CA 95823
kp.org/southsacramento

Emergency
Hours: 7 days, 24 hours

General Information
Operator ....................... 916-688-2000
TTY .............................. 916-480-2590
Poison Control .............. 1-800-222-1222

Some services are available at the following locations:

- **Cancer Center**
  8100 Bruceville Rd.

- **South Valley Centre**
  8241 and 8247 E. Stockton Blvd.

- **Wyndham Building**
  Specialty Services Offices and Refill Pharmacy
  7300 Wyndham Dr.

(continues on next page)
Adult and Family Medicine
Office hours: 7 days, 8:30 a.m.–5 p.m.; call for after-hours appointment availability
Advice (24 hours)/Appts./Cancel/Info./Msgs. ........................................... 916-688-2106

Advice Nurse
Phone hours: 7 days, 24 hours
Advice/Appts. toll free ............. 1-866-454-8855
Adult Medicine ...................... 916-688-2106
Ob-Gyn .......................... 916-688-2055
Pediatrics ...................... 916-688-6800

Allergy
Medical Office Building 3
2nd Floor, Room 233
Hours: M, Tu, 9 a.m.–6 p.m.;
W, Th, 8:30 a.m.–5 p.m.; F, 7 a.m.–3:30 p.m.
Advice/Appts./Info. ................. 916-627-7500

Allergy Shots
Hours: M, Tu, 10 a.m.–noon
and 1:30–6 p.m.;
Th, 9 a.m.–noon and 1:30–5 p.m.;
F, 7 a.m.–noon and 1:30–3 p.m.

Audiology
Wyndham Building, 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. .......................... 916-525-6350

Bariatric Surgery By referral only
Medical Office Building 3
3rd Floor, Room 334
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. .......................... 916-627-7050

Breastfeeding Support Center
See Newborn Wellness Center.

Business Office
See Patient Financial Services.

Cardiac Catheterization Lab By referral only
South Tower, 1st Floor
Hours: M–F, 7:30 a.m.–5:30 p.m.
Appts./Info. .......................... 916-627-7300

Cardiac Lab Services
(EKG/ECHO/Pacemaker)
Medical Office Building 1
1st Floor, Room 117
Hours: M, 8 a.m.–6 p.m.;
Sa, Su, 8 a.m.–4:30 p.m.
Appts./Cancel/Info.
(24 hours) .......................... 916-688-2222

Cardiology By referral only
Medical Office Building 3
1st Floor, Room 134

Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. .......................... 916-688-4000

Cardiovascular Services
See page 5.

Care Management
Messages .......................... 916-688-6377

Chemical Dependency Services
South Valley Centre

Hours: M–Th, 10 a.m.–8 p.m.; F, 8 a.m.–5 p.m.
New appts. .......................... 916-525-6100
Return appts./Info. ............... 916-525-6790
Cancel ........................... 916-525-6790

Continuity of Care/Discharge Planning
Hours: 7 days, 8 a.m.–4:30 p.m.
Information .......................... 916-688-2585

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

Dermatology By referral only
Medical Office Building 3
3rd Floor, Room 331

Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. .......................... 916-688-2045
Disability Claims
Release of Medical Information.............916-525-6940

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

EEG (Electroencephalography)
Hours: M–F, 8:30 a.m.–5 p.m.
Laboratory appts./Info. ...........916-688-2050

Endocrinology By referral only
Medical Office Building 1
2nd Floor, Room 212
Hours: M–F, 8:30 a.m.–12:15 p.m.
and 1:15–5 p.m.
Appts./Info. .......................916-688-4644

Gastroenterology (GI) By referral only
Medical Office Building 2
3rd Floor, Room 322
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. .......................916-688-2028

Global Health
Infectious Disease
Medical Office Building 3
2nd Floor, Station 232
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30 p.m.–5 p.m.
Appts./Info. .......................916-688-6229

• HIV/AIDS Program
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30 p.m.–5 p.m.
  Appts./Info. .......................916-688-2986

Gynecology
See Obstetrics-Gynecology.

Head and Neck Surgery/
Maxillofacial Surgery By referral only
Wyndham Building, 2nd Floor
Hours: M–F, 7:30 a.m.–5 p.m.
Appts./Info. .......................916-525-6350

Health Education and Healthy Living Store
Medical Office Building 2, 1st Floor
Hours: M–F, 9 a.m.–5 p.m.
Classes/Info./Services................916-688-2428

• Healthy Living Store
  Fitness, healthy eating, and physical therapy products
  Hours: M–F, 9 a.m.–5 p.m.
  Store info. .......................916-688-6333

Hearing Aid Center
Wyndham Building, 1st Floor, Room 140
Hours: M–F, 8:30 a.m.–5 p.m.
Information .......................916-525-6280
TTY .........................................916-525-6098

HIV/AIDS Program
See Global Health.

Home Health Care
See Sacramento Medical Center.

Hospice
See Sacramento Medical Center.

Labor and Delivery
See Obstetrics-Gynecology.

Laboratory
Hours: M–F, 7 a.m.–7 p.m.;
Sa, 7 a.m.–3 p.m.; Su, 7 a.m.–2 p.m.
Information .......................916-688-2300
Call requesting practitioner for test results or check lab results online at kp.org.

Latino Health Center
Hours: M–F, 8:15 a.m.–12:15 p.m.
and 1:15–4:45 p.m.
Advice (24 hours)/
Appts./Info. .......................916-688-2106

Medical Secretaries
See Release of Medical Information.

Medical Social Worker
See Release of Medical Information.

(continues on next page)
Member Services Office
Medical Office Building 2
1st Floor, Room 125
Office hours: M–F, 8:30 a.m.–5 p.m.; closed holidays

- 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

Musculoskeletal Center By referral only
D.B. Moore Building
Hours: M–Th, 8:30 a.m.–5 p.m.;
F, 8:30 a.m.–noon;
closed weekends and holidays
Information ................................. 916-627-7360

Nephrology By referral only
Medical Office Building 3
3rd Floor, Room 333
Hours: M–F, 8:15 a.m.–4:45 p.m.
Appts./Info. ................................. 916-688-6988

Nephrology Specialty By referral only
Medical Office Building 3
3rd Floor, Room 333
Hours: M–F, 8:15 a.m.–4:45 p.m.
Appts./Info. ................................. 916-688-6985

Neurology By referral only
Hours: M–F, 8:15 a.m.–12:15 p.m.
and 1:15–4:45 p.m.
Appts./Cancel/Info. ................. 916-688-2050

Neurosurgery By referral only
Medical Office Building 4
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. ................................. 916-627-7055

Newborn Care Center
- Breast pump rentals
  and breastfeeding supplies
  Hours: M–F, 8:30 a.m.–noon
  and 1–4:30 p.m.; closed holidays
- Breastfeeding Clinic Walk-ins welcome
  Hours: M–F, 9–11:30 a.m.; closed holidays
- Newborn hospital follow-up appointments
  (With a pediatrician and lactation consultant) By appointment only
  Hours: M–F, 1:30–4 p.m.;
  Sa, Su, 8:30 a.m.–12:30 p.m.
  Appointments ......................... 916-688-6800
  Information .............................. 916-688-2754

Nuclear Medicine By referral only
Hours: M–F, 8:30 a.m.–4:30 p.m.
Information .............................. 916-688-2029

Nutrition
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Advice/Appts./Info. ................. 916-688-2457

Obstetrics-Gynecology
Office hours: M–F, 8:30 a.m.–5 p.m.
Phone hours: 7 days, 24 hours
Advice (24 hours)/Appts./
  Cancel/Info. ............................ 916-688-2055
Advice/Appts. toll free ............. 1-866-454-8855

- Labor and Delivery
  Parent information .............. 916-688-MOMS
  (916-688-6667)

Occupational Health Center
(Kaiser On-the-Job®)
Occupational Medicine
Building 3, 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info. .............................. 916-688-2005
Medical treatment for work-related injuries
and illnesses, employment physicals and
screenings including DOT exams.

Occupational Therapy
See Rehabilitation Services.
Oncology By referral only
Medical Office Building 2
1st Floor, Room 123
Hours: M-F, 8 a.m.–5 p.m.
Appts./Info. 916-688-2086
Cancel (24 hours) 916-688-6158
- Infusion Center
   Hours: M-F, 8 a.m.–5 p.m.
   Information 916-688-2239

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

Orthopedics By referral only
Medical Office Building 1, 1st Floor
Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Info. 916-688-2030
Cancel (24 hours) 916-688-6130

Outpatient Surgery Center By referral only
Information 916-688-6615

Pain Management By referral only
Outpatient Surgery Services Building
Ground Floor
Hours: M-F, 7:30 a.m.–5 p.m.
Information 916-688-6353

Palliative Care
Hours: M-F, 8:30 a.m.–5 p.m.
Information 916-688-6472

Patient Financial Services
Hours: M-F, 8:30 a.m.–5 p.m.
Information 916-688-2325

Pediatrics
Medical Office Building 3, 1st Floor
Office hours: M-F, 8:30 a.m.–5 p.m.; after-hours and weekend telephone appointments may be offered
Weekend hours: Sa, Su, 8:30 a.m.–12:30 p.m. by appointment only
Advice (24 hours)/Appts.
   (same-day or next-day)/Cancel
   (24 hours)/Info./Msgs. 916-688-6800
   Advice/Appts. toll free 1-866-454-8855

Pharmacies
EasyFill (refills by phone) 916-525-6020
Online refills kp.org/refill
- Pharmacy 1
   New prescriptions/Specialty prescriptions/
   Walk-in refills
   Hours: M-F, 8 a.m.–6 p.m.; closed holidays
   Information 916-525-6040
- Pharmacy, South Tower
   6600 Bruceville Rd.
   New prescriptions/Hospital discharge prescriptions/Walk-in refills
   Hours: 7 days, 24 hours
   Information 916-627-7100
- Pharmacy, Wyndham
   Wyndham Building
   New prescriptions/Specialty prescriptions/
   Walk-in refills
   Hours: M-F, 8 a.m.–6 p.m.; closed holidays
   Information 916-525-6040
   EasyFill (refills by phone) 916-525-6020

Physical Medicine and Rehabilitation
By referral only
Medical Office Building 3
2nd Floor, Room 234
Hours: M-F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
Appts./Info. 916-688-2036
Cancel (24 hours) 916-688-2225

Physical Therapy
See Rehabilitation Services.

Plastic Surgery By referral only
Medical Office Building 3
3rd Floor, Room 331
Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Info. 916-688-2045

Podiatry By referral only
Medical Office Building 1, 1st Floor
Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Info. 916-688-2030
Cancel (24 hours) 916-688-6130
(continues on next page)
Psychiatry
Hours: M–F, 7 a.m.–6:30 p.m.

- Adult
  Wyndham Building and
  South Valley Centre
  Appts./Info. ..........916-525-6100

- Child and Adolescent
  Wyndham Building
  Appts./Cancel/Info. ..........916-525-6710

- Intensive Outpatient Program (IOP)
  Information ..........916-525-6150

Pulmonary Function Testing (PFT)
By referral only
Medical Office Building 2
2nd Floor, Room 233
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information ..........916-688-6090

Pulmonology By referral only
Medical Office Building 2
2nd Floor, Room 233
Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Info. ..........916-688-4821
Cancel ..........916-688-2570

Radiology/Diagnostic Imaging
Hours: M–F, 7 a.m.–9 p.m.;
Sa, Su, 7 a.m.–5:30 p.m.
Appts./Info. ..........916-688-2029

- Bone Density, CT Scan,
  Fluoroscopy, Interventional, MRI,
  Nuclear Medicine, Ultrasound
  By appointment only
  Appts./Info. ..........916-688-2029

- Mammography
  Hours: M–F, 7:30 a.m.–7 p.m.;
  Sa, 8 a.m.– 3:30 p.m.
  Appts./Info. ..........916-688-2029

Rehabilitation Services By referral only
Physical, Speech, and Occupational Therapy
D.B. Moore Building
Hours: M–F, 8 a.m.–5 p.m.
Appts./Info. ..........916-688-2096
Cancel (24 hours) ..........916-688-6156

Release of Medical Information
(Medical Secretaries)
Medical Office Building 3
1st Floor, Room 130
Hours: M–F, 8 a.m.–5 p.m.; closed holidays
Fax ..........1-877-541-9844
Information ..........916-525-6940
Email
  General requests ...... ssc-roi-dept@kp.org
  Disability/  
  FMLA request ...... ssc-roi-disability@kp.org
Request for copies of medical records
and completion of forms.

Rheumatology By referral only
Medical Office Building 2
1st Floor, Room 123
Hours: M–F, 7:30 a.m.–5 p.m.
Appts./Info. ..........916-688-2330
Cancel ..........916-688-6158

Skilled Nursing Facility (SNF)/Eldercare
Hours: M–F, 8 a.m.–4:30 p.m.
Patient/Family ..........916-648-6881
SNF billing questions ..........916-648-6882
SNF outside placement assistance ..........916-973-6894

Sleep Lab (SLP) By referral only
D. B. Moore Building
Hours: M–F, 8:30 a.m.–12:30 p.m.;
and 1:30–5 p.m.; closed holidays
Appts./Cancel/Info. ..........916-688-6671

Social Services
Information ..........916-688-2755
Special Needs Program
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information ...................... 916-688-2750

Speech Therapy
See Rehabilitation Services.

Spiritual Care
Information ........................ 916-688-6488

Surgery By referral only
Medical Office Building 1
1st Floor, Room 116
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info. ......................... 916-688-2014
Cancel (24 hours) ................. 916-688-6157

Toxicology By referral only
Medical Office Building 3
2nd Floor, Room 232
Hours: M, F, 8:30 a.m.-noon
Appts./Info. ......................... 916-688-6166

Trauma By referral only
Information ......................... 916-688-6215

Travel Shot/Vaccination (International)
By appointment only
Hours: M-F, 8:30 a.m.-4:30 p.m.
Appts./Info. ......................... 916-688-2106

TTY for the Hearing or Speech Impaired
Adult Medicine .................... 916-480-2590
Emergency ........................ 916-688-2105
Hearing Center ..................... 916-525-6098
Ob-Gyn .............................. 916-480-2592
Pediatrics ......................... 916-480-2591

Urgent Care
Medical Office Building 4
Hours: 7 days, 3 p.m.-midnight;
includes holidays
Same-day appts. .................... 916-688-2106
Walk-in visits also available.

Urology By referral only
Medical Office Building 2
2nd Floor, Room 221
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info. ......................... 916-688-2081
Cancel (24 hours) ................. 916-688-6176

Vision Essentials by Kaiser Permanente
Wyndham Building
- Ophthalmology By referral only
  Hours: M-F, 7:30 a.m.-5 p.m.
  Appts./Info. ......................... 916-525-6400
- Optical Center
  Eyeglasses, contact lenses
  Hours: M, Tu, Th, F, 8 a.m.-5:45 p.m.;
  W, 8 a.m.-6:15 p.m.
  Appts./Info. ......................... 916-525-6500
  Website .......................... kp2020.org
- Optometry
  Hours: M-F, 7:30 a.m.-5 p.m.
  Appts./Info. ......................... 916-525-6410

Volunteer Services
Information ......................... 916-688-2416

Wound and Ostomy Center By referral only
Medical Office Building 3
2nd Floor, Room 232
(Located in Global Health)
Hours: M-F, 8:30 a.m.-5 p.m.
Information ......................... 916-688-6042
Choose your doctor – and change anytime

Select from a wide range of great doctors and change anytime, for any reason
At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Even if you don’t need to see your doctor right away, 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 related to their education, credentials, specialties, and interest areas.

Keep in mind: Each covered family member may choose his or her own personal doctor. Teens 18 and older should choose a doctor from adult medicine or family medicine.

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

Women 18 to 64 should choose an ob-gyn as well as a personal physician.

Nurse Practitioners
At some facilities, you also have the option of choosing a nurse practitioner. Nurse practitioners are registered nurses with advanced education and training. They can diagnose and treat a wide variety of conditions, write prescriptions, order lab and medical imaging tests, and more. They practice with doctor supervision and support, following standard guidelines.

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

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
- Chemical dependency or addiction medicine

For specialty care, talk to your doctor about your care and in-plan referral. See page 61 for more on referrals for specialty care.

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 1.

Choose online
Go to kp.org/mydoctor/connect to browse our doctor profiles, and choose a doctor who matches your needs.
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**
For expected care needs, such as:
- Scheduled visits to your doctor
- Recommended preventive screenings
- Physical exams
- Well-child checkups

**Urgent care**
For illness or injuries that require prompt medical attention but are not emergency medical conditions, such as:
- Minor injuries and cuts
- Sore throats and earaches
- Frequent or severe coughs
- Frequent urination or burning sensation when urinating

**Emergency care**
For emergency medical or psychiatric conditions that require immediate medical attention to prevent serious risk to your health, such as:
- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- Sudden 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.*

*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have 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.

†This feature available when you get care at a Kaiser Permanente facility.

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

**To make an appointment**
To make an appointment with your personal doctor in internal medicine, family medicine, obstetrics-gynecology, or pediatrics, or to get advice, call 1-866-454-8855 anytime, 24/7. For TTY, call 711. 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.†
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 951-268-3900* for 24/7 travel support anytime, anywhere. Our website and travel line 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.

- **Register on kp.org** to see your home area 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/myhealthmanager.

- **Write down your concerns**
  Talk to your doctor about any cultural, religious, or personal beliefs that could affect your care now or in the future.

**During your visit**

- **Speak up if you have questions or concerns**
  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.

*This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code “001” for land lines 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.
What to ask:*

1. What is my main problem?
2. What do I need to do about it?
3. Why is it important for me to do this?

*Adapted from the National Patient Safety Foundation “Ask Me 3” Campaign.

Timely access to scheduled appointments

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

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

<table>
<thead>
<tr>
<th>Type of appointment</th>
<th>Appointment offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent care (defined on page 41)</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 practitioner of your choice, we’ll respect your preference. In some cases, your wait may be longer than the time listed if a licensed health care professional decides that a later appointment won’t have a negative effect on your health.

The standards for appointment availability don’t apply to preventive care services. Your practitioner 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

When you check in

There are 2 ways to check in for appointments.

1. 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 56.)

2. 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 credit card or debit 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.
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.

### 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 1.

**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.*

*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.

To pay, you can use a credit card (American Express, 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 register on our website, 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.

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**RX** **RETHINK REFILLS.**

When you get care at our facilities, you can have most prescription refills mailed to you at no extra charge. To order online, visit kp.org/refill or use the Kaiser Permanente app on your mobile device. To order by phone, call the number on your prescription label.

**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 1.

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
- 1-800-788-0616 Spanish
- 1-800-757-7585 Chinese dialects
- 711 TTY
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.

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

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
• 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 practitioner needs to be completed within the first 90 days of your membership.

Please see your Evidence of Coverage or Certificate of Insurance for more information about your drug benefits.

Prescription drug formulary
Our prescription drug formulary* is a list of preferred drugs that have been carefully selected and approved by the Kaiser Permanente Pharmacy and Therapeutics Committee. For more information, see page 62.

*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 the Member Service Contact Center.

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 items.

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.
Managing chronic conditions

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

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

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

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

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

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

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

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

Asthma help:
Prevent asthma flare-ups by taking your controller medications daily as prescribed. Manage asthma symptoms with quick-relief medication (like albuterol). If you’re using quick-relief or rescue medication more than twice a week (except before exercising), talk with your asthma care provider about adjusting the type or amount of medication. With asthma under control, you’ll breathe more easily, have more energy, and get more out of life.

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

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

Complex Chronic Conditions (CCC) Case Management Program
The Complex Chronic Conditions (CCC) Case Management Program helps members who have trouble managing more than one chronic condition. Nurses and social workers work with you and your doctor to address your needs. You’ll learn self-care skills to properly manage your chronic conditions. The CCC Program is complimentary for Kaiser Permanente members. If you or your caregiver thinks you qualify for the program, call the Case Management number at your local facility. See the directory beginning on page 1.
Healthy living resources

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

Connect with your doctor

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

• Get to know your personal physician and specialists – read about their backgrounds, education, awards, and more.
• Email your doctor with nonurgent questions, view most lab results, schedule a routine appointment, refill most prescriptions, or get directions.*
• View preventive health reminders for you and your family members.†
• Learn about things like diabetes, Parkinson’s disease, or seasonal allergies with articles recommended by your doctor.
• Find classes on many topics at our medical centers, from managing an ongoing condition to cooking.‡
• Use interactive tools to help you manage headaches, cold and flu, and more.

Wellness Coaching by Phone

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

Personalized sessions are available at no cost for Kaiser Permanente members, weekdays from 7 a.m. to 7 p.m. and Saturdays from 8:30 a.m. to 5 p.m. To schedule an appointment, call 1-866-251-4514. To learn more about wellness coaching, go to kp.org/mydoctor/wellnesscoaching.

Health on the go

In addition to the Kaiser Permanente mobile app (see inside front cover for more info), Northern California members can also enjoy 2 additional apps: KP Preventive Care and My KP Meds.

With the KP Preventive Care app, you can:

• Get personalized health reminders
• Email your doctor with nonurgent questions
• Join a video visit

Visit the App Store or Google Play to download the app.

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

My KP Meds helps you remember to take your medicine at the right time. To download the app, visit the App Store or Google Play.

*Some features require registration on kp.org. If you’re not registered, click on the feature to get started, or visit your local health education department at a facility near you.
†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.
‡Classes may vary by location and some may have a fee.
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 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 click “CAIR Patient Forms” for information about opting out.

Preventive care guidelines

Kaiser Permanente helps you to stay healthy by focusing on prevention. Use our preventive care guidelines to learn about what you can do to be healthier and when to get immunizations and routine screening tests.

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 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>Alcohol and drugs</td>
<td>Don’t drive after drinking or using drugs. If drinking or using drugs is causing problems for you or someone you know, we can help.</td>
</tr>
<tr>
<td>Diet and nutrition</td>
<td>Enjoy a variety of healthy foods daily. Choose vegetables, fruit, and whole grains. Eat foods with healthy fats, like those from fish, lean meat or poultry, nuts or seeds, beans or peas, soy products, or olive oil. Avoid unhealthy fats like butter, fried foods, or high-fat meats. Limit foods high in salt and sugar. Women of childbearing age should take a daily multivitamin with 0.4 mg of folic acid. Get 1,000 mg of calcium a day. Most adults 50 or older need 1,200 mg of calcium a day and 1,000 to 2,000 IU of vitamin D a day from food and vitamin supplements.</td>
</tr>
<tr>
<td>Emotional health</td>
<td>Talk to your personal physician or health care professional to get help if you’re depressed, anxious, or thinking of suicide, or if you’re being threatened, abused, or hurt by anyone.</td>
</tr>
<tr>
<td>Exercise</td>
<td>Be physically active for a minimum of 150 minutes a week, or at least 30 minutes a day on most days of the week. Walk the dog, dance, take the stairs – it all counts!</td>
</tr>
<tr>
<td>Injury prevention</td>
<td>Always wear your seat belt when you drive, and buckle in children. Don’t text and drive. Wear a helmet when you’re on a bike, motorcycle, skateboard, or skates.</td>
</tr>
<tr>
<td>Life care planning</td>
<td>We encourage all adults to select a health care agent, someone to speak for them if they are unable to have a conversation about future health care wishes, and to complete a written advance health care directive. For help, go to kp.org/lifecareplan or call or visit your local Health Education Department.</td>
</tr>
<tr>
<td>Midlife choices (for women)</td>
<td>Starting at age 45, talk to your personal physician about options for managing menopausal symptoms and preventing serious medical conditions later in life.</td>
</tr>
<tr>
<td>Sexual practices</td>
<td>Practice safer sex by using condoms to avoid sexually transmitted diseases (STDs). Talk to your clinician about effective birth control (including emergency contraception) if you don’t want to become pregnant now.</td>
</tr>
<tr>
<td>Skin protection</td>
<td>Always protect your skin from the sun when you’re outdoors. Wear a hat and sunscreen to reduce your risk of skin cancer.</td>
</tr>
<tr>
<td>Smoking</td>
<td>Don’t smoke or use tobacco. If you do, we can help you quit. Don’t allow anyone to smoke around you or your child.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>ADULT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommended Screening Tests</strong></td>
<td></td>
</tr>
<tr>
<td>Abdominal aortic aneurysm (for men)</td>
<td>If you’ve ever smoked, have an abdominal ultrasound once between ages 65 and 75.</td>
</tr>
<tr>
<td>Breast cancer (for women)</td>
<td>Get a mammogram every 1 to 2 years between ages 50 and 74. If you have risk factors for breast cancer, talk to your doctor about starting mammograms earlier than 50. Women ages 40 to 49 and 75 and older, in collaboration with their doctor, should make a personal decision about getting a mammogram. Contact your doctor immediately if you find a lump in your breast.</td>
</tr>
<tr>
<td>Cervical cancer (for women)</td>
<td>Get a Pap test every 3 years between ages 21 and 65. Get an HPV test beginning at age 25. You do not need a Pap test after age 65, unless you have had previous abnormal results.</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>Get your cholesterol levels checked every 4 to 6 years between ages 20 and 79 if you don’t have risk factors, and more often if your cholesterol level is above normal or you have other risk factors for heart disease.</td>
</tr>
<tr>
<td>Colon cancer</td>
<td>Between ages 50 and 75, do a fecal immunochemical test (FIT) once a year, or get a flexible sigmoidoscopy every 5 years, or a colonoscopy every 10 years. If you have close relatives who were diagnosed with colon cancer, talk to your doctor about whether to begin testing earlier than age 50. After age 75, discuss with your doctor.</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Health Condition</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes</td>
<td>Get tested every 5 years <strong>after age 45</strong> or if you have a body mass index (BMI) over 25. Get tested more often if you have certain risk factors, such as prediabetes, high cholesterol, high blood pressure, or had diabetes during pregnancy.</td>
</tr>
<tr>
<td>Hepatitis B and C</td>
<td>Get screened for Hepatitis B if you or your parents were born in a country with a high rate of Hepatitis B, or if you have other risk factors for it. Get screened once for Hepatitis C if you were born between 1945 and 1965, or more often if you have other risk factors for Hepatitis C.</td>
</tr>
<tr>
<td>HIV and other STDs</td>
<td>Get tested for HIV at least once, even if you think you’re not at risk. Get tested for HIV and other STDs if you’ve had unprotected sex, are pregnant, or have any reason to think you may be at risk. Have a yearly chlamydia test if you’re a sexually active woman <strong>age 24 or younger</strong>, or if you’re older than 25 and at risk for STDs.</td>
</tr>
<tr>
<td>Hypertension</td>
<td>Have your blood pressure checked every 2 years, or annually if you have prehypertension or other risk factors for heart disease. A normal blood pressure is less than 120/80.</td>
</tr>
<tr>
<td>Osteoporosis</td>
<td>Talk to your physician about having a bone mineral density test at <strong>age 65 for women</strong> and <strong>age 70 for men</strong>, or before these ages if you have risk factors for early bone fractures.</td>
</tr>
<tr>
<td>Overweight and obesity</td>
<td>Have your body mass index (BMI) calculated every 1 to 2 years.</td>
</tr>
<tr>
<td>Prostate cancer (for men)</td>
<td><strong>Beginning at age 50</strong>, discuss the prostate-specific antigen test and rectal exam with your physician.</td>
</tr>
<tr>
<td>Tuberculosis (TB)</td>
<td>Talk to your doctor about getting a TB test if you’ve been in close contact with someone who has infectious TB, are a recent immigrant from a country with a high rate of TB, or work in a hospital or nursing home.</td>
</tr>
</tbody>
</table>

### Immunizations

<table>
<thead>
<tr>
<th>Immunization</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influenza (flu shot)</td>
<td><strong>Everyone 6 months and older needs a flu vaccine every year. Flu protection is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, or kidney or heart disease; and anyone <strong>age 65 or older</strong>.</strong></td>
</tr>
<tr>
<td>Pneumococcal</td>
<td><strong>All adults age 65 years or older should get this immunization, which protects against ear infections, pneumonia, and meningitis. If you’re younger than 65 and smoke or have a chronic condition, discuss with your doctor if you should receive it.</strong></td>
</tr>
<tr>
<td>Tdap (tetanus, diphtheria, and pertussis)</td>
<td><strong>You should get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once between age 18 and 64. If you spend time around a baby, it’s especially important that you get your Tdap booster. If you’re pregnant, protect your baby against whooping cough. Be sure to get your Tdap booster during your third trimester.</strong></td>
</tr>
<tr>
<td>Zoster (shingles)</td>
<td>Protect yourself from shingles if you are <strong>age 60 or older</strong> and not at increased risk for infections, and even if you’ve had shingles in the past.</td>
</tr>
</tbody>
</table>
**Recommended immunizations for adults**

As recommended by the Centers for Disease Control and Prevention

<table>
<thead>
<tr>
<th>Age</th>
<th>Flu Influenza</th>
<th>Td/Tdap Tetanus, diphtheria, and pertussis</th>
<th>Shingles Zoster</th>
<th>Pneumococcal PCV13</th>
<th>Pneumococcal PPSV23</th>
<th>Meningococcal Men-ACWY or MPSV4</th>
<th>Meningococcal MenB</th>
<th>MMR Measles, mumps, rubella</th>
<th>HPV Human papillomavirus</th>
<th>Chickenpox Varicella</th>
<th>Hepatitis A</th>
<th>Hepatitis B</th>
<th>Hib Haemophilus influenzae type b</th>
</tr>
</thead>
<tbody>
<tr>
<td>19–21 years</td>
<td>1 dose annually</td>
<td>Substitute Tdap for TD once, then TD booster every 10 years</td>
<td>1 dose</td>
<td>1 or 2 doses</td>
<td>1 or more doses</td>
<td>2 or 3 doses</td>
<td>1 or 2 doses</td>
<td>3 doses</td>
<td>3 doses</td>
<td>3 doses</td>
<td>2 doses</td>
<td>2 or 3 doses</td>
<td>3 doses</td>
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<tr>
<td>22–26 years</td>
<td></td>
<td></td>
<td>1 dose</td>
<td>1 dose</td>
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<td></td>
<td>2 doses</td>
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<tr>
<td>27–49 years</td>
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<tr>
<td>50–59 years</td>
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<tr>
<td>60–64 years</td>
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<tr>
<td>65+ years</td>
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</tr>
</tbody>
</table>

**More information**

**Flu:** There are several flu vaccines available. Talk to your health care professional about which flu vaccine is right for you.

**Td/Tdap:** Women should get a Tdap vaccine during every pregnancy to protect the baby.

**Shingles:** You should get the shingles vaccine even if you have had shingles before.

**Pneumococcal:** You should get 1 dose of PCV13 and 1 or 2 doses of PPSV23 depending on indication.

**Meningococcal:** Men-ACWY/MPSV4: Doses based on indication. MenB: Doses based on vaccine used.

**MMR:** If you were born in 1957 or later, and don’t have a record of being vaccinated or having had measles, mumps, and rubella, talk to your health care professional about how many doses you may need.

**HPV:** You should get HPV vaccine if you are a woman through age 26 years or a man through age 21 years and did not already complete the series.

**Hepatitis A:** Doses based on indication.

**Hib:** Doses based on indication.

**If you are traveling outside the United States, you may need additional vaccines.**

Ask your healthcare professional about which vaccines you may need at least 6 weeks before you travel.

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

Visit kp.org/mydoctor/travel to learn how to prepare for your trip.
## 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>Activity</strong></td>
<td>Provide opportunities for at least 60 minutes of active play every day. Set limits on screen time (TV, video games, mobile devices, and computers). Limit your child to 1–2 hours a day. Children younger than 2 shouldn’t watch any TV or videos. Keep TVs out of children’s bedrooms.</td>
<td>Teens: Aim for 60 minutes of physical activity every day. Try different activities to find one that you enjoy. Limit screen time (TV, video games, mobile devices, and computers) to no more than 1–2 hours a day. Avoid temptation by keeping your electronic devices out of your bedroom.</td>
</tr>
<tr>
<td><strong>Alcohol and drugs</strong></td>
<td>Talk with older children about the dangers of alcohol and drugs. Set a good example.</td>
<td>Parents: Talk with older children about the dangers of alcohol and drugs, including prescription drugs, and set clear expectations. Your teen’s provider will talk about drugs and alcohol at well-teen visits. Keep all medications out of reach – and out of easily accessible places like the medicine cabinet. Teens: Don’t drink alcohol or use drugs, including any medicine that’s been prescribed for someone else. Don’t drink and drive and don’t accept rides from anyone who has been drinking or is high.</td>
</tr>
<tr>
<td><strong>Dental care</strong> (choose a dentist for your child to see regularly)</td>
<td>Prevent baby bottle tooth decay – don’t leave a bottle with your baby at nap time or nighttime. Never prop up your baby’s bottle. <strong>Beginning at 6 months</strong>, use a soft toothbrush to brush teeth with a tiny smear of toothpaste. During regular well-child visits, your child’s pediatrician will check his or her teeth and gums to make sure they’re healthy. Fluoride varnish may also be offered. Plan to schedule a first dental visit by your child’s first birthday. <strong>Starting at age 2</strong>, use a pea-sized amount of toothpaste and help your child brush and floss their teeth daily.</td>
<td>Parents: Encourage good dental hygiene (regular brushing and flossing) at home and take your teen to the dentist for regular checkups (usually every 6 months).</td>
</tr>
<tr>
<td><strong>Diet and nutrition</strong></td>
<td>Offer 3 nutritious meals and 2 healthy snacks every day. Serve 5–9 servings of fruits and vegetables every day. Serve calcium-rich, iron-rich, and low-fat foods, and let your child decide how much to eat. Serve water and low-fat or nonfat milk. Limit sodas, sports drinks, juice, and other sweet drinks. Make sure your child eats a healthy breakfast every day. Eat together as a family as often as possible. Let your child help you shop and cook – limit fast food, sweets, and salty snacks.</td>
<td></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>Teens: Try to get at least 8 hours of sleep a night. Eating a healthy diet, getting regular physical activity, and getting enough sleep will help you manage stress. If you feel sad, stressed out, or hopeless, talk to your doctor or a trusted adult for help.</td>
</tr>
<tr>
<td><strong>Environmental safety</strong></td>
<td>Children are more vulnerable than adults to harmful substances in the environment. Learn how to reduce your child’s exposure to known toxins such as lead, tobacco smoke, and contaminated fish. Choose cleaning products and plastics with fewer harmful substances. Buy organic fruits and vegetables when possible. If your house was built before 1978, inspect it for possible lead toxicity.</td>
<td></td>
</tr>
<tr>
<td><strong>Medical care</strong></td>
<td>Bring your child to all well-child visits. Protect your child from serious diseases by keeping up with all immunizations. Sign up for kp.org and add your child to your family list. Download our Preventive Care app to receive reminders when it’s time for well-child visits and immunizations. Sign up for our online newsletters for parents.</td>
<td>Parents: Schedule well-teen visits every 1 to 2 years. Make sure your teen is current with regularly scheduled immunizations, as well as with well-care visits. Teens: You can see a doctor or practitioner without your parents’ permission for confidential concerns like pregnancy, birth control, sexually transmitted diseases (STDs), and drug and alcohol issues.</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>Safety</td>
<td>Keep children younger than 12 out of the front seat of the car and always use age-appropriate safety seats and seat belts. Put medicines out of reach, install fences and self-latching gates around pools, and use guards on windows and stairs. Install smoke detectors and carbon monoxide detectors and change the batteries regularly. Never leave your child alone at home or in a car. Teach children never to go with strangers. Monitor your child’s computer and mobile device use to limit inappropriate contact.</td>
<td>Share these guidelines with your teenagers.</td>
</tr>
<tr>
<td>Sexuality</td>
<td>Talk with older children about what changes to expect during puberty, including physical development and emotional changes. Answer your children’s questions about sex in an honest, straightforward way.</td>
<td>Teens: Not having sex is the only certain way to protect against pregnancy and sexually transmitted diseases (STDs). Get information from a trusted adult about sexual decision-making, birth control, emergency contraception, and STD protection before starting to have sex. Information and services are available confidentially from your doctor.</td>
</tr>
<tr>
<td>Skin safety</td>
<td>Protect your child’s skin from the sun. Children and teens should wear hats and long-sleeved shirts and should use sunscreen to reduce their risk of skin cancer. Choose a “broad-spectrum” sunscreen that has an SPF of at least 15. Provide sunglasses with at least 99 percent UV protection. Tanning is not safe.</td>
<td>Parents: Encourage teens not to smoke or use chewing tobacco. Teens: Smoking is expensive, smelly, and hurts your health. Vaping is not a safe alternative. If you use tobacco, talk with your doctor or nurse practitioner about resources to help you quit. You can also call the California Smokers’ Helpline at 1-800-662-8887.</td>
</tr>
<tr>
<td>Smoking</td>
<td>Don’t smoke or allow anyone else to smoke around your child. If you smoke, one of the most important things you can do for your own health and the health of your children is to quit. Kaiser Permanente has resources to help you quit smoking.</td>
<td></td>
</tr>
</tbody>
</table>

**Recommended Screening Tests**

- **Autism**: Your child’s doctor will screen your toddler for signs of autism spectrum disorder. Talk with your child’s doctor if you have any concerns about your child’s development.
- **Blood pressure**: Get tested at every well-child visit starting at age 3.
- **Chlamydia**: Teens: If you’re sexually active, get tested for chlamydia every year.
- **Hearing**: Tested once on all newborns, then periodically as needed.
- **Height, weight, and BMI**: Starting at age 2, body mass index (BMI) is calculated to help determine if your child is at a healthy weight. We’ll also ask regularly about eating and physical activity habits.
- **Vision**: Your child’s doctor will examine your child’s eyes at all well-child visits and screen for eyesight problems at age 3; periodically as needed between ages 4 and 17.

**Immunizations**

- **Flu**: All children ages 6 months and older need a flu vaccine every year.
- **Measles and pertussis (whooping cough)**: Measles and whooping cough outbreaks are a reminder that these diseases are still circulating in our communities. Be sure your child is protected.

**Recommended Well-Child Visits**

- **Visit schedule**: Babies and toddlers: Schedule visits at 2 days, 2 weeks, 2 months, 4 months, 6 months, 12 months, 18 months, and 24 months. Children: Schedule visits at 3 years, 4-5 years, 5-6 years, 6-8 years, 8-10 years, and 11-12 years. Teens: Schedule visits every 1-2 years, based on your doctor’s or nurse practitioner’s advice. Your child’s doctor may recommend a slightly different schedule.
# Recommended immunizations for children and teens

As recommended by the Centers for Disease Control and Prevention

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

<table>
<thead>
<tr>
<th>BIRTH</th>
<th>1 MO</th>
<th>2 MOS</th>
<th>4 MOS</th>
<th>6 MOS</th>
<th>12 MOS</th>
<th>15 MOS</th>
<th>18 MOS</th>
<th>19–23 MOS</th>
<th>2–3 YRS</th>
<th>4–6 YRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HepB</td>
<td>HepB</td>
<td>RV</td>
<td>RV</td>
<td>RV1</td>
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<td></td>
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<td>DTaP</td>
<td>DTaP</td>
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<tr>
<td>Hib</td>
<td>Hib</td>
<td>Hib2</td>
<td>Hib</td>
<td>Hib</td>
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</tr>
<tr>
<td>PCV</td>
<td>PCV</td>
<td>PCV</td>
<td>PCV</td>
<td>PCV</td>
<td>IPV</td>
<td></td>
<td></td>
<td>Influenza (yearly)3</td>
<td>MMR</td>
<td>Varicella</td>
</tr>
<tr>
<td>IPV</td>
<td>IPV</td>
<td></td>
<td>IPV</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Varicella</td>
</tr>
</tbody>
</table>

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

1Third dose is dependent on vaccine used.
2Third dose at 6 months is dependent on vaccine used. Booster dose at 12 to 15 months is the third or fourth dose based on vaccine used.
3Two doses given at least 4 weeks apart are recommended for children 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.
4Two 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 didn’t receive the HepA vaccine and are at high risk should be vaccinated against HepA.

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

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

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

**These boxes indicate the vaccine is recommended for children with certain health conditions that put them at high risk for serious diseases. Note that healthy children can get the HepA series. See vaccine-specific recommendations at [www.cdc.gov/vaccines/pubs/ACIP-list.htm](http://www.cdc.gov/vaccines/pubs/ACIP-list.htm).**

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<table>
<thead>
<tr>
<th>7-10 YEARS</th>
<th>11-12 YEARS</th>
<th>13-18 YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tdap</td>
<td>Tetanus, diphtheria, pertussis (Tdap) vaccine</td>
<td>Tdap</td>
</tr>
<tr>
<td></td>
<td><em>Human papillomavirus (HPV) vaccine (3 doses)</em></td>
<td><em>HPV</em></td>
</tr>
<tr>
<td>MCV45</td>
<td><em>Meningococcal conjugate (MenACWY-D or MenACWY-CRM) vaccine dose 1</em></td>
<td><em>(MenACWY-D or MenACWY-CRM) dose 1</em></td>
</tr>
<tr>
<td></td>
<td><em>Influenza (Yearly)</em></td>
<td><em>Booster at 16 years6</em></td>
</tr>
</tbody>
</table>

**Pneumococcal vaccine**

**Hepatitis A (HepA) vaccine series**

**Hepatitis B (HepB) vaccine series**

**Inactivated polio vaccine (IPV) series**

**Measles, mumps, rubella (MMR) vaccine series**

**Varicella vaccine series**

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit [cdc.gov/vaccines](http://cdc.gov/vaccines).

5Vaccine may be started as early as 9 years.
6If first dose is given at 16 years or older, no booster dose is needed.
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 a reasonable person would have believed that the absence of 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 condition.

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), 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 your 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 behavioral 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 69 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), 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), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

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 71, or call our Member Service Contact Center at 1-800-464-4000 (English), 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 64.

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), 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 40 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), 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), 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 65 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.
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 68.

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), 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), 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 departments such as Obstetrics-Gynecology, Psychiatry, and Chemical Dependency or Addiction Medicine 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), 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

Prescription drug formulary

Our formulary* is a list of covered drugs that have been carefully evaluated and approved by our Pharmacy and Therapeutics (P&T) Committee, primarily composed of Kaiser Permanente (Plan) physicians and pharmacists. The Committee thoroughly reviews the medical literature and determines which drugs to include on the formulary based on a number of factors, including safety and effectiveness. The P&T Committee reviews and updates the formulary twice a 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 formulary (non-formulary drugs), based on what is 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 contain 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.

Generally, when a new generic drug becomes available, it is added to the formulary and the brand-name equivalent is removed. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generic drugs 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 will 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) at 1-800-464-4000 (English), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

*The prescription drug formulary may vary depending on your health plan and is subject to change. For more information about which formulary applies to your plan, visit kp.org/formulary or call the Member Service Contact Center.
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 1 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 1 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), 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 “utilization management” (UM).

At Kaiser Permanente, we make UM decisions based on appropriateness of care and service and the existence of coverage. Our physicians and other practitioners may use criteria or guidelines (information, tools, and other decision-making aids) to assist in service determinations. In the event of service-denial determinations in which criteria may have been used to assist in the determination, these criteria will be disclosed in the denial letter and provided to you upon request. Also, we do not specifically reward practitioners 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.

Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. The type of coverage you have determines your benefits. 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), 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 the Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

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), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

You can also read this document online at kp.org. Scroll down to “Helpful links” at the bottom of the page and click “Quality and safety at KP,” then “Measuring quality” from the left side of the page. Scroll down to the middle of the page and click “Quality Program at KP.”

We participate in various activities that demonstrate the quality of care and service we provide. Information to better understand the quality of care we deliver at Kaiser Permanente in Northern California, as well as a way to compare our performance to other California health plans, is available. This clinical and patient experience information is reported through the public Office of the Patient Advocate and is available to view and print.

For clinical and patient-experience measures for all Kaiser Permanente locations and explanations of the scoring and rating methodologies used to demonstrate performance for clinical care and patient experience, visit opa.ca.gov/report_card.

**Privacy practices**

Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers to protect your PHI. Your PHI is individually identifiable information (oral, written, or electronic) about your health, health care services you receive, or payment for your health care.
You may generally see and receive copies of your PHI, correct or update your PHI, and ask us for an accounting of certain disclosures of your PHI. You can 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), 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), 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 click the “Locate our services” tab, then 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 1 of the following ways:

- By calling our Expedited Review Unit toll free at **1-888-987-7247** (TTY users, call **711**)
- By mailing a written request to:
  Kaiser Foundation Health Plan, Inc.
  Expedited Review Unit
  P.O. Box 23170
  Oakland, CA 94623-0170
- By faxing a written request to our Expedited Review Unit toll free at **1-888-987-2252**
- By visiting a Member Services office at a Plan facility (please see the facility directory beginning on page 1 for addresses)
- By going to [kp.org](http://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 1 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), 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), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY) and use your health plan’s grievance process before contacting the Department of Managed Health Care. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

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

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

Your medical treatment

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

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

We hope this information 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 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, your physician decides which treatment orders will benefit you and completes the POLST form with help from you or the person you choose to make health care decisions for you.

An advance directive, sometimes called an advance health care directive, documents your current preferences about your future medical care. These preferences guide your medical care if you lose the ability to make decisions for yourself. You can name someone as your decision-maker (surrogate decision-maker) to make health care decisions for you if you’re too sick to make your own decisions. We recommend that you choose an adult relative or friend you trust, knows you, cares about you, and can support your treatment choices. Or you can fill out the form without naming a surrogate decision-maker. Your health care instructions help you express your wishes about receiving life support and other types of treatment. We will follow your wishes as stated in your advance 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, under “Forms & publications.”

After you complete the directive:
- Give a copy of the original to your authorized surrogate decision-maker.
- Ask your physician to attach your advance directive to your permanent medical record.
- Keep a copy of your advance 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 directive.

You can also register your advance directive with the California State Department of Justice Office of the Attorney General. For information, you can call 916-322-3360 or visit their website at sos.ca.gov/ahcdr.

A POLST or Physician Orders for Life-Sustaining Treatment form is a document that your physician completes with input from you or your surrogate decision-maker. The POLST contains physician orders about CPR, medical interventions, use of antibiotics, and use of artificially administered fluids and nutrition. A POLST orders treatment that reflects 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 with a physician a change in those 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 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 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 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 directive or POLST, as long as you can communicate your wishes.

Will I still be treated if I don’t fill out an advance 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 directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:
• An advance directive lets you name someone to make treatment decisions for you. That person can make most medical decisions — not just those about life-sustaining treatment — when you can’t speak for yourself. Besides naming a surrogate decision-maker, you can also use the form to say when you would and would not want particular kinds of treatment.
• 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 directive and POLST?
Ask your physician, nurse, or social worker for more information. Or visit your local facility’s Member Services Department. Some medical centers offer member classes about advance directives. You can contact your local Health Education Department.

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.
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.

Qualified interpreter services are available even when you’re accompanied by a family member or friend who could interpret for you. We highly discourage using 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 140 languages available by phone. If you need a Sign language interpreter, we can preschedule the interpreter service for your appointment.

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 73, “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, call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

If you’re Deaf, hard of hearing, or speech impaired, 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, hard of hearing, or speech impaired. 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 la lengua de señas (sign language), sin costo alguno para usted, las 24 horas del día, los 7 días de la semana, durante todo el horario de atención.

Los servicios de un intérprete calificado están disponibles aunque usted esté acompañado por un familiar o amigo que le podría servir de intérprete. No recomendamos que use a menores de edad 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 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 y no hay nadie que hable su idioma, contamos con intérpretes de más de 140 idiomas que están a su alcance por teléfono. Si necesita un intérprete de lengua de señas podemos programar de antemano el servicio de intérprete para su cita.

Si lo necesita, puede pedir traducciones de los materiales del plan de salud en su idioma. También puede solicitarlos en letra grande u otros formatos, de acuerdo a sus necesidades de la vista o audición. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y cualquier necesidad especial que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios, llame a nuestra Central de Llamadas de Servicio a los Miembros las 24 horas del día, los 7 días de 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 Retransmisión 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.

以您的語言提供協助

當您來電或前來接受服務時，我們希望用您最感到自在的語言與您溝通。我們每週7天，每天24小時在所有辦公時間內免費為您提供口譯服務，包括手語在內。

即使您有可以替您口譯的家人或朋友陪同，您也能獲得合格的口譯服務。我們不鼓勵未成年人充當口譯員。

我們的電話中心有說西班牙語、粵語、國語及其他華語方言的口譯員。大多數的醫療設施都有工作人員能說一種以上語言，而且受過專門訓練能夠為您口譯及解釋醫學名詞及醫療程序。我們許多執業人員也能說一種以上的語言。

如果您前往我們某一家醫療設施而那裡沒有人能說您的語言，我們可以透過電話提供超過140種語言的口譯服務。如果您需要手語傳譯員，我們可以事先為您的約診安排手語傳譯服務。

如果您需要以您的語言閱讀保健計劃資料，您可以要求翻譯版本。您也可以根據您的視力或聽力需求獲得這些資料的大字版或其他格式。如果有需要，我們也可以根據您的語言、文化以及任何其他特殊需求而將您轉介給適當的社區資源。總之，無論您需要何種協助，請儘管告訴我們。

如需有關這些服務的更多資訊，請致電會員服務電話中心1-800-757-7585或711 (TTY聽力與語言障礙者電傳專線)，每週7天，每天24小時為您服務。

如您失聰，重聽或有語言障礙，我們有電傳服務可為您約診或提供醫療建議。當您使用我們的TTY電傳專線服務時，我們的接線員亦會用TTY給您回話，TTY電話及加州中繼服務 (California Relay Service) 讓聽障/語障者及非聽障/語障者能互相溝通。

受過專門訓練的接線員，在聽力正常、使用普通語音電話者與失聰、聽障或語障者之間來回傳遞電話訊息。如您是TTY使用者，需要致電沒有直接TTY號碼的Kaiser Permanente醫療設施，請撥711，讓接線員為您傳遞訊息。
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 “Locate our services” tab, then click the “Locate a facility” link. Enter your search criteria and click “Map and directions” for the location you want to visit.

• For iPhone users, our iPhone 3.1 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 upon 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, 24 hours a day, 7 days a week (closed holidays). For TTY, call 711. You can also contact us online at kp.org. Click the “Locate our services” tab. Then click “Member Services” and “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 needing assistance in 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

*Note: Please check with provider or Member Services, as availability may vary by service area.

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, 24 hours a day, 7 days a week (closed holidays). For TTY, call 711.
• Visit kp.org and click the “Locate our services” tab. Then click “Find a facility” and enter your search criteria. Select the location you want. Then click “Services and amenities” and “Health Education.”

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. Under the “Health & wellness” tab, 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 to make decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to kp.org and select “Live healthy” under the “Health & wellness” tab.

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 and select “Conditions & diseases” under the “Health & wellness” tab.

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 and select “Drugs & natural medicines” under the “Health & wellness” tab.

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 and select “Drugs & natural medicines” under the “Health & wellness” tab. 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 and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs” and “Medicare Part D formulary.”

Accessible PDF documents include information on:
• 2016 Kaiser Permanente Medicare Part D formulary
• 2016 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 (iPhone) 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.

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, 24 hours a day, 7 days a week (closed holidays).

California
1-800-464-4000 (English)
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.

My Health Manager
To locate online services related to medical records, messages from health care personnel, coverage, costs, appointments, or pharmacy services, sign on to kp.org and select “My health manager.”

My medical record
My medical record allows you to view 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 summary, 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 with “My coverage and costs.”

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.

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, select “Forms & publications” under the “Locate our services” tab. Then click “Plan services and information.”

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

From the kp.org home page, select “Forms & publications” under the “Locate our services” tab. Then click “Newsletters and articles.”

Forms
You can view accessible forms for you or a loved one. These include:
• Advance directives
• Claim forms
• Disclosure authorization
• Health Information Exchange
• Pharmacy authorizations
• Statement of Authorized Representative
• Student certification forms
From the kp.org home page, select “Forms & publications” under the “Locate our services” tab. 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), 1-800-788-0616 (Spanish), or 1-800-757-7585 (Chinese dialects). For TTY, call 711.
- **Visit kp.org** and click the “Locate our services” tab. Click the “Locate a facility” link and enter your search criteria. Select the facility you want, and then click “Departments and specialties” and “Pharmacy.”

- **Accessing our online pharmacy center.** At kp.org, click the “Pharmacy center” option under “My health manager.” 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 and select “Programs & classes” under the “Health & wellness” tab.

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

*Check your local Health Education Department for class and schedule availability.
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 back pain
• Deal with ongoing conditions
• 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.
Behavioral 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.

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 Northern California is 3 separate entities: Kaiser Foundation Health Plan, Inc. (Health Plan), Kaiser Foundation Hospitals (KFH), and The Permanente Medical Group, Inc. (TPMG). Health Plan and Kaiser Foundation Hospitals are nonprofit benefit corporations. The Permanente Medical Group, Inc., is a for-profit professional corporation.

Kaiser Permanente medical centers: Kaiser Permanente-owned or leased facilities that include a hospital with inpatient services, an emergency department, medical offices, outpatient primary care services, and other support services, such as pharmacy and laboratory. Medical centers offer 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.

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 18.

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

Plan: Kaiser Permanente.

Plan facility: A facility owned, leased, or contracted by Kaiser Permanente to provide medical services to our members.

Plan physician: A licensed physician who is either an employee of The Permanente Medical Group, Inc. (TPMG), or a licensed physician who contracts with TPMG to provide services and supplies to Health Plan members.

Primary care: Basic or general health care services provided by family medicine, internal medicine, and pediatrics physicians and other health care practitioners.

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 hearing or speech impaired to communicate directly with others.
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 1. If the facility has been surveyed, you can see what level of accessibility is available. You can also see if the survey results are still pending, or if the survey is not required.

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 available, 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.
## Medical Centers in Northern California

### CENTRAL CALIFORNIA

<table>
<thead>
<tr>
<th>Medical Center</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresno Medical Center</td>
<td>559-448-4500</td>
</tr>
<tr>
<td>Manteca Medical Center</td>
<td>209-825-3700</td>
</tr>
<tr>
<td>Modesto Medical Center</td>
<td>209-735-5000</td>
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### DIABLO AND NAPA/SOLANO

<table>
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<tr>
<th>Medical Center</th>
<th>Information</th>
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<tbody>
<tr>
<td>Antioch Medical Center</td>
<td>925-813-6500</td>
</tr>
<tr>
<td>Vacaville Medical Center</td>
<td>707-624-4000</td>
</tr>
<tr>
<td>Vallejo Medical Center</td>
<td>707-651-1000</td>
</tr>
<tr>
<td>Walnut Creek Medical Center</td>
<td>925-295-4000</td>
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### EAST BAY

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<tr>
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<tbody>
<tr>
<td>Fremont Medical Center</td>
<td>510-248-3000</td>
</tr>
<tr>
<td>Oakland Medical Center</td>
<td>510-752-1000</td>
</tr>
<tr>
<td>Richmond Medical Center</td>
<td>510-307-1500</td>
</tr>
<tr>
<td>San Leandro Medical Center</td>
<td>510-454-1000</td>
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</table>

### SACRAMENTO

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<tr>
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<tbody>
<tr>
<td>Roseville Medical Center</td>
<td>916-784-4000</td>
</tr>
<tr>
<td>Sacramento Medical Center</td>
<td>916-973-5000</td>
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<tr>
<td>South Sacramento Medical Center</td>
<td>916-688-2000</td>
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### SAN FRANCISCO, MARIN, AND SONOMA

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<tbody>
<tr>
<td>San Francisco Medical Center</td>
<td>415-833-2000</td>
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<tr>
<td>San Rafael Medical Center</td>
<td>415-444-2000</td>
</tr>
<tr>
<td>Santa Rosa Medical Center</td>
<td>707-393-4000</td>
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### SOUTH BAY AND PENINSULA

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<tbody>
<tr>
<td>Redwood City Medical Center</td>
<td>650-299-2000</td>
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<tr>
<td>San Jose Medical Center</td>
<td>408-972-3000</td>
</tr>
<tr>
<td>Santa Clara Medical Center</td>
<td>408-851-1000</td>
</tr>
<tr>
<td>South San Francisco Medical Center</td>
<td>650-742-2000</td>
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</table>

**TTY phone numbers**

Unless otherwise noted, most facilities use **711** for the Deaf, hard of hearing, or speech impaired.
Member Services in the United States

CALIFORNIA
Hours: 24 hours a day, 7 days a week (closed holidays)

  English: 1-800-464-4000
  Spanish: 1-800-788-0616
  Chinese dialects: 1-800-757-7585
TTY: 711

COLORADO
Denver/Boulder area
Hours: M-F, 8 a.m.-6 p.m.
Information: 303-338-3800
TTY: 711

Mountain Colorado area
Hours: M-F, 8 a.m.-6 p.m.
Information: 1-844-837-6884
TTY: 711

Northern Colorado area
Hours: M-F, 8 a.m.-6 p.m.
Information: 1-844-201-5824
TTY: 711

Southern Colorado area
Hours: M-F, 8 a.m.-6 p.m.
Information: 1-888-681-7878
TTY: 711

DISTRICT OF COLUMBIA
Hours: M-F, 7:30 a.m.-5:30 p.m.
Information: 1-800-777-7902
  from D.C.: 301-468-6000
TTY: 711

GEORGIA
Atlanta metro area
Hours: M-F, 7 a.m.-7 p.m.
Information
  from Atlanta metro area: 404-261-2590
  from other areas: 1-888-865-5813
TTY: 711

HAWAII
Islands of Oahu, Maui, Hawaii, Kauai, Lanai, and Molokai
Hours: M-F, 8 a.m.-5 p.m.; Sat, 8 a.m.-noon
Information: 1-800-966-5955
TTY: 711

IDAHO
Group Health (northern area only)
Hours: M-F, 8 a.m.-5 p.m.
Information: 1-888-901-4636
TTY: 711

MARYLAND
Baltimore and suburban D.C. area
Hours: M-F, 7:30 a.m.-5:30 p.m.
Information: 1-800-777-7902
  from suburban D.C. area: 301-468-6000
TTY: 711

OREGON
Hours: M-F, 8 a.m.-6 p.m.
Information
  from Portland: 503-813-2000
  from other areas: 1-800-813-2000
Group Health (Washington, western/central/eastern areas)
Hours: M-F, 8 a.m.-5 p.m.
Information: 1-888-901-4636
TTY: 1-800-833-6388

WASHINGTON STATE
Hours: M-F, 8 a.m.-6 p.m.
Information: 1-800-813-2000
TTY: 711

VIRGINIA
Northern area
Hours: M-F, 7:30 a.m.-5:30 p.m.
Information: 1-800-777-7902
  from suburban D.C. area: 301-468-6000
TTY: 711

Note: TTY numbers require special telephone equipment and are only for people who have difficulties hearing or speaking.
At a glance

Use this table to keep track of your and your family’s health care information in 1 convenient place.

<table>
<thead>
<tr>
<th>Name</th>
<th>Medical record number</th>
<th>Physician</th>
<th>Phone number</th>
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<tbody>
<tr>
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MEMBER SERVICE CONTACT CENTER
Questions or concerns? We’re open 24 hours a day, 7 days a week (closed holidays).

English. .................. 1-800-464-4000  Chinese dialects .................. 1-800-757-7585
Spanish .................. 1-800-788-0616  TTY. ........................................ 711