Your Guidebook
to Kaiser Permanente Services

kp.org/eguidebook
Welcome to your Kaiser Permanente Guidebook

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

Table of Contents

- Facility Directory ................................................................. 2

- Your Care ................................................................................ 36
  - Choose your doctor — and change anytime ...................... 36
  - Getting care ......................................................................... 37
  - Care away from home ....................................................... 38
  - Get ready for your visit ...................................................... 38
  - Timely access to scheduled appointments ...................... 39
  - Getting your prescriptions ............................................... 40
  - Managing chronic conditions ......................................... 43

- Health Resources ................................................................. 44
  - Create your online account on kp.org ............................... 44
  - Healthy living resources .................................................. 45
  - Your immunization information ...................................... 46
  - Preventive care guidelines .............................................. 46

- The Fine Print ........................................................................ 55
  - Emergency services and coverage .................................. 55
  - Protecting your privacy and security ............................... 56
  - Your rights and responsibilities ...................................... 60
  - Policies and procedures .................................................. 61
  - Your medical treatment .................................................. 68
  - Guide for members with disabilities ............................... 71
  - DHCS physical accessibility survey ................................. 77
  - Help in your language ..................................................... 78
  - Glossary ............................................................................. 85

The information in Your Guidebook to Kaiser Permanente Services is updated from time to time and is current as of October 2017. Plan hospitals, Plan physicians, and other Plan providers, and the services available at Plan facilities, are subject to change at any time without notice. If you have questions about Your Guidebook, please call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-768-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY), 24 hours a day, 7 days a week (closed holidays). Or visit kp.org/facilities for the latest updated information.
## Area Locations

### Cardiovascular Services
- **Address:** 3701 J St., Ste. 109
- **City:** Sacramento, CA 95816

### Davis Medical Offices
- **Address:** 1955 Cowell Blvd.
- **City:** Davis, CA 95618
- DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

### Downtown Commons Medical Offices
- **Address:** 501 J St.
- **City:** Sacramento, CA 95814
- Scheduled to open spring 2018.

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

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

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

### Folsom Ambulatory Surgery
- **Address:** 285 Palladio Pkwy.
- **City:** Folsom, CA 95630
- DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

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

### Howe Avenue Mental Health and Wellness
- **Address:** 2013 Howe Ave., 2nd Floor
- **City:** Sacramento, CA 95825

### Lincoln Medical Offices
- **Address:** 1900 Dresden Dr.
- **City:** Lincoln, CA 95648
- DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

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

### Rancho Cordova Medical Offices
- **Address:** 10725 International Dr.
- **City:** Rancho Cordova, CA 95670
- DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

### Roseville Medical Center—Emergency
- **Address:** 1600 Eureka Rd.
- **City:** Roseville, CA 95661
- DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

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

### Sacramento Medical Center—Emergency
- **Address:** 2025 Morse Ave.
- **City:** Sacramento, CA 95825
- DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
Sports Medicine Center .......................... 29
Golden 1 Center
609 L St.
Sacramento, CA 95814

South Sacramento Medical Center ........... 29
Emergency
6600 Bruceville Rd.
Sacramento, CA 95823
DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

DHCS survey results legend:
P = Parking
E = Exam Room
R = Restroom
EB = Exterior (outside) Building
T = Exam Table/Scale
IB = Interior (inside) Building
See page 77 for further explanation of abbreviations.

Location Details
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

Davis Medical Offices
1955 Cowell Blvd.
Davis, CA 95618
kp.org/sacramento
530-757-7100

- 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. 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

- Business Office
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Information 916-746-3646
  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.

- Laboratory
  Hours: M–F, 7:15 a.m.–5:30 p.m.
  Information 530-757-4200
  Call requesting practitioner for test results or check most 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.; 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
  See Women’s Health (Ob-Gyn).
• 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 or 1-866-454-8855

• Personal Physician Selection
  (Member Outreach)
  Information 1-800-278-3329
  Website kp.org/mydoctor/choose

• Pharmacy
  Hours: M–F, 9 a.m.–6 p.m.
  Info./Refills by phone 530-757-4000
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  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 Deaf or Hard of Hearing
  Adult Medicine 916-480-2590
  Pediatrics 916-480-2591
  Women’s Health (Ob-Gyn) 916-480-2592

• 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 or 1-866-454-8855

Downtown Commons Medical Offices
501 J St.
Sacramento, CA 95814
kp.org/sacramento
Scheduled to open spring 2018.
Offering Spanish speaking providers for adult
medicine, women’s health, and pediatrics.
Lab, pharmacy, radiology, and optical
services open during lunch hours.
Departments and services will include:
• Adult and Family Medicine
• Health Education Center
• Laboratory
• Member Services
• Oncology/Hematology and Infusion*
• Optometry and Vision Essentials Optical
  Center
• Pediatrics
• Pharmacy
• Radiology*
• Release of Medical Information
• Women’s Health
*By referral only
Elk Grove Medical Offices
9201 Big Horn Blvd.
Elk Grove, CA 95758
kp.org/southsacramento
916-478-5000

- 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. 1-866-454-8855
  Adult Medicine 916-478-5100
  Ob-Gyn 916-478-5300
  Pediatrics 916-478-5200

- 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

- Laboratory
  Hours: M–F, 6:30 a.m.–8 p.m.; Sa, 7 a.m.–6 p.m.
  Information 916-478-5250
  Call requesting practitioner for test results or check most 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
  By referral only
  Hours: M–F, 7 a.m.–5 p.m.; closing hour may vary
  Appts./Info. 916-478-5671

- 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 or 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 or 1-866-454-8855

- Personal Physician Selection (Member Outreach)
  Information 1-800-278-3329
  Website kp.org/mydoctor/choose

- Pharmacy
  New prescriptions/Specialty prescriptions/Walk-in refills
  Hours: M–F, 8 a.m.–7:30 p.m.; Sa, 8 a.m.–6 p.m.; closed Sunday and holidays
  Info./Refills by phone 916-478-5400
  Mail-order Pharmacy (24 hours) 1-888-218-6245
  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.

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

• TTY for the Deaf or Hard of Hearing
  Adult Medicine 916-480-2590
  Ob-Gyn 916-480-2592
  Pediatrics 916-480-2591

• Vision Essentials by Kaiser Permanente
  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–F, 8:45 a.m.–5:30 p.m.; Sa, 8 a.m.–4:30 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
916-544-6000

• 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. 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

• Laboratory
  1st Floor
  Hours: M–F, 7 a.m.–6 p.m.
  Information 916-544-6100
  Call requesting practitioner for test results or check most 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 or 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 or 1-866-454-8855

• Personal Physician Selection (Member Outreach)
  Information 1-800-278-3329
  Website kp.org/mydoctor/choose

• Pharmacy
  1st Floor
  Hours: M–F, 8:30 a.m.–6 p.m.; closed holidays
  Info./Refills by phone 916-544-6060
  Mail-order Pharmacy (24 hours) 1-888-218-6245
  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
  Email general requests ssc-roi-dept@kp.org
  Email disability/FMLA requests ssc-roi-disability@kp.org
  Fax 1-877-541-9844
  Information 916-525-6940
  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

Fair Oaks Boulevard Medical Offices
2345 Fair Oaks Blvd.
Sacramento, CA 95825
kp.org/sacramento
916-973-5000

• Addiction Medicine
  2829 Watt Ave., Ste. 150
  Sacramento, CA 95821
  Walk-in Clinic hours:
  M–W, F, 9–11:45 a.m. and 1:30–3:45 p.m.;
  Th, 9–11 a.m. and 1:30 p.m.–3:45 p.m.;
  Sa, Su, 9–11:30 a.m.
  Appts./Cancel/Info. 916-482-1132
  No appointment is necessary. No referral is necessary. Adolescent patients are seen by appointment only, but walk-in medical assessment is available
  This facility provides all services offered by Kaiser Permanente for the treatment of chemical dependency issues. These services include both out-patient intensive (Day Treatment) and part-time (ADAP) treatment programs, adolescent programs, dual diagnosis program and medical services for drug and alcohol assisted detoxification.

• 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. 1-866-454-8855
  Adult Medicine 916-973-5243
  Women’s Health (Ob-Gyn) 916-817-5300

• Allergy/Immunology
  Office hours: M, W, F, 8:30 a.m.–noon
  and 1:30–5 p.m.;
  Tu, 9:30 a.m.–noon and 1:30–6 p.m.;
  Th, 7:30 a.m.–12:30 p.m.
  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. 916-480-6500

• 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. 916-771-7700

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

• Health Education
  See Folsom Medical Offices.

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

• Mammography
  See Radiology/Diagnostic Imaging.

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

• Personal Physician Selection
  (Member Outreach)
  Information 1-800-278-3329
  Website kp.org/mydoctor/choose

• Pharmacy
  Hours: M–F, 8 a.m.–6 p.m.
  Info./Refills by phone 916-480-6705
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  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–F, 9 a.m.–1 p.m.
  and 1–5:30 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
  Schedule an appointment through our
  Regional Travel Call Center.

• TTY for the Deaf or Hard of Hearing
  Adult Medicine 916-480-2590
  Women’s Health (Ob-Gyn) 916-480-2592
- Women’s Health (Ob-Gyn)
  Office hours: M–F, 8:30 a.m.–12:15 p.m. and 1:15–4:30 p.m.
  Phone hours: 7 days, 6 a.m.–10:30 p.m.
  Advice (24 hours)/Appts./Info. 916-817-5300 or 1-866-454-8855

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
916-817-5000

- Addiction Medicine
  Hours: M–F, 9 a.m.–12:30 p.m. and 1:30–5 p.m.
  Appts./Info. 916-817-5646
  Call to make an appointment; no referral is necessary. There is no walk-in availability and no medically assisted detoxification services are offered at this facility.

The Chemical Dependency Services in Folsom offers adult services only. The part-time evening ADAP program is offered for individuals wishing to engage in treatment while maintaining regular work schedules.

- 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. 1-866-454-8855

- 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 Rentals
  Information 916-817-5278
  Childbirth Education
  Information 916-474-6610
  Nutrition
  Advice 916-614-4979
  Appointments 916-474-6269
  Smoking Cessation Classes
  Information 916-474-6248

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

- Mammography
  See Radiology/Diagnostic Imaging.
- **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**

- **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.  
  Phone hours: 7 days, 6 a.m.–10:30 p.m.  
  Advice (24 hours)/Appts./Info. **916-817-5400** or **1-866-454-8855**

- **Personal Physician Selection**  
  (Member Outreach)  
  Information **1-800-278-3329**  
  Website kp.org/mydoctor/choose

- **Pharmacy**  
  Hours: M–F, 8 a.m.–7 p.m.  
  Info./Refills by phone **916-817-5444**  
  Mail-order Pharmacy (24 hours) **1-888-218-6245**  
  Online refills kp.org/refill

- **Physical Therapy**  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information **916-784-5444**

- **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.

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

- **TTY for the Deaf or Hard of Hearing**  
  Adult Medicine **916-480-2590**  
  Pediatrics **916-480-2591**  
  Women’s Health (Ob-Gyn) **916-480-2592**
• Vision Essentials by Kaiser Permanente Ophthalmology
  By referral only
  Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Phone hours: M–F, 8:30 a.m.–4:45 p.m.
  Appts./Info. 916-784-4185

  Optical Center
  Eyeglasses, contact lenses
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.; W, 8:30 a.m.–6 p.m.
  Appts./Info. 916-817-5485
  Contact lens refill 1-888-586-2020
  Website kp2020.org

  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./Info.
  916-817-5300 or 1-866-454-8855

Howe Avenue Mental Health and Wellness
2013 Howe Ave., 2nd Floor
Sacramento, CA 95825
kp.org/sacramento

  Adult Outpatient
  Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:15–5 p.m.
  Appts. 916-973-5300
  Cancel (24 hours) 916-973-7490

  Eating Disorder Intensive Outpatient Program
  Hours: M–Th, 9 a.m.–6 p.m.
  Appts./Cancel 916-480-6912

Lincoln Medical Offices
1900 Dresden Dr.
Lincoln, CA 95648
kp.org/sacramento
916-543-5153

  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. 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).

  Laboratory
  Hours: M–F, 7:15 a.m.–5:30 p.m.
  Information 916-543-5058
  Call requesting practitioner for test results or check most 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.; 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
  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 or 1-866-454-8855

• Personal Physician Selection
  (Member Outreach)
  Information 1-800-278-3329
  Website kp.org/mydoctor/choose.

• Pharmacy
  Hours: M–F, 8 a.m.–6 p.m.
  Info./Refills by phone 916-543-5140
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  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.–4:45 p.m.;
  Tu, 9:30 a.m.–4:45 p.m.
  X-ray
  Hours: M–F, 8:30 a.m.–5:45 p.m.

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

• 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 or 1-866-454-8855
Point West Medical Offices
1650 Response Rd.
Sacramento, CA 95815
kp.org/sacramento
916-973-5000

• Addiction Medicine
  2829 Watt Ave., Ste. 150
  Sacramento, CA 95821
  Walk-in clinic hours:
  M–W, F, 9–11:45 a.m.
  and 1:30–3:45 p.m.;
  Th, 9–11 a.m. and 1:30–3:45 p.m.;
  Sa, Su, 9–11:30 a.m.
  Appts./Cancel/Info. 916-482-1132

  No appointment is necessary. No referral is necessary. Adolescent patients are seen by appointment only, but walk-in medical assessment is available.

  This facility provides all services offered by Kaiser Permanente for the treatment of chemical dependency issues. These services include both out-patient intensive (Day Treatment) and part-time (ADAP) treatment programs, adolescent programs, dual diagnosis program, and medical services for drug and alcohol assisted detoxification.

• 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. 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, 830 a.m.–12:30 p.m.
  and 1:30–5 p.m.; Thursday, 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).

• 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 most 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.;
  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
  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.;
Sa, Su, holidays, 8:45 a.m.–12:30 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.
916-614-4060 or 1-866-454-8855

Personal Physician Selection
(Member Outreach)
Information 1-800-278-3329
Website kp.org/mydoctor/choose

Pharmacy
Hours: M–F, 8 a.m.–7 p.m.;
Sa, Su, holidays, 9 a.m.–5 p.m.
Info./Refills by phone 916-614-4065
Mail-order Pharmacy
(24 hours) 1-888-218-6245
Online refills kp.org/refill

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.
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.
Email general requests
nvly-medsec-roi-in@kp.org
Email disability/FMLA
nvly-medsec-roi-misc@kp.org
Fax 1-877-768-3119
Information 916-746-3646
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

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. 916-784-4185

Optical Center
Eyeglasses, contact lenses
Hours: M–F, 8:15 a.m.–6 p.m.;
Sa, 9 a.m.–5 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. 916-784-4185

Volunteer Services
Information 916-973-6582

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 or 1-866-454-8855
Rancho Cordova Medical Offices
10725 International Dr.
Rancho Cordova, CA 95670
kp.org/sacramento
916-631-3000

- 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. 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 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
  By referral only
  Hours: M–F, 8 a.m.–4:30 p.m.
  Appts./Info. 916-631-2550

- Comprehensive Pain Management
  Chronic Pain Program
  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

- 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).

- 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

- Laboratory
  Hours: M–F, 7:15 a.m.–5:30 p.m.
  Information 916-631-2277
  Call requesting practitioner for test results or check most 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, 9:30 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
• 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 Surgery
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. 1-866-454-8855

• Personal Physician Selection
(Member Outreach)
Information 1-800-278-3329
Website kp.org/mydoctor/choose

• Pharmacy
Hours: M–F, 8 a.m.–6 p.m.
Info./Refills by phone 916-631-2303
Mail-order Pharmacy (24 hours) 1-888-218-6245
Online refills kp.org/refill

• Physical Therapy
By referral only
Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 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
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.
Email general requests nvly-medsec-roi-in@kp.org
Email disability/FMLA nvly-medsec-roi-misc@kp.org
Fax 1-877-768-3119
Information 916-746-3646
Request for copies of medical records and completion of forms.

• TTY for the Deaf or Hard of Hearing
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 1:30–3 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. 1-866-454-8855
  Online appts. (24 hours) kp.org

Roseville Medical Center
Emergency
Hospital and Medical Offices
1600 Eureka Rd.
Roseville, CA 95661
kp.org/roseville
916-784-4000

Some services are available at the following locations:
2120 Professional Dr.
Acupuncture, Dermatology, Hearing Center,
Interventional Pain Clinic, Physical Medicine
and Rehabilitation

Pediatrics
1840 Sierra Gardens Dr.

Psychiatry (Child)
1643 Eureka Rd. (Lava Ridge Ct.)

Psychiatry(Adult)
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. 1-866-454-8855
  Adult Medicine 916-784-4050
  Pediatrics 916-784-4190
  Women’s Health (Ob-Gyn) 916-784-4148

- Allergy
  See Roseville Medical Offices–Riverside.

- Alzheimer Dementia Program
  See Memory Care Clinic.
• Audiology
Medical Office Building D, 2nd Floor
Clinic hours: 9 a.m.–12:15 p.m. and 1:15–4:45 p.m.
Office hours: 9 a.m.–4 p.m.
Appts./Info. 916-784-5880

• Blood Pressure Screening
Medical Office Building C
1st Floor, Health Education Department
Hour: M–F, 9 a.m.–5 p.m.
Information 916-784-5775
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 1:30–4:45 p.m.
Phone hours: M–F, 8:45 a.m.–12:15 p.m. and 1:30–4:45 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 1-800-498-2748

• 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: 7 days, 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

• Emergency
Hours: 7 days, 24 hours
Reception 916-784-5390
TTY 916-784-5663

• 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 most lab results online at [kp.org](http://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.;
  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**

- **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**

- **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 most lab results online at [kp.org](http://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.;
  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**

- **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, 8:30 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.

• 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 or 1-866-454-8855

• Personal Physician Selection
   (Member Outreach)
   Information 1-800-278-3329
   Website kp.org/mydoctor/choose
• Pharmacies
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.–5 p.m.

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

Pharmacy-Discharge (24 hours)
For hospital discharge prescriptions
and after-hours service
Medical Office Building D, 2nd Floor
Hours: 7 days, 24 hours
Info./Refills by phone 916-746-3755
Mail-order Pharmacy
(24 hours) 1-888-218-6245
Online refills kp.org/refill

• 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. 100
Hours: M–Th, 7 a.m.–7 p.m.;
F, 7 a.m.–5:30 p.m.
Appts./After-hours emergencies
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.
Appts./After-hours emergencies
916-973-5300
Cancel 916-973-7490

• Pulmonary Medicine
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. 916-784-5375

• 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.  
Email general requests nvly-medsec-roi-in@kp.org  
Email disability/FMLA nvly-medsec-roi-misc@kp.org  
Fax 1-877-768-3119  
Information 916-746-3646  
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  
By physician orders only  
(Located in the Continuity of Care Department)  
Hours: M–F, 9 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. 916-784-5550

• 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 Deaf or Hard of Hearing  
Emergency Department 916-784-5663  
Hearing Center 916-771-6676  
Pediatrics 916-480-2591  
Women’s Health (Ob-Gyn) 916-480-2592

• 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

• Vision Essentials by Kaiser Permanente  
1680 E. Roseville Pkwy.  
Optical Center  
Eyeglasses, contact lenses  
Hours: M, Tu, Th, F, 8:15 a.m.–5:15 p.m.; W, 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 1:30–4:45 p.m.  
Phone hours: 7 days, 6 a.m.–10:30 p.m. Advice (24 hours)/Appts./Info. 916-784-4148 or 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
Roseville Medical Offices—Riverside
1001 Riverside Ave.
Roseville, CA 95678
kp.org/roseville
916-784-4050

- 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. 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 1:15–5 p.m.
  Station 2
  (Across from Member Services)
  Hours: M–F, 9 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 most 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

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

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

- Personal Physician Selection
  (Member Outreach)
  Information 1-800-278-3329
  Website kp.org/mydoctor/choose

- Pharmacies
  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.
  Info./Refills by phone 916-746-3755
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill

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

• Travel Immunizations
  See Point West Medical Offices.

• TTY for the Deaf or Hard of Hearing
  Adult Medicine 916-480-2590
  General information 916-784-5990

• 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
Emergency
Hospital and Medical Offices
2025 Morse Ave.
Sacramento, CA 95825
kp.org/sacramento
916-973-5000

Some services are available at the following locations:
Chemical Dependency Recovery Program
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

• Addiction Medicine
  2829 Watt Ave., Ste.150
  Sacramento, CA 95821
  Walk-in Clinic hours:
  M–W, F, 9–11:45 a.m.
  and 1:30–3:45 p.m.;
  Th, 9–11 a.m. and 1:30–3:45 p.m.;
  Sa, SU, 9–11:30 a.m.
  No appointment is necessary. No referral is necessary. Adolescent
  patients are seen by appointment only, but walk-in medical assessment
  is available.
  Appts./Cancel/Info. 916-482-1132

This facility provides all services offered
by Kaiser Permanente for the treatment
of chemical dependency issues. These
services include both out-patient
intensive (Day Treatment) and part-time
(ADAP) treatment programs, adolescent
programs, dual diagnosis program and
medical services for drug and alcohol assisted detoxification.

- Admitting/Revenue cycle
  1st Floor
  Hours: 7 days, 24 hours
  Information 916-973-7450

- Adult Medicine
  See Adult Medicine at Fair Oaks Boulevard and Point West Medical Offices.

- Advice Nurse
  Phone hours: 7 days, 24 hours
  Advice/Appts. 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

- Audiology
  3rd Floor, Station 3E
  Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:15–4:15 p.m.
  Appts./Info. 916-973-5322

- Business Office
  See Patient Financial Services.

- Cardiology
  By referral only
  2nd Floor, Station 2H
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Advice/Appts./Info. 916-973-5282

- Cardiovascular Services
  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

- Child Mental Health
  Commons Building
  Hours: M–F, 8:30 a.m.–5:30 p.m.
  Appointments 916-973-5300
  Cancel (24 hours) 916-973-7490

- 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.

- Continuity of Care/Discharge Planning
  Hours: M–F, 8:30 a.m.–5 p.m.; Sa, Su, 8:30 a.m.–2:30 p.m.
  Information 916-973-6903

- Coordination of Benefits
  See Member Services Office.

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

- Emergency
  Hours: 7 days, 24 hours
  Reception 916-973-6600
  TTY 916-486-3806
• Endocrinology  
  *By referral only*  
  2nd Floor, Station 2D  
  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*  
  2nd Floor, Station 2C  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info. **916-973-5380**

• Gynecology  
  Point West Medical Offices  
  1650 Response Rd., 3rd Floor  
  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 or 1-866-454-8855**

• Head and Neck Surgery  
  *By referral only*  
  3rd Floor, Stations 3C and 3E  
  Office hours: M–F, 8:30 a.m.–12:15 p.m. and 1:15–4:15 p.m.  
  Phone hours: M–F, 9 a.m.–4:45 p.m.  
  Appts./Info. **916-973-5322**

• Health Education (Folsom)  
  Folsom Health Education Center  
  2155 Iron Point Rd.  
  Hours: M–F, 9 a.m.–12:30 p.m. and 1:30–5 p.m.  

• Health Education Center (Point West)  
  Point West Education Center  
  1650 Response Rd., 1st Floor  
  Hours: M–F, 9 a.m.–5 p.m.  

• Hearing Center  
  3180 Arden Way  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info. **916-977-3277**

• Hematology  
  *By referral only*  
  3rd Floor, Station 3A  
  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  
  2nd Floor, Station 2D  
  Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:30–4:30 p.m.  
  Phone hours: M–F, 8:30 a.m.–4:45 p.m.  
  Appointments **916-973-5230**  
  HIV antibody testing program and information **916-973-6835**

• Home Health Care  
  3240 Arden Way  
  Hours: 7 days, 8:30 a.m.–5 p.m.  
  Advice/Info. **916-486-5400**

• Hospice  
  3240 Arden Way  
  Hours: 7 days, 8:30 a.m.–5 p.m.  
  Advice/Info. **916-486-5300**

• Infectious Disease  
  *By referral only*  
  2nd Floor, Station 2D  
  Office hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:30 p.m.  
  Phone hours: 8:30 a.m.–4:45 p.m.  
  Appts./Info. **916-973-5230**

• Infusion Center  
  *By referral only*  
  Basement, Station LL6  
  Hours: 7 days, 8:15 a.m.–4:30 p.m.  
  Information **916-973-7462**

• Laboratory  
  1st Floor  
  Hours: M–F, 7 a.m.–7 p.m.; Sa, Su, holidays, 7 a.m.–5 p.m.  
  Information **916-973-5929**  
  Call requesting practitioner for test results or check most 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  
  *By referral only*  
  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  
1st Floor  
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  

• Mental Health (Child)  
Hours: M–F, 8:30 a.m.–5:30 p.m.  
Appointments 916-973-5300  
Cancel (24 hours) 916-973-7490  

• Nephrology  
*By referral only*  
2nd Floor, Station 2D  
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*  
2nd Floor, Station 2G  
Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:30–4:15 p.m.  
Appts./Info. 916-973-5175  

• Neuroscience Program  
*By referral only*  
Basement  
Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:30–4:15 p.m.  
Appts./Info. 916-973-6860  

• Neurosurgery  
*By referral only*  
3rd Floor, Station 3D  
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*  
Basement, Station LL4  
Hours: M–F, 7 a.m.–noon and 1–4:30 p.m.  
Appts./Info. 916-973-5720 (option 5)  

• Obstetrics-Gynecology  
Point West Medical Offices  
1650 Response Rd., 3rd Floor  
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 or 1-866-454-8855  

• 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*  
3rd Floor, Station 3A  
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*  
1st Floor  
Hours: M–F, 8:30 a.m.–4:45 p.m.  
Advice/Appts./Info. 916-973-5275  

• Palliative Care/Elder 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, 6:30 a.m.–4:30 p.m.  
Information 916-973-6777  
Fax 916-973-6794
• Pediatric Specialties
  Cardiology, Endocrinology, Gastroenterology (GI), Hematology/Oncology, Head and Neck, Neonatology, Neurology, Neurosurgery, Orthopedics, Ophthalmology, Pulmonology, and Urology. See Roseville Medical Center.

• Pediatrics
  See Point West Medical Offices.

• Perioperative Medicine Clinic/POM
  By referral only
  Basement, Station LL7
  Hours: M–F, 8 a.m.–5 p.m.
  Information 916-973-7709

• Personal Physician Selection
  (Member Outreach)
  Information 1-800-278-3329
  Website kp.org/mydoctor/choose

• Pharmacy
  1st Floor
  Drop off new prescriptions
  Hours: M–F, 8 a.m.–8 p.m.; Sa, Su, 9 a.m.–5 p.m.
  Info./Refills by phone 916-973-5362
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills kp.org/refill

• Plastic Surgery
  By referral only
  2nd Floor, Station 2E
  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
  1st Floor
  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
  Basement, Station LL3
  (Register at station LL1)
  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 (Outpatient)
  1st Floor Hours: 7 days, 7 a.m.–8:15 pm
  Appts./Info. 916-973-5720

• Rehabilitation Services/Physical Medicine
  By referral only
  2nd Floor, Station 2C
  Hours: M–F, 8 a.m.–4:30 p.m.
  Appts./Info. 916-973-7481

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

• Respiratory Care
  By referral only
  2nd Floor, Station 2L
  (Register at station 2H)
  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. 916-973-7586

• Skilled Nursing Facility (SNF)
  By physician orders only
  Hours: M–F, 8 a.m.–4:30 p.m.
  Patient/Family 916-648-6881
  SNF billing questions 916-648-6882
• 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
  2nd Floor, Station 2F
  General Surgery/Vascular Surgery
  Office hours: M–F, 8:30 a.m.–4:45 p.m.
  Phone hours: M–F, 8:45 a.m.–4:45 p.m.
  Information 916-973-5235

• TTY for the Deaf or Hard of Hearing Emergency Department 916-486-3806

• Urology
  By referral only
  Basement, Station LL5
  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.–12:30 p.m. and 1:30–4:45 p.m.
  Appts./Info. 916-973-5355

• Volunteer Services
  Information 916-973-6580
  Clinic help desk 916-973-6585
  Hospital help desk 916-973-6598

• Wound Care
  By referral only
  2nd Floor, Stations 2C and 2E
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.
  Advice/Appts./Info. 916-973-7464

Sports Medicine Center
Golden 1 Center
609 L St.
Sacramento, CA 95814
kp.org/greatersacramento
916-326-8200

Sports medicine services are exclusively for members and by referral only. Please speak with your primary care provider regarding a referral.

Services include:
• Endurance laboratory
• Sports Medicine services
• Physical Therapy services
• Sports concussion program

South Sacramento Medical Center
Emergency
Urgent Care
Hospital and Medical Offices
6600 Bruceville Rd.
Sacramento, CA 95823
kp.org/southsacramento
916-688-2000

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.

• 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

• Admitting
  Hours: 7 days, 6 a.m.–10 p.m.
  Information 916-688-2522
• Advice Nurse  
  Phone hours: 7 days, 24 hours  
  Advice/Appts. 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, 7:30 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: 7 days, 7:30 a.m.–4 p.m.  
  Appts./Cancel/Info. 916-627-7300

• Cardiac Lab Services  
  (EKG/ECHO/Pacemaker)  
  By referral only  
  Medical Office Building  
  11st Floor, Room 117  
  Hours: M–F, 8 a.m.–6 p.m.;  
  Sa, Su, 8 a.m.–4:30 p.m.  
  Appts./Cancel/Info. (24 hours) 916-688-2770

• 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

Care Management  
  (Heart Failure Program)  
  Information 916-627-7760

Care Management (Cardiac Rehab)  
  After-care Program (MultiFit)  
  916-688-6118

• Cardiovascular Services  
  See page 3.

• Care Management  
  Messages 916-688-6377  
  TTY 916-480-2590

• Chemical Dependency Services  
  South Valley Centre  
  Hours: M–Th, 9 a.m. – 7 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  
  Case Management/Discharge Planning  
  Hours: 7 days, 8:30 a.m.–5 p.m.  
  Information 916-688-2585

Social Services  
  Hours: 7 days, 8 a.m.–4 p.m.  
  Information 916-688-2755

• 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: 7 days, 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

• Emergency
  Hours: 7 days, 24 hours

• 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 1:30–5 p.m.
  Appts./Info. 916-688-6229

  HIV/AIDS Program
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  and 1:30–5 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 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 most 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
  Hours: M–F, 8 a.m.–3:30 p.m.
  Information 916-688-2755

• 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

• New Member Welcome Center  
  Medical Office Building 1, Room 214  
  Hours: M–F, 8:30 a.m.–12:15 p.m.  
  and 1:15–4:45 p.m.  
  Appointment 916-627-7530

• 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. 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.

• Ombuds/Mediator Program  
  Information 916-688-6254  
  Hours: M–F, 9 a.m.–5 p.m.  
  A confidential, impartial, independent,  
  and informal consultant within Kaiser  
  Permanente who will help facilitate  
  member and care provider discussion in  
  the aftermath of a medical error, or  
  unanticipated adverse outcome to a  
  surgery or treatment.
• 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 916-688-2831

• 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. 1-866-454-8855

• Personal Physician Selection
  *Member Outreach*
  Information 1-800-278-3329
  Website [kp.org/mydoctor/choose](http://kp.org/mydoctor/choose)

• Pharmacies
  Pharmacy 1
  New prescriptions/Specialty prescriptions/Walk-in refills
  Hours: M–F, 8 a.m.–6 p.m.;
  closed Sa, Su, holidays
  Pharmacy, South Tower
  6600 Bruceville Rd.
  New prescriptions/Hospital discharge prescriptions/Walk-in refills
  Hours: 7 days, 24 hours
  Pharmacy, Wyndham
  Wyndham Building
  New prescriptions/Specialty prescriptions/Walk-in refills
  Hours: M–F, 8 a.m.–6 p.m.;
  closed holidays
  Info./Refills by phone 916-525-6040
  Mail-order Pharmacy
  (24 hours) 1-888-218-6245
  Online refills [kp.org/refill](http://kp.org/refill)

• 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

• 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, 8:30 a.m.–5 p.m.;
  closed holidays
  Email general requests
  ssc-roi-dept@kp.org
  Email disability/ FMLA request
  ssc-roi-disability@kp.org
  Fax 1-877-541-9844
  Information 916-525-6940
  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
  By physician orders only
  (Located in the Continuity of Care
  Department)
  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 Plan (SNP) Program
  Hours: M–F, 8 a.m.–12:30 p.m.
  and 1:30–5 p.m.; closed holidays
  Information 916-688-2750

• Speech Therapy
  See Rehabilitation Services.

• Spiritual Care
  Weekday hours: M–F, 8 a.m.–5 p.m.
  Information 916-688-6488
  Weekend hours:
  Sa, Su, 8:30 a.m.–3:30 p.m.
  Information 916-688-6599
  After hours call Hospital operator.

• 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 Deaf or Hard of Hearing
  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 Center
  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
At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Having a doctor you connect with is an important part of taking care of your health.

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

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

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

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

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

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

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

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

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

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

For other types of specialty care, your doctor will refer you. See page 61 for more about referrals.
Getting care

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

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

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

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

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

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

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

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

Care advice whenever you need it
If you’re not sure what kind of care you need, nurses are available 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 care 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.²

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

²This feature is available when you get care at a Kaiser Permanente facility.
Care away from home
Plan ahead, travel well, and come home healthy. Visit kp.org/travel or call the Away from Home Travel Line at 951-268-3900 for 24/7 travel support anytime, anywhere.
You're covered for emergency and urgent care anywhere in the world.2
Our website and travel team can help you:
• Learn how to refill a prescription early or away from home
• Find care in a Kaiser Permanente region
• File a claim for reimbursement when you're back
Before you go
A little planning makes a big difference. Plan now for a healthy trip.
• Create your online account at kp.org to see your health information and email your Kaiser Permanente doctor at home or away from home — anytime.
• Get our KP app to stay connected when you're on the go.
• Consult your doctor if you need to manage a condition during your trip.
• Refill your eligible prescriptions to have enough while you're away.
• Print a summary of your online medical record in case you don’t have Internet access.
• Make sure your immunizations are up-to-date, including your yearly flu shot.
• Don’t forget to bring your Kaiser Permanente ID card. It has important phone numbers on the back.
Get ready for your visit
Get the most out of your appointments. Know what to expect and be ready. These guidelines can help you get started.
Before your visit
• Make a list of your medications
Make a list of everything you take, including vitamins and herbal supplements. Have your list with you during your visit, or bring your original medication bottles.
• Know your test results
Ask your doctor how and when to get your test results, and what the test results mean. You can also view recent test results at kp.org.
• Write down what’s important to you
Talk to your doctor about any cultural, religious, or personal beliefs that could affect your care now or in the future.
During your visit
• If you have questions or concerns, ask for more information
It’s a good idea to ask questions before a medical test, when you're prescribed medication, and before you get any treatment.
• Make sure you understand
Before you leave, make sure you know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your care team if you're not sure about anything. You can also bring a friend or family member with you to help ask questions, remember answers, and speak for you if needed. If you don’t get a printout of instructions for your care plan, ask for one.

1This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code “001” for landlines and “+1” for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays (New Year’s Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas), and closes early the day before a holiday at 10 p.m. Pacific time (PT). The phone line reopens the day after a holiday at 4 a.m. PT.
2Defined on page 37.
What to ask:
• What is my main problem?
• What do I need to do about it?
• Why is it important for me to do this?

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

• At the reception desk
  Have your Kaiser Permanente ID card ready. We’ll also ask you for a photo ID, like your driver’s license. This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 56.)

• At a self-service kiosk
  Insert your Kaiser Permanente ID card or enter your name. You can pay for your visit with a debit or credit card, update certain personal information, and get directions to your appointment (available in several languages). Kiosks may not be available at all locations.

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

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 37)</td>
<td>Within 48 hours</td>
</tr>
<tr>
<td>Nonurgent primary care (including adult/internal medicine, pediatrics, and family medicine)</td>
<td>Within 10 business days</td>
</tr>
<tr>
<td>Nonurgent mental health care with a practitioner other than a physician</td>
<td>Within 10 business days</td>
</tr>
<tr>
<td>Nonurgent specialty care with a physician</td>
<td>Within 15 business days</td>
</tr>
</tbody>
</table>

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

*Adapted from the National Patient Safety Foundation “Ask Me 3” Campaign.
The standards for appointment availability don’t apply to preventive care services. Your provider may recommend a specific schedule for these types of services, depending on your needs. Preventive care services may include physical exams, vision and hearing tests, immunizations, health education, and prenatal care. The standards also do not apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

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

For telephone advice about whether you need to get care and where to get care, plans must answer within 30 minutes, 24 hours a day, 7 days a week.

For customer service inquiries, plans must answer within 10 minutes during normal business hours.

Use interpreter services at no cost to you
When you call or come in for an appointment or call for advice, we want to speak with you in the language you’re most comfortable using. For more about our interpreter services, call our Member Service Contact Center:

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

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

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

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

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

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

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

For information about your benefits, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays):

1-800-464-4000 English and more than 150 languages using interpreter services
1-800-788-0616 Spanish
1-800-757-7585 Chinese dialects
711 TTY

*Please see your Evidence of Coverage or Certificate of Insurance for information about your drug coverage, or check with your local Kaiser Permanente pharmacy if you have a question about mailing. Kaiser Permanente can no longer mail prescriptions to many addresses outside the state of California from our Northern and Southern California mail-order facilities. We mail to these states: California, Colorado, Hawaii, the District of Columbia, Georgia, Maryland, Oregon, Virginia, and Washington.
Out of refills?
If you don’t have any prescription refills left when you order, we can request extra refills from your doctor. Please allow 2 business days for us to process your order.

Need to transfer prescriptions?*
- From a non–Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy
  Get the prescription number and phone number of the non–Kaiser Permanente pharmacy, then fill out our online form at kp.org, or call the Kaiser Permanente pharmacy you want to use. We’ll handle the rest. Please allow 2 business days for us to transfer your prescription.
- From one Kaiser Permanente pharmacy to another
  Go to kp.org/refill and select your medication from your online list, or call the Kaiser Permanente pharmacy where you’d like to pick up your prescription. Enter your current prescription number when prompted. If you don’t have any refills left, it may take 2 business days to complete your order.

*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
- Doctors providing emergency services or out-of-area urgent care
- Dentists
You’ll generally pay full price for all other prescription drugs. If your coverage doesn’t include a prescription drug benefit, you can still use a Kaiser Permanente pharmacy, but you’ll need to pay the full price.

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

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

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

Plan physicians may prescribe generic or brand-name drugs that are on our formulary, or, in rare cases, drugs that are not on our...
formulary (non-formulary drugs), based on what’s medically necessary for your condition.

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

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

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

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

Changing to a different medicine (also known as “therapeutic interchange”)

If a prescription is changed from one medication to another, it’s because our Pharmacy and Therapeutics Committee has reviewed the evidence and determined that the new drug is a better option based on standards of safety, effectiveness, or affordability.

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

Please note: The fact that a drug is listed on our drug formulary doesn’t necessarily mean your doctor will prescribe it for a particular medical condition. Your doctor will choose the appropriate therapy based on his or her judgment of medical necessity.

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

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

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

Disease management programs
Our disease management programs help our members get the care they need to manage their chronic conditions and get the most out of life. Services include:
- Specialized care
- Medication monitoring
- Education to help prevent complications

We offer disease management programs for a variety of chronic conditions:
- Asthma
- Hepatitis C
- Hypertension
- Coronary artery disease
- Cardiac rehabilitation
- Diabetes
- Congestive heart failure
- Fracture prevention
- Chronic pain

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

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

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

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

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

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

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

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

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

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

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

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

Go mobile
Download the Kaiser Permanente app at no cost from your preferred app site. If you already have an account on kp.org, you're all set to start using the Kaiser Permanente app.

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

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

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

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

Choose from a wide variety of healthy living resources, including 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 doctor and specialists — read about their backgrounds, education, awards, and more.
- Email your doctor with nonurgent questions, view most lab results, schedule routine appointments, refill most prescriptions, or get directions.
- View preventive health reminders for you and your family members.
- Search for health topics and get relief with trusted information from your doctor.

Health on the go

In addition to the Kaiser Permanente mobile app, Northern California members can also use the My Doctor Online app and the My KP Meds app.

With the My Doctor Online app, you can:

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

With the My KP Meds app, you can:

- Create reminders for you and your family to take medications at the right time.
- Order refills right from your smartphone.
- Manage medication lists, schedules, and reminder histories for you and other family members.

To download these apps, just visit your preferred app site.

Video visits

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

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

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

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, sleep better, 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.

1Some classes require a fee.
2Some 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.
3Due 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.
Your immunization information

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

Here are some benefits of sharing your information:

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

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

Preventive care guidelines

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

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

The preventive care guidelines are current as of June 2017. You can also find out if you’re due for a preventive screening or test by signing on to My Doctor Online at kp.org/mydoctor/whatsdue.
# Preventive care guidelines for children and teens

<table>
<thead>
<tr>
<th>Topic</th>
<th>Birth–12 years</th>
<th>13–18 years</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Activity</strong></td>
<td>Get up and play. Aim for at least 60 minutes of physical activity every day. Limit screen time to 1 to 2 hours a day. This includes TV, smartphones, tablets, computers, and video games. Children younger than 2 shouldn’t watch any TV or videos. Keep TVs out of children’s bedrooms.</td>
<td>Teens: Aim for at least 60 minutes of physical activity every day. Try different activities to find one that you enjoy. Limit screen time to 1 to 2 hours a day. This includes TV, smartphones, tablets, computers, and video games. Avoid temptation by keeping electronic devices out of your bedroom.</td>
</tr>
<tr>
<td><strong>Alcohol and drugs</strong></td>
<td>Talk with older children about the dangers of alcohol and drugs. Set a good example.</td>
<td>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 (choose a dentist for your child to see regularly)</strong></td>
<td>Prevent baby bottle tooth decay — don’t leave a bottle with your baby at nap time or nighttime. Never prop up your baby’s bottle. When teeth appear, use a soft toothbrush to brush twice a day with a tiny smear of toothpaste. During regular well-child visits, your child’s pediatrician will check his or her teeth and gums to make sure they’re healthy. Fluoride varnish may also be offered. Plan to schedule a first dental visit by your child’s first birthday. <strong>Starting at age 2</strong>, use a pea-sized amount of toothpaste and help your child brush and floss their teeth daily.</td>
<td>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>Fill half your child's plate with fruits and vegetables at each meal. Serve foods rich in calcium, iron, and fiber, and limit fast food, sweets, and salty snacks. Choose water or plain milk instead of soda, juice, sports drinks, and other sweetened drinks. Fuel up with breakfast every morning, and eat meals together as a family. Let your child decide how much to eat. Encourage your child to help you shop and cook.</td>
<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>Topic</td>
<td>Birth–12 years</td>
<td>13–18 years</td>
</tr>
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<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</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 My Doctor Online 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 provider without your parents’ permission for confidential concerns like pregnancy, birth control, sexually transmitted diseases (STDs), and drug and alcohol issues.</td>
</tr>
<tr>
<td><strong>Safety</strong></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>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><strong>Sexuality</strong></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. Monitor your child’s online use to limit inappropriate content.</td>
<td>Teens: Not having sex is the only certain way to protect against pregnancy and sexually transmitted 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><strong>Skin safety</strong></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><strong>Smoking</strong></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>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>
</tbody>
</table>

**Recommended Screening Tests**

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

Protect your child from serious preventable diseases. Be sure your child gets the flu vaccine every year. Keep up with all recommended immunizations (see pages 52 and 53).

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

### Recommended Well-Child Visits

| 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. |

### Preventive care guidelines for adults

<table>
<thead>
<tr>
<th>Topic</th>
<th>Adult</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommended Lifestyle Practices</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Alcohol and drugs</strong></td>
<td>Don’t drive after drinking or using drugs. If drinking or using drugs is causing problems for you or someone you know, talk to your personal physician or health care professional.</td>
</tr>
<tr>
<td><strong>Diet and nutrition</strong></td>
<td>Eat a diet that emphasizes vegetables, fruits, whole grains, dairy, protein and oils. Limit foods high in sodium or added sugars, as well as saturated or trans fat. Get 1,000 mg of calcium a day. Most adults 50 or older need 1,200 mg of calcium a day and 1,000 to 2,000 IU of vitamin D a day from dietary sources when possible. Take a folic acid supplement or fortified foods with 400 to 800 mcg daily, especially for women of childbearing age.</td>
</tr>
<tr>
<td><strong>Emotional health</strong></td>
<td>Talk to your personal physician or health care professional to get help if you’re feeling depressed, anxious, or hopeless, or if you’re being threatened, abused, or hurt by anyone.</td>
</tr>
<tr>
<td><strong>Exercise</strong></td>
<td>Be physically active for a minimum of 150 minutes a week, or at least 30 minutes a day on most days of the week.</td>
</tr>
<tr>
<td><strong>Healthy weight</strong></td>
<td>Reach and maintain a healthy weight, or a body mass index (BMI) below 25. A BMI of 25 or above increases the risk of heart disease, stroke, diabetes, joint pain, and some cancers.</td>
</tr>
<tr>
<td><strong>Injury prevention</strong></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>Topic</td>
<td>Adult</td>
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</tr>
<tr>
<td>Life care planning</td>
<td>We encourage all adults to select a health care decision-maker, someone to speak for them if they’re ever unable to communicate for themselves. Speak to your health care decision-maker now about your future health care wishes, and complete an Advance Health Care Directive. For help, go to <a href="http://kp.org/lifecareplan">kp.org/lifecareplan</a> or visit your local Health Education Department.</td>
</tr>
<tr>
<td>Midlife choices (for women)</td>
<td><strong>Starting at age 45,</strong> talk to your personal physician about options for managing menopausal symptoms and preventing serious medical conditions later in life.</td>
</tr>
<tr>
<td>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 outdoors. Wear a hat and a broad-spectrum (UVA and UVB protection) 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>

### Recommended Screening Tests

<table>
<thead>
<tr>
<th>Test</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abdominal aortic aneurysm (for men)</td>
<td>If you’ve ever smoked, have an abdominal ultrasound once between <strong>ages 65 and 75.</strong></td>
</tr>
<tr>
<td>Breast cancer (for women)</td>
<td>Get a mammogram every 1 to 2 years between <strong>ages 50 and 74.</strong> If you have risk factors for breast cancer, talk to your doctor about starting mammograms earlier than 50. <strong>Women ages 40 to 49 and 75 and older</strong> should talk to their doctor about the risk and benefits of getting a mammogram. Contact your doctor immediately if you find a lump in your breast.</td>
</tr>
<tr>
<td>Cervical cancer (for women)</td>
<td>Get a Pap test every 3 years between <strong>ages 21 and 24.</strong> Get a Pap and HPV test every 3 years beginning at <strong>age 25.</strong> You do not need a Pap or HPV test after <strong>age 65,</strong> unless you’ve had previous abnormal results.</td>
</tr>
<tr>
<td>Cholesterol</td>
<td>Get your cholesterol levels checked starting at <strong>age 20</strong> or at your first Kaiser Permanente visit. If you don’t have risk factors for heart disease, get a cholesterol test every 5 years between <strong>ages 40 and 79;</strong> if you do have risk factors, or if your cholesterol level is above normal, get tested more often.</td>
</tr>
<tr>
<td>Colon cancer</td>
<td>Between <strong>ages 50 and 75,</strong> do a fecal immunochemical test (FIT) once a year, or a flexible sigmoidoscopy every 5 years. If you have risk factors for colon cancer, consider getting a colonoscopy every 5 to 10 years starting at <strong>age 40.</strong></td>
</tr>
<tr>
<td>Diabetes</td>
<td>Get tested every 3 years after <strong>age 40</strong> or if you’re <strong>younger than age 40</strong> and have a body mass index (BMI) over 25. Get tested more often if you have certain risk factors, such as prediabetes, high cholesterol, high blood pressure, or had diabetes during pregnancy.</td>
</tr>
<tr>
<td>Hepatitis B and C</td>
<td>Get screened for Hepatitis B if you or your parents were born in a country with a high rate of Hepatitis B, or if you have other risk factors for it. Get screened for Hepatitis C if you were born between 1945 and 1965, or more often if you have other risk factors for Hepatitis C.</td>
</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 sexually active and between <strong>ages 18 and 24</strong> or if you’re older than 25 and at risk for STDs.</td>
</tr>
<tr>
<td>Topic</td>
<td>Adult</td>
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</tr>
<tr>
<td>Hypertension</td>
<td>Have your blood pressure checked every 5 years between ages 18 and 39, or annually if you’re 40 or older or have prehypertension or other risk factors for heart disease.</td>
</tr>
<tr>
<td>Osteoporosis</td>
<td>Get a bone mineral density test for women age 65 and older and for men age 70 and older, or before these ages if you have risk factors for early bone fractures.</td>
</tr>
<tr>
<td>Overweight and obesity</td>
<td>Ask your doctor about your body mass index during office visits; if it is higher than recommended, discuss weight management options.</td>
</tr>
<tr>
<td>Prostate cancer (for men)</td>
<td>Men between ages 50 and 69 should talk to their doctor about the benefits and risks of having a screening.</td>
</tr>
<tr>
<td>Tuberculosis (TB)</td>
<td>Talk to your doctor about getting a TB test if you’re in close contact with someone who has infectious TB, are a recent immigrant from a country with a high rate of TB, or work in a hospital or nursing home.</td>
</tr>
<tr>
<td>Immunizations</td>
<td>Protect yourself and your family by staying up-to-date with all recommended immunizations (see the chart on page 54).</td>
</tr>
<tr>
<td>Influenza (flu shot)</td>
<td>Everyone 6 months and older needs a flu vaccine every year. Flu protection is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, or heart disease; and anyone age 65 or older.</td>
</tr>
<tr>
<td>Pneumococcal</td>
<td>All adults age 65 and older should get two pneumococcal vaccines: one dose of PCV13 (conjugate vaccine) followed by one dose of PPSV23 (polysaccharide vaccine). These immunizations protect against ear infections, pneumonia, and meningitis. If you’re younger than 65 and smoke or have a chronic condition, discuss with your doctor if you should receive them.</td>
</tr>
<tr>
<td>Tdap (tetanus, diphtheria, and pertussis)</td>
<td>Get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once between ages 18 and 64. Be sure to get your Tdap booster if you’re pregnant or if you’re age 65 or older and spend time with a baby.</td>
</tr>
<tr>
<td>Zoster (shingles)</td>
<td>Protect yourself from shingles if you’re age 60 or older and not at increased risk for infections, and even if you’ve had shingles in the past.</td>
</tr>
</tbody>
</table>
2017 recommended immunizations for children from birth through 6 years old
As recommended by the Centers for Disease Control and Prevention

<table>
<thead>
<tr>
<th>Birth</th>
<th>1 month</th>
<th>2 months</th>
<th>4 months</th>
<th>6 months</th>
<th>12 months</th>
<th>15 months</th>
<th>18 months</th>
<th>19-23 months</th>
<th>2-3 years</th>
<th>4-6 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>HepB</td>
<td>HepB</td>
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<td>RV</td>
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<td>DTap</td>
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<td>Hib</td>
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<td>PCV</td>
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</tbody>
</table>

Influenza (yearly)¹

|                   | MMR     |          |           |           |           |           |           |              |           |           |
|                   | Varicella|          |           |           |           |           |           |              |           |           |

HepA²

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

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

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

¹Two doses given at least four weeks apart are recommended for children aged 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group. ²Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who did not receive the HepA vaccine and are at high-risk, should be vaccinated against HepA.

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

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit [cdc.gov/vaccines](http://www.cdc.gov/vaccines).
2017 recommended immunizations for children from 7–18 years old
As recommended by the Centers for Disease Control and Prevention.

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

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>19-21 years</th>
<th>22-26 years</th>
<th>27-59 years</th>
<th>60-64 years</th>
<th>≥65 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu (Influenza)&lt;sup&gt;1&lt;/sup&gt;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tdap (Tetanus, diphtheria, and pertussis)&lt;sup&gt;2&lt;/sup&gt;</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Shingles (Zoster)&lt;sup&gt;3&lt;/sup&gt;</td>
<td></td>
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<tr>
<td>Pneumococcal (PCV13)&lt;sup&gt;4&lt;/sup&gt;</td>
<td></td>
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<tr>
<td>Pneumococcal (PPSV23)&lt;sup&gt;4&lt;/sup&gt;</td>
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<td>Meningococcal (MenACWY or MPSV4)</td>
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<td>Meningococcal (MenB)</td>
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<td>MMR (Measles, mumps, rubella)&lt;sup&gt;5&lt;/sup&gt;</td>
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<td>HPV Human papillomavirus (for women)&lt;sup&gt;5, 6&lt;/sup&gt;</td>
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<td>HPV Human papillomavirus (for men)&lt;sup&gt;5, 6&lt;/sup&gt;</td>
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<td>Chickenpox&lt;sup&gt;5&lt;/sup&gt; (Varicella)</td>
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<td>Hepatitis A&lt;sup&gt;5&lt;/sup&gt;</td>
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<td>Hepatitis B&lt;sup&gt;5&lt;/sup&gt;</td>
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<td>Hib (Haemophilus influenzae type b)</td>
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1 You should get flu vaccine every year.
2 You should get a Td booster every 10 years. You also need 1 dose of Tdap. Women should get a Tdap vaccine during every pregnancy to help protect baby.
3 You should get shingles vaccine even if you have had shingles before.
4 You should get 1 dose of PCV13 and at least 1 dose of PPSV23 depending on your age and health condition.
5 You should get this vaccine if you did not get it when you were a child.
6 You should get PHV vaccine if you are a woman through age 26 years of a man through age 21 years and did not already complete the series.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Protecting your privacy and security

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

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

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

Your rights and responsibilities

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

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

You have the right to:

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

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

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

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

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status. Medical emergencies or other circumstances may limit your participation in a treatment decision. However, in general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.

Participate with practitioners and providers in making decisions about your health care. You have the right to choose an adult representative, known as your agent, to make medical decisions for you if you are unable to do so, and to express your wishes about your future care. Instructions may be expressed in advance directive documents such as an Advance Health Care Directive. See page 68 for more information about advance directives.
For more information about these services and resources, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

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

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

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

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

**Use interpreter services at no cost to you.** When you call or come in for an appointment or call for advice, we want to speak with you in the language you are most comfortable using. For more about our interpreter services, see page78, or call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

**Be assured of privacy and confidentiality.** All Kaiser Permanente employees and physicians, as well as practitioners and providers with whom Kaiser Permanente contracts, are required to keep your protected health information (PHI) confidential. PHI is information that includes your name, Social Security number, or other information that reveals who you are, such as race, ethnicity, and language data. For example, your medical record is PHI because it includes your name and other identifiers.

Kaiser Permanente has strict policies and procedures regarding the collection, use, and disclosure of member PHI that includes the following:
• Kaiser Permanente’s routine uses and disclosures of PHI
• Use of authorizations
• Access to PHI
• Internal protection of oral, written, and electronic PHI across the organization
• Protection of information disclosed to Plan sponsors or employers

Please review the section titled "Privacy practices" on page 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 and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

Participate in physician selection without interference. You have the right to select and change your personal physician within the Kaiser Permanente Medical Care Program without interference, subject to physician availability. To learn more about nurse practitioners, physician assistants, and selecting a primary care practitioner, see page 36 in this Guidebook.

Receive a second opinion from an appropriately qualified medical practitioner. If you want a second opinion, you can either ask your Plan physician to help you arrange for one, or you can make an appointment with another Plan physician. Kaiser Foundation Health Plan, Inc., will cover a second opinion consultation from a non–Permanente Medical Group physician only if the care has been preauthorized by a Permanente Medical Group. While it is your right to consult with a physician outside the Kaiser Permanente Medical Care Program, without prior authorization you will be responsible for any costs you incur.

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

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

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

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

You are responsible for the following:

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

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

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

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

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

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

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

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

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

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

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

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

Knowing about and using the member satisfaction resources available, including the dispute-resolution process. For more about the dispute-resolution process, see page 64 of this Guidebook. A description of your dispute-resolution process is contained in your Evidence of Coverage booklet, Certificate of Insurance, or the Federal Employees Health Benefits Program materials.
If you need a replacement, contact our Member Service Contact Center to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy. Our Member Service Contact Center can also give you information about the various resources available to you and about Kaiser Permanente’s policies and procedures.

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

Policies and procedures

This section discusses the prescription drug formulary and policies on specialty referrals, new technology, confidentiality, and privacy practices. It also describes the dispute-resolution process and the procedures for decisions about coverage and medical treatment. Some common questions about treatment decisions and advance directives are answered beginning on page 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 and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). Senior Advantage and Medicare members can contact our Member Service Contact Center at 1-800-443-0815 (English), 7 days a week, 8 a.m. to 8 p.m.

Disability access

It’s our policy to make our facilities and services accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides (1) access to service-animal users except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-related disabilities, including qualified Sign language interpreter services and informational materials in alternative formats (examples include large print, audio tape/CDs, electronic texts/disks/CD-ROMs, and braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

About your Kaiser Permanente identification (ID) card

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

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

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

Referrals for specialty care

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

Notice of availability of Online and Printed Provider Directory
As of July 1, 2016, Kaiser Permanente is required by California law to publish and maintain an online Provider Directory with certain information about providers available to our members, including whether or not a provider is accepting new patients. The Provider Directory may be accessed via kp.org. An individual may also obtain, upon request, a printed version of the Provider Directory specific to his or her geographic area. To receive a copy of the directory, call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). Or request the Provider Directory by writing to: Kaiser Foundation Health Plan, Inc. Publications Distribution 393 E. Walnut St. Pasadena, CA 91188

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

Coordination of Benefits (COB)
You and your family may be able to save on medical expenses if you are covered by more than one medical plan through an employer group (including Medicare Part A and/or B coverage held individually or assigned into a Medicare Advantage plan). Through our COB program, you may qualify for reimbursement of your cost share and out-of-pocket expenses. Through COB, your health care organizations and insurance companies work together to pay for your medical care. If you have coverage in addition to Kaiser Permanente through an employer group or Medicare and would like to find out if you qualify for COB, call one of our representatives. They are available Monday through Friday, 8 a.m. to 4 p.m., at 1-800-201-2123. For more information about COB, please see your Evidence of Coverage.

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

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

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

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

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

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

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

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

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

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

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

**Quality**

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

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

We 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 and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). You can also find the notice at your local Plan facility or on our website at kp.org.

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

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

Complaints about quality of care or service, or access to facilities or services

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

Who may file

The following people may file a grievance:

- You may file for yourself.
- You can ask a friend, relative, attorney, or any other person to file a grievance for you by appointing him or her in writing as your authorized representative.
- A parent may file for his or her child under age 18, except that the child must appoint the parent as authorized representative if the child has the legal right to control release of information that is relevant to the grievance.
- A court-appointed guardian may file for his or her ward, except that the ward must appoint the court-appointed guardian as authorized representative if the ward has the legal right to control release of information that is relevant to the grievance.
- A court-appointed conservator may file for his or her conservatee.
- An agent under a currently effective health care proxy, to the extent provided under state law, may file for his or her principal.
- Your physician may act as your authorized representative with your verbal consent to request an urgent grievance as described in the Evidence of Coverage or Certificate of Insurance.

Expedited Review

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

You must file your urgent grievance in one of the following ways:

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

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

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

• Using the standard procedure could seriously jeopardize your life, health, or ability to regain maximum function.

• Using the standard procedure would, in the opinion of a physician with knowledge of your medical condition, subject you to severe pain that cannot be adequately managed without extending your course of covered treatment.

• A physician with knowledge of your medical condition determines that your grievance is urgent.

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

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

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

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

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

If you need a current copy, call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

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

You may qualify for IMR if all of the following are true:
• One of these situations applies to you:
  - You have a recommendation from a provider requesting Medically Necessary Services.
  - You have received Emergency Services, emergency ambulance Services, or Urgent Care from a provider who determined the Services to be Medically Necessary.

• You have been seen by a Plan Provider for the diagnosis or treatment of your medical condition.

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

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

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

If the Department of Managed Health Care determines that your case is eligible for IMR, it will ask us to send your case to the Department of Managed Health Care’s Independent Medical Review organization.

The Department of Managed Health Care will promptly notify you of its decision after it receives the Independent Medical Review organization’s determination. If the decision is in your favor, we will contact you to arrange for the Service or payment.

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

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

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

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

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

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

Treatment decisions

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

Documenting your health care treatment preferences

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

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

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

After you complete your Advance Health Care Directive:

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

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

Do I have to fill out an Advance Health Care Directive or POLST?
No. You can just talk with your physicians and ask them to write down what you’ve said in your medical record. And you can talk with your family. But people will be clearer about your treatment wishes — and your wishes are more likely to be followed — if you write them down.

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

What if I’m too sick to decide?
If you can’t make treatment decisions, your physician may ask your family and significant others to help decide what is best for you. While this approach can be helpful, there are times when not everyone agrees on what you would want. That’s why it’s helpful to choose someone to make decisions for you in case you are sick, discuss with that someone the goals of your medical treatment, and fill out an Advance Health Care Directive or POLST in a way that reflects those goals. Some treatment decisions are hard to make, and knowing what you want helps your family and your physicians. The Advance Health Care
Directive also gives them legal protection when they follow your wishes.

What if I change my mind?
You can change or revoke an Advance Health Care Directive or POLST, as long as you can communicate your wishes.

Will I still be treated if I don't fill out an Advance Health Care Directive or POLST?
The best medical care is care that you would want. While you will be treated regardless of whether you fill out an Advance Health Care Directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:

• An Advance Health Care Directive lets you name someone to make treatment decisions for you. That person can make most medical decisions — not just those about life-sustaining treatment — when you can't speak for yourself. Besides naming a surrogate decision-maker, you can also use the form share your values and preferences regarding future health care treatments.

• A POLST is a group of orders signed by a physician based on physician judgment in light of your individual health care preferences. The POLST is intended for persons who are seriously ill. This document contains orders about life-sustaining treatment.

• You can express your wishes to your provider and have them documented in your medical record, or you can put them in writing and have that made a part of your medical record.

Where can I find more information about an Advance Health Care Directive and POLST? Ask your physician, nurse, or social worker for more information. Or visit your local facility’s Member Services or Health Education Department. Some medical centers offer member classes about Life Care Planning and Advance Health Care Directives. You can contact your local Health Education Department or find additional information at kp.org/lifecareplan.

What if I want to be an organ donor?
A question on the Advance Health Care Directive form asks whether you want to be an organ donor. In addition, you can get a sticker for your driver’s license that conveys your wishes or you can carry an organ donor card. For information about organ donation, visit donatelifecalifornia.org or call 1-866-797-2366.
Guide for members with disabilities

Kaiser Permanente is dedicated to providing accessible services for all members and visitors. The information presented here will guide you through available resources to help you plan your visit or hospital stay at any of our statewide facilities.

Accessible wayfinding to Kaiser Permanente facilities
In keeping with our commitment to provide accessible services and programs, we offer 2 kinds of accessible wayfinding to Kaiser Permanente facilities:

• On kp.org, you’ll find accessible directions. Click the “Doctors & Locations” tab, then click “Locations.” Enter your search criteria, click “Search,” and click “Directions” for the location you want to visit.

• For mobile device users, our mobile app has a fully accessible “Directions to Here” feature. Select the facility you want, and click the “Directions to Here” and “Start” buttons. It will then talk to you and guide you turn-by-turn (by car, bus, or foot) until you get to your desired location.

Alternative formats
• Print documents are available in alternative formats
Large print, braille, audio (tape or CD), and electronic files (accessible PDF or Microsoft Word document) are available at no charge to members with disabilities. The amount of time required for production of written materials in alternative formats may vary depending on the complexity, type, and length of the document requested, as well as whether the materials are prepared in-house or by third-party vendors. Generally, written materials in alternative formats can be produced within 2 weeks or less. Some documents, such as online PDFs that don’t contain patient-specific information, are available for immediate viewing or downloading.

• Accessible PDFs online (without patient-specific information)
Non-patient-specific documents (for example, written materials that don’t refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient) are available for immediate viewing or downloading in an accessible PDF online at kp.org. These documents can also be produced in alternative formats upon request: Call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 24 hours a day, 7 days a week (closed holidays). For TTY, call 711. You can also contact us online at kp.org — scroll to the bottom of the page and, under “Member Support,” click “Member Services.” Then click “Contact Member Services.”

• Documents with patient-specific information
Written materials that refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient can be produced in alternative formats upon request through your care provider or our Member Service Contact Center at the number in the previous paragraph.

Auxiliary aids and services:
• Communication aids
A variety of aids and services are available to help patients and visitors who need assistance communicating. For individuals who are deaf or hard of hearing, we offer Sign language interpreting services at no cost. Our interpreters are qualified to communicate health-related information. In addition to in-person, Sign language interpretation
services, the following auxiliary aids and services are available:

- Type-to-text displays in real time — for example, Ubi Duo
- Assistive listening devices (ALDs) — for example, Pocket Talker (a hand-held amplifier to aid conversation for the hard of hearing)
- TDDs (telecommunication devices for the deaf)
- VRI (video remote interpretation services)*
- CART (Communication Access Realtime Translation)
- Tactile interpreting for members who are deaf and blind

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

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

- Call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 24 hours a day, 7 days a week (closed holidays). For TTY, call 711.
- Visit kp.org and click the “Doctors & Locations” tab. Then click “Locations,” enter your search criteria, and click “Search.” Select the location you want. Then click “Services and amenities” and “Health Education.”

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

**Health and wellness**

- **Live healthy**
  
  To view or download accessible documents, or to get an online audio explanation of our collection of practical tools, tips, and information, sign on to kp.org. Click the “Health & Wellness” tab, then select “Live healthy.” You’ll find accessible health guides on many topics, including:

  - Child and teen health
  - Complementary and alternative care
  - Emotional wellness
  - Fitness
  - Men’s health
  - Nutrition and recipes
  - Pregnancy and new baby
  - Preventive care
  - Quit smoking
  - Senior health
  - Weight management
  - Women’s health

  We also offer a number of videos and podcasts with downloadable transcripts. Topics include:

  - Advance care planning
  - Asthma
  - Diabetes
  - Exercise

- **Kaiser Permanente health tools**
  
  Get a picture of your health risks, and get help making decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to kp.org. Click the “Health & Wellness” tab, then select “Live healthy.”

- **Conditions and diseases**
  
  Get physician-approved articles on the common cold, rare conditions, and the
many health concerns in between. Or connect with online communities and support groups and search our health encyclopedia. For a complete listing and to view this material, sign on to kp.org. Click the “Health & Wellness” tab, then select “Conditions and diseases.”

- **Drugs and natural medicines**
  View material about prescriptions, over-the-counter drugs, and supplements like herbs and vitamins. You can learn how they work, possible side effects, and more. To view this material or use these tools, sign on to kp.org. Click the “Health & Wellness” tab, then select “Drugs and natural medicines.”

- **Formulary (covered drugs)**
  California Marketplace formulary: Learn more about what drugs are covered at what level for plans offered by Kaiser Permanente through Covered California, the state’s Health Insurance Marketplace. Accessible PDFs are available in English, Spanish, and Chinese. Sign on to kp.org, click the “Health & Wellness” tab, and select “Drugs and natural medicines.” Then click “Covered drugs.”

  Medicare Part D formulary:
  Learn more about what drugs are covered at what levels for Senior Advantage (HMO) and Senior Advantage Medicare Medi-Cal (HMO SNP). Sign on to kp.org, click the “Health & Wellness” tab, and select “Drugs and natural medicines.” Then click “Covered drugs” and “Medicare Part D formulary.”

  Accessible PDF documents include information on:
  - 2017 Kaiser Permanente Medicare Part D formulary
  - 2017 *Evidence of Coverage*
  - Coverage determinations
  - Extra help for Medicare Part D drugs
  - Grievances and appeals
  - Kaiser Permanente and affiliated pharmacies
  - Medicare medication therapy management
  - Pharmacy refills and mail-order services
  - Quality assurance and drug utilization management
  - Your options upon disenrollment
  - Contact information

You can get braille, large print, or audio versions by contacting Member Services.

**kp.org website and mobile apps**
Kaiser Permanente strives to provide accessible and usable digital resources to all members, including people with disabilities. We continually review and modify our sites and applications to improve their accessibility for people who use assistive technologies. Kaiser Permanente complies with version 2 of the Web Content Accessibility Guidelines (WCAG 2.0) Conformance Level AA Success Criteria, and thus Section 508 of the Rehabilitation Act.

- **Our website, kp.org**
  Accessibility is a big part of our Web development cycle. Development teams design sites to be accessible and usable, and our Digital Accessibility Team assesses all Web pages for accessibility using JAWS and NVDA screen-reading software.

- **The Kaiser Permanente mobile app**
  Accessibility is also a major part of our mobile application development cycle. Development teams design apps to be accessible and usable, and our Digital Accessibility Team and product quality testers assess all iOS app screens with VoiceOver. We also design all native apps (mobile devices) to have
appropriate contrast and text size for members with low vision.

**Need help?**
If you’re having accessibility problems with our kp.org website or mobile applications, you can receive help by calling our Website Support helpline at **1-800-556-7677**, Monday through Friday from 6 a.m. to 7 p.m., and Saturday and Sunday from 7 a.m. to 3 p.m. (closed holidays). This helpline offers real-time, one-on-one assistance and troubleshooting.

**Manage your care online**
For convenient access to information about medical records, messages from health care personnel, appointments, your coverage and costs, or pharmacy services, simply sign on to kp.org and choose the resource you want.

- **My medical record**
  My medical record allows you to view most test results, vaccination history, health reminders, and more. You can download accessible PDFs related to your care for allergies, eyewear prescriptions, health care reminders, health summaries, hospital stays and follow-up care, immunizations, ongoing health conditions, past visit information, personal action plans, questionnaires, and test results.

- **My message center**
  Email your doctor’s office with routine questions, securely and conveniently. You can also contact Member Services and our Web manager.

- **My coverage and costs**
  Get the facts about your plan and benefits, download forms, pay medical bills, and more.

- **Appointment center**
  Make appointments online, quickly and easily. You can also view or cancel upcoming appointments, or view past visits in our Appointment center.

- **Pharmacy center**
  You can manage your prescriptions here, or learn about specific drugs, vitamins, or herbs in our drug database.

**Member Services**
Member Services staff are available on-site at all primary medical center facilities for in-person assistance for all disability-related needs, including alternative formats, wayfinding, facility and medical equipment access, interpreters, assistance devices and services, grievances, eligibility and financial liability questions, benefit explanation, and help accessing kp.org.

**Member Service Contact Center**
If you have questions or concerns, call our Member Service Contact Center.

California

**1-800-464-4000** (English and more than 150 languages using interpreter services)
**1-800-788-0616** (Spanish)
**1-800-757-7585** (Chinese dialects)
**711** (TTY)
Hours: 7 days a week, 24 hours a day (closed holidays)

Medicare members

**1-800-443-0815**
**711** (TTY)
Hours: 7 days a week from 8 a.m. to 8 p.m.

**Online resources and documents**
- **Forms and publications**
  (Plan services and information)
  Visit kp.org to view or download accessible plan services and information documents including:
  - Coverage information
  - Directories and Guidebooks
  - Additional services like vision care, preventive services, and cosmetic services

Once you’ve signed on to our website, scroll to the bottom of the page and,
under “Member Support,” select “Forms & Publications.”

- **Newsletters and articles**
  You can view accessible material about healthy living. This includes:
  - Preventive care
  - Healthy Beginnings (prenatal newsletter series)
  - Healthy Kids, Healthy Futures
  - HIV Health Matters
  - Health logs and trackers

Once you’ve signed on to kp.org, scroll to the bottom of the page and, under “Member Support,” select “Forms & Publications.” Then click “Newsletters and articles.”

- **Forms**
  You can view accessible forms for you or a loved one. These include:
  - Claim forms
  - Disclosure authorization
  - Health Information Exchange
  - Pharmacy authorizations
  - Statement of Authorized Representative
  - Student certification forms

Once you’ve signed on to kp.org, scroll to the bottom of the page and, under “Member Support,” select “Forms & Publications.” Then click “Forms.”

**Pharmacy services**
Kaiser Permanente pharmacies provide a number of communication formats and assistive devices for members who are blind, have low vision, or may have difficulties with remembering, understanding, and/or hearing, including:
  - Alternative formats (braille, large print, audio, CD/tape, accessible PDF documents)
  - Large print prescription labels and Talking Rx, an audible prescription information device, available through medical center and online pharmacies (visually impaired members only)
  - Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier
  - Language interpreters for American Sign Language (ASL), CART, and others
  - Additional staff assistance is available

For additional information or assistance, you can contact a Kaiser Permanente pharmacy by:

- **Calling your local pharmacy.**
  You can get local pharmacy numbers by calling our Member Service Contact Center 24 hours a day, 7 days a week at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), or 1-800-757-7585 (Chinese dialects). For TTY, call 711.

- **Visiting kp.org.** Click the “Doctors & Locations” tab, then click “Locations,” enter your search criteria, and click “Search.” Select the location you want. Then click “Departments and specialties” and “Pharmacy.”

- **Using our online pharmacy center.** Sign on to kp.org and click the “Pharmacy center” option. Then choose from:
  - Pharmacy help
  - Contact a pharmacist
  - Drug encyclopedia
  - Drug formulary
  - Refill reminders
  - Refill by Rx number
Programs and classes
Online programs, special rates, and classes are offered at our medical centers.* To check your options, sign on to kp.org, click the “Health & Wellness” tab, and select “Programs and classes.”
You can choose from:
- Classes
- Therapy and support groups
- Individual counseling
- Wellness products
- Classes include, but are not limited to:
  - Allergies and asthma
  - Diabetes
  - Fitness and exercise
  - Pain management
  - Parenting
  - Quitting smoking
Upon request with reasonable prior notice, you or a companion can access communication accommodations, including but not limited to, documents in alternative formats (braille, large print, audio and accessible electronic documents), hearing amplification devices, Sign language interpreting services, captioned and/or audio-described videos; please contact your local Health Education Department.
You can also choose from several online healthy lifestyle programs, which can help you improve your health and well-being. For example, the Total Health Assessment gives you an overview of your current health, along with an action plan for making improvements.
Other programs can help you:
- Eat healthy
- Lose weight
- Quit smoking
- Reduce stress
- Sleep better
- Manage chronic pain
- Manage depression
- Keep diabetes under control

Service animals
Kaiser Permanente welcomes service animals in its facilities. No other animals (including animals that provide comfort, emotional support, or crime deterrence) are permitted.

*Check your local Health Education Department for class and schedule availability.
We make our facilities and services accessible to individuals with disabilities, in compliance with the federal and state laws that prohibit discrimination based on disability. In addition, we conduct physical accessibility surveys at certain facilities as required by the California Department of Health Care Services (DHCS). These surveys evaluate 6 areas of access: parking, building exterior, building interior, restrooms, exam rooms, and exam table/scale.

You can see the DHCS survey status in the list of facilities beginning on page 2. If the facility has been surveyed, you can see what level of accessibility is available.

These are the levels of accessibility, as defined by the DHCS survey:

- **Basic access** — The facility demonstrates that it has met the standards for all 6 areas of physical accessibility surveyed (parking, outside building, inside building, restrooms, exam rooms, and exam table/scale).

- **Limited access** — The facility demonstrates that it has met the standards for some, but not all, of the 6 areas of physical accessibility surveyed.

- **Medical equipment access** — The facility demonstrates that patients with disabilities have access to height-adjustable exam tables and weight scales accessible to patients with wheelchairs and scooters.

These are the standards for accessibility for the 6 areas:

- **P = Parking**
  Parking spaces, including spaces designated for vans, are accessible. Pathways have curb ramps between the parking lots, offices, and at drop-off locations.

- **E = Exam Room**
  The entrance to the exam room is accessible with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.

- **EB = Exterior (outside) Building**
  Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter. Handrails are provided on both sides of the ramp. There is an accessible entrance to the building. Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use.

- **IB = Interior (inside) Building**
  Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if present, have handrails. If there is an elevator, it is available for public use at all times when the building is open. The elevator has enough room for a wheelchair or scooter to turn around. If there is a platform lift, it can be used without help.

- **R = Restroom**
  The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars that allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.

- **T = Exam Table/Scale**
  The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.
Help in your language

We want to speak to you in the language that you’re most comfortable with when you call us or come in for service. Interpreter services, including Sign language, are available at no cost, 24 hours a day, 7 days a week during all hours of operation.

If you or your family/caregiver need help with interpreter services including sign language, qualified interpreter services are available. We highly discourage using family, friends, or minors as interpreters.

Our call centers have interpreters who speak Spanish, Cantonese, and Mandarin, as well as other Chinese dialects. Most of our facilities have staff who speak more than one language and are specially trained to interpret and explain medical terms and procedures. Many of our practitioners also speak more than one language.

If you visit one of our facilities and no one speaks your language, we have interpreters for more than 150 languages available by phone. If you need a Sign language interpreter, an interpreter is available either by video or in person.

If you need health plan materials in your language, you can ask for translations. You can also get them in large text or other formats based on your vision or hearing needs. For more details on alternative formats and auxiliary aids, please refer to page 71, “Guide for members with disabilities.” When needed, we can also give referrals to appropriate community-based resources, based on your language, culture, and any special needs. Just let us know how we can help.

To learn more about these services or if your needs were not met, call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY).

If you’re deaf or hard of hearing, we have telephone-based services you can use to make appointments or get advice. When you call one of our TTY phone numbers, our staff will respond using a TTY telephone. The TTY telephone and the California Relay Service allow TTY and non-TTY users to communicate with each other.

Specially trained operators relay telephone conversations back and forth between a hearing party, who uses a standard voice telephone, and a person who is deaf or hard of hearing. If you’re a TTY user and you need to reach a Kaiser Permanente facility that doesn’t have a direct TTY phone number, dial 711 and have the operator relay the conversation.

Ayuda en su idioma

Queremos hablarle en el idioma que le resulte más cómodo cuando nos llame o venga para recibir servicios. Se ofrecen servicios de intérprete, incluido el lenguaje de signos (sign language), sin costo alguno para usted, 24 horas, 7 días a la semana, durante todo el horario de atención.

Si usted o su familia/cuidador necesitan servicios de interpretación, incluido el lenguaje de signos, se dispone de servicios de intérpretes calificados. No recomendamos que use familiares, amigos o menores como intérpretes.

Nuestras centrales de llamadas cuentan con intérpretes que hablan español, cantonés y mandarín, así como otros dialectos chinos. La mayoría de nuestros centros de atención cuentan con personal que habla más de un idioma y que está capacitado especialmente para interpretar y explicar los términos y procedimientos médicos. Muchos de nuestros profesionales médicos también hablan más de un idioma.

Si visita uno de nuestros centros de atención y no hay nadie que hable su idioma,
contamos con intérpretes en más de 150 idiomas que están a su alcance por teléfono. Si necesita un intérprete de lenguaje de signos, disponemos de un intérprete por video o en persona.

Si necesita materiales del plan de salud en su idioma, puede pedir su traducción. También puede solicitarlos en letra grande u otros formatos, de acuerdo a sus necesidades de la vista o audición. Para obtener más detalles sobre formats alternativos y ayudas auxiliares, consulte la página 71, “Guía para miembros con discapacidades”. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y necesidades especiales que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios o en caso de que no satisfagan sus necesidades, llame a nuestra Central de Llamadas de Servicio a los Miembros 24 horas al día, 7 días a la semana (cerrada los días festivos), llamando al 1-800-788-0616, o al 711 (TTY).

Si es sordo o tiene problemas auditivos o del habla, contamos con servicios telefónicos que puede usar para programar citas u obtener consejo. Cuando llame a uno de nuestros números de teléfono TTY, nuestro personal le contestará a través de un teléfono TTY. El teléfono TTY y el Servicio de Relé de California facilitan la comunicación entre usuarios de TTY y aquellos que no usan TTY.

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

**Lenguaje de signos**

Cuando le llama la central de servicio al cliente, le ofrece un intérprete de lenguaje de signos si lo precisa. Si necesita un intérprete de lenguaje de signos, puede pedirlo por teléfono, por correo electrónico o en persona. Si necesita materiales del plan de salud en su idioma, puede pedir su traducción. Si necesita materiales en letra grande u otro formato, puede solicitarlo. También puede solicitar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y necesidades especiales que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios o en caso de que no satisfagan sus necesidades, llame a nuestra Central de Llamadas de Servicio a los Miembros 24 horas al día, 7 días a la semana (cerrada los días festivos), llamando al 1-800-788-0616, o al 711 (TTY). Si es sordo o tiene problemas auditivos o del habla, contamos con servicios telefónicos que puede usar para programar citas u obtener consejo. Cuando llame a uno de nuestros números de teléfono TTY, nuestro personal le contestará a través de un teléfono TTY. El teléfono TTY y el Servicio de Relé de California facilitan la comunicación entre usuarios de TTY y aquellos que no usan TTY.

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Non-Discrimination Notice

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

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. In addition, you may request health plan materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs. For more information, call 1-800-464-4000 (TTY users call 711).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. A grievance includes a complaint or an appeal. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your Evidence of Coverage or Certificate of Insurance, or speak with a Member Services representative for the disputeresolution options that apply to you. This is especially important if you are a Medicare, MediCal, MRMIP, MediCal Access, FEHBP, or CalPERS member because you have different disputeresolution options available.

You may submit a grievance in the following ways:

- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to Your Guidebook for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to Your Guidebook for addresses)
- By calling our Member Service Contact Center toll free at 1-800-464-4000 (TTY users call 711)
- By completing the grievance form on our website at kp.org

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.


Kaiser Permanente no discrimina a ninguna persona por su edad, raza, etnia, color, país de origen, antecedentes culturales, ascendencia, religión, sexo, identidad de género, expresión de género, orientación sexual, estado civil, discapacidad física o mental, fuente de pago, información genética, ciudadanía, lengua materna o estado migratorio.

La Central de Llamadas de Servicio a los Miembros (Member Service Contact Center) brinda servicios de asistencia con el idioma las 24 horas del día, los siete días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Además, puede solicitar los materiales del plan de salud traducidos a su idioma, y también los puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades. Para obtener más información, llame al 1-800-788-0616 (los usuarios de la línea TTY deben llamar al 711).

Una queja es una expresión de inconformidad que manifiesta usted o su representante autorizado a través del proceso de quejas. Una queja incluye una queja formal o una apelación. Por ejemplo, si usted cree que ha sufrido discriminación de nuestra parte, puede presentar una queja. Consulte su Evidencia de Cobertura (Evidence of Coverage) o Certificado de Seguro (Certificate of Insurance), o comuníquese con un representante de Servicio a los Miembros (Member Services) para conocer las opciones de resolución de disputas que le corresponden. Esto tiene especial importancia si es miembro de Medicare, MediCal, MRMIP (Major Risk Medical Insurance Program, Programa de Seguro Médico para Riesgos Mayores), MediCal Access, FEHBP.
(Federal Employees Health Benefits Program, Programa de Beneficios Médicos para los Empleados Federales) o CalPERS ya que dispone de otras opciones para resolver disputas.

Puede presentar una queja de las siguientes maneras:

- completando un formulario de queja o de reclamación/solicitud de beneficios en una oficina de Servicio a los Miembros ubicada en un centro del plan (consulte las direcciones en Su Guía)
- enviando por correo su queja por escrito a una oficina de Servicio a los Miembros en un centro del plan (consulte las direcciones en Su Guía)
- llamando a la línea telefónica gratuita de la Central de Llamadas de Servicio a los Miembros al 1-800-788-0616 (los usuarios de la línea TTY deben llamar al 711)
- completando el formulario de queja en nuestro sitio web en kp.org

Llame a nuestra Central de Llamadas de Servicio a los Miembros si necesita ayuda para presentar una queja.

Se le informará al coordinador de derechos civiles (Civil Rights Coordinator) de Kaiser Permanente de todas las quejas relacionadas con la discriminación por motivos de raza, color, país de origen, género, edad o discapacidad. También puede comunicarse directamente con el coordinador de derechos civiles de Kaiser Permanente en One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.


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

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

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

您可透過以下方式提出冤情申訴：

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

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

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

您還可以採用電子方式透過民權辦公處（Office for Civil Rights）的投訴入口網站（Civil Rights Complaint Portal）向美國衛生與公共服務部民權辦公
Language Assistance Services

English: Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at 1-800-464-4000, 24 hours a day, 7 days a week (closed holidays). TTY users call 711.

Hmong: Munjkwc pab txhais lus pub dawb rau koi, 24 teev ib hnuj twg, 7 hnuj ib lim tiam twg. Koj thow tau cok kev pab txhais lus, muab cova ntaivn txhais ua koi hom lus, los yog ua hwom hom. Tsan vuo rau 1-800-464-4000, 24 teev ib hnuj twg, 7 hnuj ib lim tiam twg (cova caiw kaw). Cova meeg siiv TTY hu 711.

Japanese: 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語に翻訳された資料、あるいは資料を別の書式でも依頼できます。お気軽に1-800-464-4000までお電話ください（祭日を除き年中無休）。TTYユーザーは711にお電話ください。

Arabic: المتوفرة لجميع العملاء، مجانًا، 24 ساعة في اليوم، 7 أيام في الأسبوع. يمكنك طلب خدمات الدعم اللغوي، أو الترجمة والترجمة أو الترجمة في اللغة العربية أو لغات أخرى. حاول الاتصال بنا على الرقم 1-800-464-4000 على مدار الساعة. استخدم خدمات ترجمة اللغة العربية في الوقت الفعلي على الرقم 711.

Khmer: លេខទូរស័ព្ទណាមួយៗបង្ហាញឱ្យអ្នកបានការជួបចុងការ 24ថ្ងៃ/សប្តាហ៍ 7ប្រទេស ។ បើអ្នកត្រូវការជួបថ្លៃការ គេអាចស្វែងរកនៅលើទូរស័ព្ទ 1-800-464-4000 ក្នុងពេលពីរៅឈឺប្រព័ន្ធទូរស័ព្ទនេះ។ សូមបញ្ជាក់ថាជាការជួបថ្លៃការរបស់អ្នក នៅពេលថ្ងៃអស់ប្រទេស។ តំណាងរដ្ឋមន្ត្រីនេះ TTY ឬម៉ូតែល ក្នុងពេលពីរៅមួយៗ។ ការជួបថ្លៃការរបស់អ្នក គេអាចធ្វើឲ្យបានការជួបថ្លៃការរបស់អ្នក នៅពេលថ្ងៃអស់ប្រទេស។ តំណាងរដ្ឋមន្ត្រីនេះ TTY ឬម៉ូតែល ក្នុងពេលពីរៅមួយៗ ។

Korean: 요일 및 시간에 관계없이 언어 지원 서비스를 무료로 이용하실 수 있습니다. 홍보는 통역 서비스, 통역의 언어로 번역된 자료 또는 대체 형식의 자료를 요청하실 수 있습니다. 요일 및 시간에 관계없이 1-800-464-4000 번으로 전화하시십시오 (공휴일 휴무). TTY 사용자 번호 711.

Armenian: Երբ անհրաժեշտ է երազանցագործություններ, 24 ժամ, 7 այլ օր սերցում են շաքարատեսակային ծառայություններ։ Եթե անհրաժեշտ է երազանցագործություններ, 24 ժամ, 7 այլ օր սերցում են ցուցադրումներ։ Տեղափաստի ցուցադրումը 1-800-464-4000 է։ Երազանցագործությունն է 711.

Chinese: 您每週7天，每天24小時均可獲得免費語
言協助。您可以申請口譯服務，要求將資料翻譯成
您所用語言或轉換為其他格式。我們每週7天，
每天24小時均歡迎您打電話1-800-757-7585前來聯
絡（節假日休息）。聽障及聽損專線 (TTY) 使用者
請撥711。

Farsi: خدمات زبانی در 24 ساعت شبانه‌روز و 7 روز هفته بدون هزینه می‌باشد. اگر این هزینه در اختیار شما است، شما می‌توانید برای خدمات متراکم شفاهی، ترجمه جزوات به زبان شما و یا به صورت‌های دیگر درخواست کنید. کوچک‌ترین کمکی در 24 ساعت شبانه‌روز و 7 روز هفته
(به استثنای روزهای تعطیل) با ما به شماره 1-800-464-4000 تماس بگیرید. کاربران TTY تماس بگیرند.
Punjabi: ਫਿਰ ਇਸ ਵਿਸ਼ੇ ਲਖਣ ਦੇ ਲਈ ਤੱਕ ਸੁਧਾਰਣਾ ਦੇ ਲਈ ਬਹੁਤ ਮਹੱਤਵਪੂਰਨ ਹੈ। ਫਿਰ ਇਸ ਵਿਸ਼ੇ ਲਖਣ ਦੇ ਲਈ ਬਹੁਤ ਮਹੱਤਵਪੂਰਨ ਹੈ।

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

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

Tagalog: May magamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maaari kang humingi ng mga serbisyo ng tagasalin sa wika, mga babasahin na isinalin sa iyong wika o sa mga alternatibong format. Tawagan lamang kami sa 1-800-464-4000, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumamit ng TTY ay maaaring tumawag sa 711.

Thai: เราบริการคำแปลหรือสับคุณตลอด 24 ชั่วโมง ทุกวันตลอดช่วงวันทำการของร้านค้าสามารถขอให้คำ แปลต่อคำภาษาของคุณที่เกี่ยวกับความคุ้มครองการคุ้มครอง สิทธิของเรานั้นคุณสามารถขอให้มีการแปล แปลเป็นภาษาที่คุณใช้โดยไม่มีการคิดค่าบริการ เพิ่มเติมหากคุณติดต่อเราที่หมายเลข 1-800-464-4000 ตลอด 24 ชั่วโมงทุกวัน (โปรดให้บริการในวันหยุดราชการ) คุณใช้ TTY โปรดโทรศัพท์ที่ 711.

Vietnamese: Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số 1-800-464-4000, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Nếu quý vị dùng TTY xin gọi 711.
Glossary

Certificate of Insurance: A written explanation of an individual’s coverage rights and benefits that are determined by the policy. It contains an explanation of benefits and limitations, definitions of important terms, and conditions of coverage, including information about deductibles and out-of-pocket expenses.

Contracted provider: Providers we contract with to provide services to members. They include contracted hospitals, contracted primary care providers, contracted physicians, contracted medical groups, contracted Plan medical offices, and contracted pharmacies.

Evidence of Coverage: Our booklet explaining benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

Family medicine: Provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

Health Plan: An abbreviated form of Kaiser Foundation Health Plan, Inc., the unit that operates the health plan portion of Kaiser Permanente.

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

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

Kaiser Permanente: The Kaiser Permanente Medical Care Program. Kaiser Permanente in 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.

Mental health care services: An umbrella term for the departments of Addiction Medicine and Psychiatry, which offer a wide range of services, from inpatient, outpatient, and day treatment programs to individual counseling, family counseling, and group therapy. No referral is needed.

Non-Plan provider: Any licensed health care provider, including hospitals, not listed in this Guidebook. Coverage for emergency services received by a Health Plan member from an out-of-Plan (non-Plan) provider is subject to the out-of-Plan emergency services provisions as defined in your Evidence of Coverage booklet or Certificate of Insurance.

Obstetrics-Gynecology (Ob-Gyn): Provides women’s health, family planning, pregnancy, and medical and surgical reproductive health services. Also listed as Women’s Health in this Guidebook.
Pediatrics: Provides children’s health care, usually from birth through age 18.

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

Plan: Kaiser Permanente.

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

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

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

Referral only: A referral from a primary care physician is needed to make an appointment in certain “by referral only” specialty departments.

Service area: That geographical area defined by ZIP codes within specified counties. Refer to your Evidence of Coverage or Certificate of Insurance for a list of ZIP codes.

TTY: Also known as TDD. Indicates a telephone number for a relay communications device used by the deaf or hard of hearing to communicate directly with others.