Your Guidebook to Kaiser Permanente Services

kp.org/eguidebook
Welcome to your Kaiser Permanente Guidebook

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

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The information in Your Guidebook to Kaiser Permanente Services is updated from time to time and is current as of October 2017. Plan hospitals, Plan physicians, and other Plan providers, and the services available at Plan facilities, are subject to change at any time without notice. If you have questions about Your Guidebook, please call our Member Service Contact Center at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY), 24 hours a day, 7 days a week (closed holidays). Or visit kp.org/facilities for the latest updated information.
Area Locations

**Bonita Medical Offices** 4
3955 Bonita Rd.
Bonita, CA 91902

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

**Bostonia Medical Offices** 5
1630 E. Main St.
El Cajon, CA 92021

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

**Carlsbad Medical Offices** 6
6860 Avenida Encinas
Carlsbad, CA 92011

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

**Carmel Valley Medical Offices** 7
3851 Shaw Ridge Rd.
San Diego, CA 92130

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

**Clairemont Mesa Medical Offices** 8
7060 Clairemont Mesa Blvd.
San Diego, CA 92111

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

**El Cajon Medical Offices** 10
250 Travelodge Dr.
El Cajon, CA 92020

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

**Escondido Medical Offices** 11
732 N. Broadway
Escondido, CA 92025

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

**Garfield Specialty Center** 11
5893 Copley Dr.
San Diego, CA 92111

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

**Kaiser Permanente**
**San Diego Medical Center** 13
Emergency
9455 Clairemont Mesa Blvd.
San Diego, CA 92123

**Kaiser Permanente**
**Zion Medical Center** 14
Emergency
4647 Zion Ave.
San Diego, CA 92120

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

**Kearny Mesa Rehabilitation Center** 16
4510 Viewridge Ave.
San Diego, CA 92123

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

**La Mesa Medical Offices** 16
Urgent Care
8080 Parkway Dr.
La Mesa, CA 91942

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

**Oceanside Medical Offices** 18
1302 Rocky Point Dr.
Oceanside, CA 92056

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
Otay Mesa Medical Offices……………………..18
Urgent Care
4650 and 4660 Palm Ave.
San Diego, CA 92154
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

Palomar Medical Center.............................21
Emergency
2185 Citracado Pkwy.
Escondido, CA 92029

Point Loma Medical Offices......................21
3250 Fordham St.
3420 Kenyon St.
San Diego, CA 92110
DHCS survey results:
3250 Fordham St., basic and medical
equipment access (P, E, EB, IB, R, T)
3240 Kenyon St., basic access
(P, E, EB, IB, R, T)

Positive Choice Integrative...........22
Wellness Center
7035 Convoy Ct.
San Diego, CA 92111

Rancho Bernardo Medical Offices.........22
Excel Centre
17140 Bernardo Center Dr.
San Diego, CA 92128
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

Rancho San Diego Medical Offices......23
3875 Avocado Blvd.
La Mesa, CA 91941
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

San Diego Mission Road.........................23
10990 San Diego Mission Rd.
San Diego, CA 92108

San Marcos Medical Offices.............24
Urgent Care
400 Craven Rd.
San Marcos, CA 92078
DHCS survey results: Basic and medical
equipment access (P, E, EB, IB, R, T)

Scripps Medical Office......................26
HM Poole Building
9834 Genesee Ave., Ste. 114
San Diego, CA 92037

Target Clinic,
Care provided by Kaiser Permanente
Chula Vista........................................27
No emergency services
1240 Broadway
Chula Vista, CA 91911

Target Clinic,
Care provided by Kaiser Permanente
San Diego Mission Valley..................27
No emergency services
1288 Camino Del Rio N.
San Diego, CA 92108

Target Clinic,
Care provided by Kaiser Permanente
Santee..............................................27
No emergency services
9846 Mission Gorge Rd.
Santee, CA 92071

Target Clinic,
Care provided by Kaiser Permanente
Vista...............................................27
No emergency services
1751 University Dr.
Vista, CA 92083
Location Details

Bonita Medical Offices
3955 Bonita Rd.
Bonita, CA 91902
kp.org/sandiego

- Advice Nurse
  Phone hours: 7 days a week, 7 a.m.–7 p.m. **1-800-290-5000**
  After hours, follow the prompts to be directed to an advice nurse.

- Endocrinology
  *By referral only*
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- Family Medicine/Internal Medicine
  Office hours: M, Tu, Th, 8 a.m.–7 p.m.; W, 8 a.m.–12:30 p.m.; F, 8 a.m.–5 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs. 1-800-290-5000

- Laboratory
  Building B
  Hours: M, Tu, Th, 7 a.m.–7 p.m.; W, 7 a.m.–noon; F, 7 a.m.–5 p.m.
  EKG hours:
  M, Tu, Th, F, 8:30 a.m.–4:30 p.m.; W, 8:30 a.m.–noon
  Appointments 619-528-7722
  Results **1-888-4KPTEST**  
  **(1-888-457-8378)**
  Call requesting practitioner for test results or check most lab results online at kp.org.

- Mammography
  See Radiology/Diagnostic Imaging.

- Nurse Clinic
  Building A, 1st Floor
  Hours: M, Tu, Th, F, 8:30 a.m.–12:15 p.m. and 1:30–4:30 p.m.;
  W, 8:30 a.m.–12:15 p.m.
  Information **1-800-290-5000**

- Optical Center/Optometry
  See Vision Essentials by Kaiser Permanente.
• Pediatrics
  Building E, 1st Floor
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs.
  1-800-290-5000

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

• Pharmacy
  Main Pharmacy, Building C
  Hours: M–F, 8:30 a.m.–6:30 p.m.;
  Sa, 9 a.m.–5 p.m.
  Info./Refills by phone 1-866-370-1959
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

• Radiology/Diagnostic Imaging
  Building B, 1st Floor
  Office hours:
  M, Tu, Th, 8:45 a.m.–7 p.m.;
  W, 8:30 a.m.–12:30 p.m.;
  F, 8:45 a.m.–5 p.m.
  Mammography hours:
  M, W–F, 7 a.m.–3:30 p.m.;
  Tu, 7 a.m.–9 p.m.
  Appts./Cancel/Mgs. 1-866-628-2006

• Vision Essentials by Kaiser Permanente
  Optical Center
  Eyeglasses, Building B
  Hours: M, W–F, 8 a.m.–5:30 p.m.;
  Tu, 8 a.m.–8 p.m.; Sa, 8 a.m.–4:30 p.m.
  Information 619-409-9997
  Website kp2020.org
  Optometry
  Building B, 2nd Floor
  Hours: M, W–F, 8 a.m.–5:30 p.m.;
  Tu, 8 a.m.–8 p.m.; Sa, 8 a.m.–4:30 p.m.
  Appointments 619-409-9997

Bostonia Medical Offices
1630 E. Main St.
El Cajon, CA 92021
kp.org/sandiego

• Advice Nurse
  Phone hours: 7 days a week,
  7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be
directed to an advice nurse.

• Behavioral Health
  Hours: M–Th, 7 a.m.–7 p.m.;
  F, 7 a.m.–6 p.m.
  Appts./Info./Msgs. 1-877-496-0450

• Family Medicine/Internal Medicine
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Extended hours:
  Every Monday, 8:30 a.m.–7:30 p.m.;
  1st and 3rd Thursday each month,
  8:30 a.m.–7:30 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs.
  1-800-290-5000

• Laboratory
  Hours: M, Th (1st and 3rd),
  7 a.m.–7 p.m.;
  Tu, W, F, Th (2nd and 4th),
  7 a.m.–5 p.m.
  EKG hours: M–F, 8:30 a.m.–4:30 p.m.
  Appointments 619-528-7722
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

• Mammography
  Hours: M–F, 7:30 a.m.–3:15 p.m.
  Appts./Cancel/Mgs. 1-800-290-5000

• Nurse Clinic
  2nd Floor
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.
  Information 1-800-290-5000
• Pediatrics
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Extended hours:
  Every Monday, 8:30 a.m.–7:30 p.m.;
  1st and 3rd Thursday each month,
  8:30 a.m.–7:30 p.m.
  Appts./Cancel/Mgs. 1-866-628-2006
  Pediatric Nurse Clinic appts.
  1-800-290-5000

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

• Pharmacy
  Hours: M–F, 8:30 a.m.–6:30 p.m.
  Info./Refills by phone 1-866-385-2630
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

• Positive Choice Integrative
  Wellness Center
  Information 858-573-0090
  Weight management programs,
  pre and post bariatric surgery services,
  biofeedback therapy, creative arts
  therapy, exercise classes, fitness
  testing, personal training, healthy
  cooking, metabolic rate and VO2 max
  testing. Some classes may require a fee.

• Radiology/Diagnostic Imaging
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Extended hours:
  Every Monday, 8:30 a.m.–7:30 p.m.;
  1st and 3rd Thursday each month,
  8:30 a.m.–7:30 p.m.
  Appts./Cancel/Mgs. 1-866-628-2006

Carlsbad Medical Offices
6860 Avenida Encinas
Carlsbad, CA 92011
kp.org/sandiego

• Advice Nurse
  Phone hours: 7 days a week,
  7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be
  directed to an advice nurse.

• Family Medicine/Internal Medicine
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Mgs.
  1-800-290-5000

• Laboratory
  Hours: M–F, 7 a.m.–5 p.m.
  EKG hours: M–F, 8:30 a.m.–4:30 p.m.
  Appointments 619-528-7722
  North County 760-510-5374
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

• Mammography
  Hours: M–F, 7 a.m.–3:30 p.m.
  Appointments 1-800-290-5000

• Nurse Clinic
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.
  Information 1-800-290-5000

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

• Pediatrics
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–noon
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Mgs.
  1-800-290-5000

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors
• Pharmacy
  Hours: M–F, 8:30 a.m.–6 p.m.
  Info./Refills by phone 1-866-385-2631
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

• Radiology/Diagnostic Imaging
  Hours: M–F, 9 a.m.–12:45 p.m. and 1:45–5 p.m.
  Appts./Cancel/Info. 1-866-628-2006

• Vision Essentials by Kaiser Permanente Optical Center
  Eyeglasses, contact lenses
  Hours: M, Tu, Th, F, 8:30 a.m.–5:30 p.m.; W, 7:30 a.m.–8 p.m.; Sa, 8 a.m.–4:30 p.m.
  Information 760-931-0180
  Website kp2020.org
  Optometry
  Hours: M, Tu, Th, F, 8:30 a.m.–5:30 p.m.; W, 7:30 a.m.–8 p.m.; Sa, 8 a.m.–4:30 p.m.
  Appts./Cancel (24 hours) 760-931-0180

Carmel Valley Medical Offices
3851 Shaw Ridge Rd.
San Diego, CA 92130
kp.org/sandiego

• Advice Nurse
  Phone hours: 7 days a week, 7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

• Cardiology
  By referral only
  Hours: M–Th, 8 a.m.–4:30 p.m.
  Appts./Info./Msgs. 1-877-236-0333

• Dermatology
  By referral only
  Hours: Tu, Th, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-800-290-5000

• Endocrinology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

• Family Medicine
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

• Internal Medicine
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

• Laboratory
  Hours: M–F, 7 a.m.–5 p.m.
  EKG hours: M–F, 8:30 a.m.–4:30 p.m.
  Appointments 619-528-7722
  Results (24 hours) 1-888-457-8378 (1-888-4KPTEST)
  Call requesting physician for test results or check most lab results online at kp.org.

• Mammography
  By appointment only
  Hours: M–F, 7:15 a.m.–3:15 p.m.
  Appointments 1-800-290-5000
• Neurology  
  By referral only  
  Hours: M, Tu, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. 1-877-236-0333

• Nurse Clinic  
  Hours: M, Tu, Th, F, 8:30 a.m.–12:15 p.m. and 1:30–4:30 p.m.;  
  W, 8:30 a.m.–12:15 p.m.  
  Information 1-800-290-5000  
  After hours, follow the prompts to be directed to an advice nurse.

• Obstetrics-Gynecology  
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;  
  W, 8:30 a.m. to 12:30 p.m.;  
  closed major holidays  
  Appts./Info. 1-800-290-5000  
  After hours, follow the prompts to be directed to an advice nurse.

• Pediatrics  
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;  
  W, 8:30 a.m. to 12:30 p.m.;  
  closed major holidays  
  Advice/Appts. 1-800-290-5000  
  After hours, follow the prompts to be directed to an advice nurse.

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

• Pharmacy  
  Hours: M–F, 9 a.m.–5:30 p.m.  
  Refills by phone 1-855-777-8072  
  Mail-order Pharmacy 1-866-206-2985  
  Online refills kp.org/refill

• Radiology/Diagnostic Imaging  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–5 p.m.  
  Appts./Cancel/Msgs. 1-866-628-2006

Clairemont Mesa Medical Offices  
7060 Clairemont Mesa Blvd.  
San Diego, CA 92111  
kp.org/sandiego

• Advice Nurse  
  Phone hours: 7 days a week,  
  7 a.m.–7 p.m. 1-800-290-5000  
  After hours, follow the prompts to be directed to an advice nurse.

• Allergy  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./MD msgs. 1-877-236-0333

• Dermatology  
  By referral only  
  Office hours: M–F, 8:30 a.m.–5 p.m.  
  Phone hours: 7 days, 7 a.m.–7 p.m.  
  Appts./Cancel/Info./MD msgs. 1-800-290-5000

• Family Medicine/Internal Medicine  
  Office hours: M–Th, 8:30 a.m.–7 p.m.;  
  F, 8:30 a.m.–5 p.m.  
  Phone hours: 7 days, 7 a.m.–7 p.m.  
  Advice/Appts./Cancel/Info. 1-800-290-5000

• Family Medicine Residency Center  
  Family care: obstetrics-gynecology, pediatrics, family practice, geriatrics,  
  behavioral health, and sports medicine  
  Office hours: M–F, 8:30 a.m.–5 p.m.  
  Phone hours: 7 days, 7 a.m.–7 p.m.  
  Advice/Appts./Cancel/Info. 1-800-290-5000

• Laboratory  
  Hours: M–Th, 7 a.m.–7 p.m.;  
  F, 7 a.m.–5 p.m.  
  EKG hours: M–F, 8:30 a.m.–4:30 p.m.  
  Appointments 619-528-7722  
  Results 1-888-4KPTEST  
  (1-888-457-8378)  
  Call requesting practitioner for test results or check most lab results online at kp.org.

• Mammography  
  See Radiology/Diagnostic Imaging.
• Nurse Clinic  
  Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:30–4:30 p.m.  
  Information 1-800-290-5000

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

• Pediatric Endocrinology/Diabetes Clinic  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 1-866-940-2218

• Pediatric — John Richards Developmental Clinic  
  By referral only  
  Hours: M–F, 8 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 1-866-940-2218

• Pediatrics  
  Office hours:  
  M, Tu, Th, F, 8:30 a.m.–5 p.m.; W, 8:30 a.m.–12:30 p.m.  
  Phone hours: 7 days, 7 a.m.–7 p.m.  
  Appts./Cancel/Info./Msgs. 1-800-290-5000

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

• Pharmacy  
  Hours: M–Th, 8 a.m.–7:30 p.m.; F, 8 a.m.–6:30 p.m.  
  Info./Refills by phone 1-866-385-2632  
  Mail-order Pharmacy 1-866-206-2985  
  Online refills kp.org/refill

• Radiology/Diagnostic Imaging  
  X-ray hours: M–F 8:30 a.m.–5:15 p.m.  
  Non-mammography appts. 1-866-628-2006  
  Mammography  
  By appointment only  
  Hours: M–F, 7:15–11:45 a.m. and 1–3:15 p.m.  
  Appointments 1-800-290-5000

• Vision Essentials by Kaiser Permanente  
  Optical Center  
  Eyeglasses  
  Hours: M, W–F, 8 a.m.–5:30 p.m.; Tu, 7:30 a.m.–8 p.m.  
  Information 858-573-0399  
  Website kp2020.org  
  Optometry  
  Hours: M, W–F, 8 a.m.–5:30 p.m.; Tu, 7:30 a.m.–8 p.m.  
  Appointments 858-573-0399
El Cajon Medical Offices
250 Travelodge Dr.
El Cajon, CA 92020
kp.org/sandiego

- Advice Nurse
  Phone hours: 7 days a week, 7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

- Gynecology
  See Obstetrics-Gynecology.

- Laboratory
  Collection only
  Hours: M–F, 8:30 a.m.–12:30 p.m.
  Appointments 619-528-7722
  Results 1-888-4KPTEST (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

- Obstetrics-Gynecology
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs. 1-800-290-5000

- Ophthalmology/Optometry
  See Vision Essentials by Kaiser Permanente.

- Orthopedic Surgical Care
  By referral only
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 7 a.m.–3 p.m.
  Appts./Cancel/Info. (24 hours)/Msgs. 1-866-459-2912

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

- Pharmacy
  Hours: M–F, 8:30 a.m.–6 p.m.
  Info./Refills by phone 1-866-385-2634
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

- Physical/Occupational Therapy
  By referral only
  Hours: M–F, 7:30 a.m.–5:30 p.m.
  Appts./Cancel/Info./Msgs. 1-866-413-1582

- Radiology/Diagnostic Imaging
  Hours: M, Tu, Th, F, 8:30 a.m.–5:15 p.m.;
  W, 7 a.m.–4 p.m.
  Appts./Cancel/Msgs. 1-866-628-2006

- Vision Essentials by Kaiser Permanente
  Ophthalmology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-844-424-1867

  Optometry
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel 619-589-7500
  Website kp2020.org
Escondido Medical Offices
732 N. Broadway
Escondido, CA 92025
kp.org/sandiego

- Advice Nurse
  Phone hours: 7 days a week, 7 a.m.–7 p.m. **1-800-290-5000**
  After hours, follow the prompts to be directed to an advice nurse.

- Family Medicine/Internal Medicine
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info. **1-800-290-5000**

- Laboratory
  Hours: M–F, 7 a.m.–5 p.m.
  EKG hours: W, 8:30 a.m.–4:30 p.m.
  Appointments **619-528-7722**
  North County **760-510-5374**
  Results **1-888-4KPTEST**
  (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at **kp.org**.

- Nurse Clinic
  Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:30–4:30 p.m.
  Information **1-800-290-5000**
  Check in by 11:30 a.m. or 3:30 p.m. for ear wash, wound care, phlebotomy, or IV procedure.

- Nutrition
  Hours: M–Th, 8 a.m.–6 p.m.; F, 8 a.m.–5 p.m
  Appts./Info./Msgs. **619-641-2000**

- Pediatrics
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs. **1-800-290-5000**

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

- Pharmacy
  Hours: M–F, 8:30 a.m.–6:30 p.m.
  Info./Refills by **phone 1-866-385-2640**
  Mail-order Pharmacy **1-866-206-2985**
  Online refills kp.org/refill

- Radiology/Diagnostic Imaging
  Hours: M–F, 9 a.m.–5 p.m.
  Mammography
  Hours: 8 a.m.–4:30 p.m.
  Appts./Cancel/Info. **1-866-628-2006**

- Vision Essentials by Kaiser Permanente
  Optical Center
  Eyeglasses, contact lenses
  Hours: M, W–F, 8 a.m.–5:30 p.m.;
  Tu, 8 a.m.–8 p.m.; Sa, 8 a.m.–4:30 p.m.
  Appts./Cancel (24 hours) **760-839-0899**
  Website kp2020.org
  Optometry
  Hours: M, W–F, 8 a.m.–5:30 p.m.;
  Tu, 8 a.m.–8 p.m.; Sa, 8 a.m.–4:30 p.m.
  Appts./Cancel (24 hours) **760-839-0899**

Garfield Specialty Center
5893 Copley Dr.
San Diego, CA 92111
kp.org/sandiego

- Audiology
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. **858-616-5100**

- Comprehensive Pain (General)
  By referral only
  4th Floor
  Office hours: M–F, 8 a.m.–5 p.m.
  Phone hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:30 p.m.
  Appts./Cancel/Info./Msgs. **1-866-413-1582**

- Gastroenterology (GI)
  By referral only
  3rd Floor
  Hours: M–F, 8 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. **1-877-236-0333**

- General Surgery
  See Surgery (General).
- **Head and Neck Surgery**  
  *By referral only*  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. 858-616-5100

- **Interventional Anesthesiology**  
  Pain Medicine  
  *By referral only*  
  2nd Floor  
  Hours: M–F, 8 a.m.–4 p.m.  
  Appts./Info./Msgs. 1-866-868-9022

- **Laboratory**  
  1st Floor  
  Hours: M–F, 7:30 a.m.–5 p.m.  
  EKG hours: M–F, 8:30 a.m.–4 p.m.  
  Appts./Cancel/Info./Msgs. 619-528-7722  
  Results 1-888-4KPTEST (1-888-457-8378)  
  Call requesting practitioner for test results or check most lab results online at kp.org.

- **Orthopedics**  
  *By referral only*  
  1st Floor  
  Hours: M, Tu, Th, 8:30 a.m.–8:30 p.m.;  
  W, 7 a.m.–3 p.m. and 4–7 p.m.;  
  F, 7 a.m.–3 p.m.  
  Appts./Cancel/Info./Msgs. 1-866-459-2912

- **Personal Physician Selection Information**  
  Website kp.org/finddoctors

- **Pharmacy**  
  1st Floor  
  Hours: M–F, 9 a.m.–5:30 p.m.  
  Info./Refills by phone 1-877-842-9584  
  Mail-order Pharmacy 1-866-206-2985  
  Online refills kp.org/refill

- **Plastic Surgery**  
  *By referral only*  
  4th Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 858-616-5001

- **Podiatry**  
  *By referral only*  
  1st Floor  
  Hours: M, Tu, Th, 8:30 a.m.–8:30 p.m.;  
  W, 7 a.m.–3 p.m. and 4–7 p.m.;  
  F, 7 a.m.–3 p.m.  
  Appts./Cancel/Info./Msgs. 1-866-459-2912

- **Radiology/Diagnostic Imaging**  
  1st Floor  
  General Radiology hours:  
  M, W, 8:30 a.m.–8:45 p.m.;  
  Tu, Th, F, 8:30 a.m.–4:45 p.m.  
  MRI hours: M–F, 6:15 a.m.–2:30 p.m.  
  Appts./Cancel/Info./Msgs. 1-866-628-2006

- **Surgery (General)**  
  *By referral only*  
  4th Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 619-662-1222

- **Surgical Admitting**  
  *By referral only (if applicable)*  
  2nd Floor  
  Office hours: M–F, 6 a.m.–2:30 p.m.  
  Phone hours: M–F, 8 a.m.–2:30 p.m.  
  Info./Msgs. 619-528-0140

- **Urologic Surgery**  
  *By referral only*  
  3rd Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 1-888-694-7857
Kaiser Permanente
San Diego Medical Center
Emergency
Hospital and Medical Offices
9455 Clairemont Mesa Blvd.
San Diego, CA 92123
kp.org/sandiego

- Continuing Care
  Phone hours: M–F, 8 a.m.–5 p.m.
  Information 619-641-4456
  Website continuingcare-sandiego.kp.org

- Diagnostic Imaging
  Appts./Info./Msgs. 1-866-628-2006

- Emergency
  Drop-in care available
  Hours: 7 days, 24 hours
  Information 858-266-2000

- Interventional Radiology
  Information 619-528-5849

- Labor & Delivery
  Hours: 7 days, open 24 hours

- Laboratory
  Hours: M–F, 7 a.m.–7 p.m.;
  Sa, Su, 8 a.m.–4 p.m.
  Appointments 619-528-7722
  North County 760-510-5374
  Results 1-888-457-8378
  (1-888-4KPTEST)
  Call requesting physician for test results
  and to schedule appointments, or check
  most lab results online at kp.org.

- Member Services Office
  Walk-in service
  Hours: M–F, 9 a.m.–12:30 p.m.
  and 1:45–5 p.m.; closed major holidays
  Information 858-266-5000

- Neonatology
  Hours: 7 days, 24 hours
  Appts./Info./Msgs. 858-266-3400

- Nuclear Medicine
  Appts./Info./Msgs. 619-528-5067

- Obstetrics-Gynecology
  Appts./Info./Msgs. 1-800-290-5000

- Pediatrics
  Appts./Info./Msgs. 858-966-6100

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

- Pharmacy
  Hours: 7 days, 24 hours
  Info./Refill phone 1-844-328-9077
  Mail-order Pharmacy 1-866-206-2985
  Online kp.org/rxrefill

- Pulmonary Medicine
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- Surgery (General)
  By referral only
  Appts./Info./Msgs. 619-662-1222

- Surgery (Thoracic)
  By referral only
  Appts./Info./Msgs. 619-662-1222

- Surgery (Vascular)
  By referral only
  Appts./Info./Msgs. 619-662-1222
Kaiser Permanente
Zion Medical Center
Emergency
Hospital and Medical Offices
4647 Zion Ave.
San Diego, CA 92120
kp.org/sandiego

- Admitting
  Information 619-528-0140

- Advice Nurse
  Phone hours: 7 days a week, 7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

- Cardiology
  By referral only
  Hours: M–F, 8:15 a.m.–6 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- Continuing Care
  See San Diego Mission Road offices.

- Disability Claims
  7385 Mission Gorge Rd.
  San Diego, CA 92120
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information 619-528-5280
  Fax 619-229-7542

- Emergency
  Hours: 7 days, 24 hours

- Gastroenterology (GI)
  By referral only
  Hours: M–F, 8:15 a.m.–6 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- General Surgery
  See Surgery (General).

- Genetics
  Referral preferred
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 619-528-5409

- Gynecology
  See Obstetrics-Gynecology.

- Healthy Living Store
  Hours: M, Tu, Th, F, 9 a.m.–4:30 p.m.; W, 7 a.m.–4:30 p.m.
  Information 619-528-5153
  Breast pumps available for purchase.

- Hematology/Oncology
  By referral only
  Hours: M–F, 8:15 a.m.–6 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- Infectious Disease
  By referral only
  Appts./Info./Msgs. 1-877-236-0333

- Information
  Operator 619-528-5000

- Labor and Delivery
  See Obstetrics-Gynecology.

- Laboratory
  Hours: 7 days, 7 a.m.–9 p.m.
  Appointments 619-528-7722
  North County phone 760-510-5374
  Results 1-888-4KPTEST (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

- Medical Correspondence
  7385 Mission Gorge Rd.
  San Diego, CA 92120
  Hours: M–F, 8:30 a.m.–5 p.m.
  Continuing Care Records
  Record copies 619-583-4293
  Fax 619-229-7511
  Continuing Care records are processed at no cost to members.

- Patient Records
  Record copies 619-528-5195
  Copies of records for personal use.
  There is a clerical and per-page copying fee.

- Neonatology
  Follow-up appts. 1-866-940-2218
  Neonatal Intensive Care 619-528-5323

- Neurosurgery
  By referral only
  Appts./Info./Msgs. 619-528-0501
• Nuclear Medicine
  By referral only
  Appts./Info./Msgs. 619-528-5067

• Obstetrics-Gynecology
  Appts./Cancel/Info./Msgs.
  1-800-290-5000

  Labor and Delivery
  Hours: 7 days, 24 hours
  Information 619-528-5036

• Occupational Health Center
  (Kaiser On-the-Job®)
  Hours: M–F, 7 a.m.–7 p.m.
  Appts./Info./Msgs. 619-528-5062
  Medical treatment for work-related injuries and illnesses.

• Oncology
  See Hematology/Oncology.

• Orthopedic Surgical Care
  By referral only
  Appts./Cancel/Info./Msgs.
  1-866-459-2912

• Ostomy
  Appts./Info./Msgs. 619-662-1222

• Patient Access
  7385 Mission Gorge Rd.
  San Diego, CA 92120
  Hours: M–F, 9 a.m.–5 p.m.
  Information 619-583-4293
  Copies of records for personal use.

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

• Pharmacy
  Hours: 7 days, 24 hours
  Info./Refills by phone 1-866-370-1958
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

• Psychiatry
  Crisis intervention 1-877-496-0450
  Behavioral Health Care Member Help
  Line, 7 days, 24 hours 1-800-900-3277

• Pulmonology/INH Clinic
  By referral only
  TB screening
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

• Radiology/Diagnostic Imaging
  Appointments 1-866-628-2006

• Surgery (General)
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 619-662-1222

• TTY for the deaf or hard of hearing
  Advice/Appts./Info. 619-528-5152
  North County coastal 760-436-6031
  North County inland 760-741-8855

• Urologic Surgery
  By referral only
  Appts./Info./Msgs. 1-888-694-7857

• Vascular Lab Testing
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 619-662-1222

• Vascular Surgery
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 619-662-1222

• Wound Care
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 619-662-1222
Kearny Mesa Rehabilitation Center
4510 Viewridge Ave.
San Diego, CA 92123
kp.org/sandiego

- Nephrology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-877-236-0333

- Physical Medicine
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-413-1582

- Physical/Occupational Therapy
  By referral only
  Hours: M–F, 7:30 a.m.–5:30 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-413-1582

- Speech Pathology
  By referral only
  Hours: M–F, 7:30 a.m.–6 p.m.
  Appts./Cancel/Info./Msgs. 858-694-7100

La Mesa Medical Offices
Urgent Care
8080 Parkway Dr.
La Mesa, CA 91942
kp.org/sandiego

- Advice Nurse
  Phone hours: 7 days a week,
  7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be
directed to an advice nurse.

- After-Hours Care (Adult Medicine)
  Hours: M–F, 6–9 p.m.
  Advice/Appts. 1-800-290-5000

- Dermatology
  By referral only
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs.
  1-800-290-5000

- Durable Medical Equipment
  8010 Parkway Dr.
  La Mesa, CA 91942
  Hours: M–F, 8:30 a.m.–5 p.m.
  Information
  1-855-80KPDME (1-855-805-7363)

- Family Medicine/Internal Medicine
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs.
  1-800-290-5000

- Laboratory
  Hours: M–F, 7 a.m.–8 p.m.;
  Sa, Su, 8 a.m.–5 p.m.
  EKG hours:
  M–F, 8:30 a.m.–4:30 p.m.;
  Sa, Su, 8:30 a.m.–noon
  Phone hours: M–F, 8 a.m.–5 p.m.
  Appointments 619-528-7722
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.
• Nurse Clinic  
Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:30–4:30 p.m.  
Information 1-800-290-5000  

• Nutrition  
Hours: M–F, 8:30 a.m.–5 p.m.  
Appts./Info./Msgs. 619-641-4194  

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

• Pediatrics  
Office hours:  
M, Tu, Th, F, 8:30 a.m.–5 p.m.;  
W, 8:30 a.m.–12:30 p.m.  
Phone hours: 7 days, 7 a.m.–7 p.m.  
Appts./Cancel/Info./Msgs. 1-800-290-5000  

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

• Pharmacies  
Outpatient Pharmacy  
Hours: M–F, 8:30 a.m.–9 p.m.;  
Sa, Su, 9 a.m.–1 p.m.  
Info./Refills by phone 1-866-385-2644  
Mail-order Pharmacy 1-866-206-2985  
Online refills kp.org/refill  

Outpatient Anticoagulation Clinic  
Pharmacy  
Hours: M–F, 8:30 a.m.–5 p.m.  
Fax 619-589-3266  
Information 1-855-628-0554  

• Radiology/Diagnostic Imaging  
Hours: M–F, 7:45 a.m.–9 p.m.;  
Sa, Su, 9 a.m.–5 p.m.  

Mammography  
Hours: M–F, 7 a.m.–9 p.m.  
Appts./Cancel/Mgs. 1-866-628-2006  

• Vision Essentials by Kaiser Permanente  
Optical Center  
Eyeglasses, contact lenses  
Hours: M, W, F, 8 a.m.–5:30 p.m.;  
Tu, Th, 7:30 a.m.–8:30 p.m.  
Contact lens information 619-528-3477  
Eyeglasses 619-589-7500  
Website kp2020.org  

Optometry  
Hours: M, W, F, 8 a.m.–5:30 p.m.;  
Tu, Th, 7:30 a.m.–8 p.m.  
Appointments 619-589-7500  

• Urgent Care Clinic  
Walk-ins, no appointments necessary  
Hours: M–F, 10 a.m.–8 p.m.;  
Sa, Su, holidays, 9 a.m.–5 p.m.  
Advice (7 days, 7 a.m.–7 p.m.) 1-800-290-5000
Oceanside Medical Offices
1302 Rocky Point Dr.
Oceanside, CA 92056
kp.org/sandiego

- Advice Nurse
  Phone hours: 7 days a week, 7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

- Family Medicine/Internal Medicine
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info.
  1-800-290-5000

- Laboratory
  Hours: M–F, 7:30 a.m.–5 p.m.
  EKG hours: M–F, 8:30 a.m.–4:30 p.m.
  Appointments 619-528-7722
  North County 760-510-5374
  Results 1-888-4KPTEST
          (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

- Nurse Clinic
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.
  Information 1-800-290-5000

- Pediatrics
  Hours: M, Tu, Th, F, 8 a.m.–5 p.m.; W, 8 a.m.–noon
  Appts./Cancel/Info./Msgs.
  1-800-290-5000

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

- Pharmacy
  Hours: M–F, 9 a.m.–5:30 p.m.
  Info./Refills by phone 1-844-424-1871
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

- Radiology/Diagnostic Imaging
  Hours: M–F, 8:45 a.m.–12:45 p.m.
  and 1:45–5 p.m.
  Appts./Cancel/Info. 1-866-628-2006

Otay Mesa Medical Offices
Urgent Care
4650 and 4660 Palm Ave.
San Diego, CA 92154
kp.org/sandiego

- Advice Nurse
  Phone hours: 7 days a week, 7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

- Audiology
  Hours: Tu, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 858-616-5100

- Cardiology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- Family Medicine/Internal Medicine
  Office hours: M–Th, 8 a.m.–7 p.m.; F, 8 a.m.–5 p.m.; Sa, Su, 8:30 a.m.–noon
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info.
  1-800-290-5000

- Gastroenterology (GI)
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- General Surgery
  See Surgery (General).

- Gynecology
  See Obstetrics-Gynecology.

- Hematology/Oncology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- Interventional Radiology
  Hours: Vary
  Information 1-866-868-9022
• Laboratory
  Hours: M–F, 7 a.m.–9 p.m.;
  Sa, Su, 8 a.m.–5 p.m.
  Appointments 619-528-7722
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

• Member Services Office
  Office hours: M–F, 9 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Member Service Contact Center
  Phone hours: 7 days, 24 hours;
  closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711

• Neurology
  By referral only
  Hours: M–F, 8 a.m.–noon
  and 1–4:30 p.m.
  Appts./Info./Msgs. 1-877-236-0333

• Nurse Clinic
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.
  Information 1-800-290-5000

• Nutrition
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info. 619-641-4194

• Obstetrics-Gynecology
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Phone hours: M–F, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/
  1-800-290-5000

• Occupational Health Center
  (Kaiser On-the-Job®)
  Hours: M–F, 9 a.m.–5 p.m.
  Appts./Info./Msgs. 619-662-5006
  Medical treatment for work-related injuries and illnesses.

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

• Orthopedic Surgical Care
  By referral only
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 7 a.m.–3 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-459-2912

• Pediatrics
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Urgent care hours: M, Tu, Th, 6–9 p.m.;
  W, 1:30–9 p.m.
  Advice/Appts. 1-800-290-5000

• Perioperative
  Admitting
  Hours: M–F, 5:30 a.m.–3 p.m.
  Information 619-662-5543
  Operating room
  Hours: M–F, 7 a.m.–5:30 p.m.
  Information 619-662-5590
  Post-anesthesia care unit
  Hours: M–F, 7:30 a.m.–7:30 p.m.
  Information 619-662-5596
  Preoperative
  Hours: M–F, 6 a.m.–3:30 p.m.
  Information 619-662-5599

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

• Pharmacy
  Hours: M–F, 8:30 a.m.–9:30 p.m.;
  Sa, Su, 9 a.m.–5:30 p.m.
  Info./Refills by phone 1-866-385-2645
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

• Physical Medicine
  By referral only
  Hours: M–F, 8 a.m.–4:30 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-413-1582
• Physical/Occupational Therapy  
   *By referral only*  
   Hours: M–F, 7:30 a.m.–5:30 p.m.  
   Appts./Cancel/Info./Msgs.  
   **1-866-413-1582**

• Positive Choice Integrative Wellness Center  
   Hours: W, 3:30–7 p.m.  
   Information **858-573-0090**  
   Weight management programs, pre and post bariatric surgery services, biofeedback therapy, creative arts therapy, exercise classes, fitness testing, personal training, healthy cooking, metabolic rate and VO2 max testing. Some classes may require a fee.

• Psychiatry  
   4660 Palm Ave.  
   Building 4, 2nd Floor  
   Hours: M–Th, 7 a.m.–7 p.m.;  
   F, 7 a.m.–6 p.m.  
   Appts./Info./Msgs.  
   **1-877-496-0450**  
   Behavioral Health Care Member Help Line, 7 days, 24 hours  
   **1-800-900-3277**

• Pulmonology  
   *By referral only*  
   Hours: M–F, 8 a.m.–noon and 1–4:30 p.m.  
   Appts./Info./Msgs.  
   **1-877-236-0333**

• Radiology/Diagnostic Imaging  
   Hours: M–F, 8:30 a.m.–9:30 p.m.;  
   Sa, Su, 9 a.m.–5 p.m.  
   Appts./Cancel/Msms.  
   **1-866-628-2006**

• Surgery (General)  
   *By referral only*  
   Hours: M–F, 8:30 a.m.–5 p.m.  
   Appts./Cancel/Info./Msgs.  
   **619-662-1222**

• Urgent Care Clinic  
   *Walk-ins, no appointment necessary*  
   Hours: M–F, 10 a.m.–8 p.m.;  
   Sa, Su, holidays, 9 a.m.–5 p.m.  
   Advice (7 days, 7 a.m.–7 p.m.)  
   **1-800-290-5000**

• Urologic Surgery  
   *By referral only*  
   Hours: 8:30 a.m.–5 p.m.  
   Appts./Info./Msgs.  
   **1-888-694-7857**

• Vision Essentials by Kaiser Permanente Ophthalmology  
   *By referral only*  
   Hours: M–F, 8:30 a.m.–5 p.m.  
   Appts./Cancel  
   **1-844-424-1867**

   Optical Center  
   Eyeglasses, contact lenses  
   Hours: M–W, F, 8:30 a.m.–5:30 p.m.;  
   Th, 8:30 a.m.–8 p.m.  
   Information  
   **619-662-5075**  
   Website  
   **kp2020.org**  
   Optometry  
   Hours: M–W, F, 8:30 a.m.–5 p.m.;  
   Th, 8:30 a.m.–8 p.m.  
   Appts./Cancel  
   **619-662-5075**
Palomar Medical Center
Emergency
2185 Citracado Pkwy.
Escondido, CA 92029
kp.org/sandiego/palomar
442-281-5000

Specialty Services Care is provided by a Kaiser Permanente physician at this facility for these specialties:

- Cardiology
- Gastroenterology (GI)
- General Surgery
- Hospital Medicine
- Infectious Disease
- Nephrology
- Neurology
- Oncology
- Orthopedic Surgery
- Pulmonology
- Rheumatology
- Urology

Additional inpatient specialty services will continue to be added.

Point Loma Medical Offices
3250 Fordham St.
3420 Kenyon St.
San Diego, CA 92110
kp.org/sandiego

- Addiction Medicine
  3420 Kenyon St., 1st Floor
  Clinic hours: M–Th, 8 a.m.–8 p.m.;
  F, 8 a.m.–6 p.m.
  Phone hours: M–Th 8 a.m.–6 p.m.;
  F, 8 a.m.–5:30 p.m.
  Appts./Info./Msgs./New patient
  619-221-6550
- Behavioral Health Care Member Help
  Line 7 days, 24 hours 1-800-900-3277
- Advice Nurse
  Phone hours: 7 days a week,
  7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be
directed to an advice nurse.
- Family Medicine/Internal Medicine
  3250 Fordham St.
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info.
  1-800-290-5000
- Infectious Disease
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.;
  hours and days may vary
  Appts./Info./Msgs. 1-877-236-0333
  HIV patients may self-refer through the call center.
- Laboratory
  3250 Fordham St.
  Hours: M, Tu, Th, F, 7 a.m.–5 p.m.;
  W, 7 a.m.–12:30 p.m.
  EKG hours:
  M, Tu, Th, F, 8:30 a.m.–4:30 p.m.;
  W, 8:30 a.m.–noon
  Appointments 619-528-7722
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.
- Mammography
  Hours: M, Tu, Th, F, 8 a.m.–noon
  and 1:15–4 p.m.; W, 8 a.m.–noon
  Appts./Cancel/Msgs. 1-866-628-2006
- Nurse Clinic
  3250 Fordham St.
  Hours: M, Tu, Th, F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.;
  W, 8:30 a.m.–12:15 p.m.
  Information 1-800-290-5000
• Obstetrics-Gynecology (Infertility and Urogynecology)
  3250 Fordham St.
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Appts./Info./Msgs. 619-221-0350

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

• Pharmacy
  3250 Fordham St.
  Hours: M–F, 8:30 a.m.–6 p.m.
  Info./Refills by phone 1-866-385-2646
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

• Psychiatry
  3420 Kenyon St., 2nd Floor
  Hours: M–Th, 7 a.m.–7 p.m.;
  F, 7 a.m.–6 p.m.
  Appts./Info./Msgs. 1-877-496-0450
  Behavioral Health Care Member Help Line, 7 days, 24 hours 1-800-900-3277

• Radiology/Diagnostic Imaging
  Hours: M, Tu, Th, F,
  8:30 a.m.–4:45 p.m.;
  W, 8:30 a.m.–12:15 p.m.
  Appts./Cancel/Msgs. 1-866-628-2006

• Travel Advisory
  Hours: M–F, 8:30 a.m.–noon
  and 1–4 p.m.
  Information 1-800-517-5556

Positive Choice Integrative Wellness Center
7035 Convoy Ct.
San Diego, CA 92111
kp.org/sandiego

Positive Choice
Hours: M–Th, 8 a.m.–9 p.m.; F, 8 a.m.–4 p.m.
Information 858-573-0090
Weight management programs, pre and post bariatric surgery services, biofeedback therapy, creative arts therapy, exercise classes, fitness testing, personal training, healthy cooking, metabolic rate and VO2 max testing. Some classes may require a fee.

Rancho Bernardo Medical Offices
Excel Centre
17140 Bernardo Center Dr.
San Diego, CA 92128
kp.org/sandiego

• Advice Nurse
  Phone hours: 7 days a week,
  7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

• Family Medicine/Internal Medicine
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: M–F, 8 a.m.–5 p.m.
  Advice/Appts./Cancel/Info.
  1-800-290-5000

• Gynecology
  See Obstetrics-Gynecology.

• Laboratory
  Hours: M–F, 7 a.m.–5 p.m.
  EKG hours: M–F, 8:30 a.m.–4:30 p.m.
  Appointments 619-528-7722
  Results 1-888-4KPTEST (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

• Nurse Clinic
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.
  Information 1-800-290-5000

• Obstetrics-Gynecology
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-800-290-5000

• Occupational Health Center (Kaiser On-the-Job®)
  Hours: M–F, 9 a.m.–5 p.m.
  Appts./Info./Msgs. 858-451 5265
  Medical treatment for work-related injuries and illnesses.
• Pediatrics
Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.; W, 7:30 a.m.–12:30 p.m.
Advice/Appts. 1-800-290-5000

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

• Pharmacy
Hours: M–F, 8:30 a.m.–6 p.m.
Information 1-866-385-2647
Mail-order Pharmacy 1-866-206-2985
Online refills kp.org/refill

• Radiology/Diagnostic Imaging
Hours: M–F, 8:30 a.m.–4:30 p.m.
Appts./Cancel/Info. 1-866-628-2006

• Rheumatology By referral only
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info./Msgs. 1-877-236-0333

Rancho San Diego Medical Offices
3875 Avocado Blvd.
La Mesa, CA 91941
kp.org/sandiego

• Advice Nurse
Phone hours: 7 days a week, 7 a.m.–7 p.m. 1-800-290-5000
After hours, follow the prompts to be directed to an advice nurse.

• Family Medicine/Internal Medicine
Office hours: M–F, 8:30 a.m.–5 p.m.
Phone hours: 7 days, 7 a.m.–7 p.m.
Appts./Cancel/Info./Msgs. 1-800-290-5000

• Laboratory
Hours: M (1st, 3rd, 5th), W, Th, F, 7 a.m.–5 p.m.; M (2nd and 4th), Tu, 7 a.m.–7 p.m.
EKG hours: M–F, 8:30 a.m.–4:30 p.m.
Appointments 619-528-7722
Results 1-888-4KPTTEST
(1-888-457-8378)
Call requesting practitioner for test results or check most lab results online at kp.org.

• Nurse Clinic
Hours: M–F, 8:30 a.m.–12:15 p.m.
and 1:30–4:30 p.m.
Information 1-800-290-5000

• Pediatrics
Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.; W, 8:30 a.m.–12:30 p.m.
Appts./Cancel/Info./Msgs. 1-800-290-5000

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

• Pharmacy
Hours: M–F, 8:30 a.m.–6 p.m.
Info./Refills by phone 1-866-451-4956
Mail-order Pharmacy 1-866-206-2985
Online refills kp.org/refill

• Radiology/Diagnostic Imaging
Hours: M, Tu, Th, F, 8:30 a.m.–noon
Appts./Cancel/Msgs. 1-866-628-2006

San Diego Mission Road
10990 San Diego Mission Rd.
San Diego, CA 92108
kp.org/sandiego

• Continuing Care
Family Violence Program 619-641-4456
Long-term care 619-528-1245
Senior/Geriatric services 619-641-4456
Social Services 619-641-4456
Website xnet.kp.org/sandiego/ccs/

• Health Education
Hours: M–F, 8:30 a.m.–4:45 p.m.
Appts./Info./Msgs. 619-641-4194
Wellness Coaching by Phone 1-866-862-4295
Depression, stress management, smoking cessation, and other programs.
Information available online at kp.org.

• Home Health Care
Hours: M–F, 8:30 a.m.–5 p.m.
Information 619-641-4663
• Hospice  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Information (24 hours) **619-641-4100**

• Nutrition  
  Appts./Info. **619-641-4194**

• Surgery Scheduling  
  Hours: M–F, 8:30 a.m.–4:30 p.m.  
  General Surgery **619-662-5446**  
  Head and Neck **858-616-5103**  
  Neurosurgery **858-616-5103**  
  Ob-Gyn **619-641-2362**  
  Ophthalmology **619-662-5480**  
  Orthopedics **619-441-3140**  
  Plastic Surgery **858-616-5493**  
  Thoracic **619-662-5446**  
  Urology **619-662-5690**  
  Vascular **619-662-5884**

San Marcos Medical Offices  
Urgent Care  
400 Craven Rd.  
San Marcos, CA 92078  
**kp.org/sandiego**

• Advice Nurse  
  Phone hours: 7 days a week, 7 a.m.–7 p.m. **1-800-290-5000**  
  After hours, follow the prompts to be directed to an advice nurse.

• Allergy  
  Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.; W, 8:30 a.m.–noon  
  Information **1-877-236-0333**

• Audiology  
  1st Floor  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. **858-616-5100**

• Cardiology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. **1-877-236-0333**

• Dermatology  
  By referral only  
  Office hours: M–F, 8:30 a.m.–5 p.m.  
  Phone hours: 7 days, 7 a.m.–7 p.m.  
  Appts./Cancel/Info./Msgs. **1-800-290-5000**

• Endocrinology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. **1-877-236-0333**

• Family Medicine/Internal Medicine  
  Office hours: M–F, 8:30 a.m.–5 p.m.  
  Phone hours: 7 days, 7 a.m.–7 p.m.  
  Advice/Appts./Cancel/Info. **1-800-290-5000**

• Gastroenterology (GI)  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. **1-877-236-0333**

• General Surgery  
  See Surgery (General).

• Gynecology  
  See Obstetrics-Gynecology.

• Head and Neck Surgery  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. **858-616-5100**

• Hematology/Oncology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. **1-877-236-0333**

• Infectious Disease  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.; hours and days may vary  
  Appts./Info./Msgs. **1-877-236-0333**  
  HIV patients may self-refer through the call center.
• Laboratory
  Hours: M–F, 7 a.m.–9 p.m.;
  Sa, 7 a.m.–5 p.m.;
  Su, holidays, 8 a.m.–5 p.m.
  Appointments 619-528-7722
  North County 760-510-5374
  Results 1-888-4KPTEST
  (1-888-457-8378)
  Call requesting practitioner for test
  results or check most lab results online
  at kp.org.

• Member Services Office
  Office hours: M–F, 9 a.m.–12:30 p.m.
  and 1:30–5 p.m.
  Member Service Contact Center
  Phone hours: 7 days, 24 hours;
  closed holidays
  English 1-800-464-4000
  Spanish 1-800-788-0616
  Chinese dialects 1-800-757-7585
  TTY 711

• Nephrology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

• Neurology
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

• Nurse Clinic
  Hours: M–F, 8:30 a.m.–12:15 p.m.
  and 1:30–4:30 p.m.
  Information 1-800-290-5000

• Obstetrics-Gynecology
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.;
  W, 8:30 a.m.–12:30 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs.
  1-800-290-5000

• Occupational Health Center
  (Kaiser On-the-Job®)
  Hours: M–F, 9 a.m.–5 p.m.
  Appts./Info./Msgs. 760-510-5350
  Medical treatment for work-related
  injuries and illnesses.

• Orthopedic Surgical Care
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-459-2912

• Outpatient Treatment Center (OTC)
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

• Pain Management
  By referral only
  Office hours: M–F, 8:30 a.m.–5:30 p.m.;
  days and hours may vary
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-413-1582

• Pediatrics
  Office hours: M–F, 8:30 a.m.–5 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Msgs.
  1-800-290-5000

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

• Pharmacy
  Hours: M–F, 8:30 a.m.–9:30 p.m.;
  Sa, Su, holidays, 9 a.m.–5:30 p.m.
  Info./Refills by phone 1-866-385-2650
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill

• Physical Medicine
  By referral only
  Office hours: M–F, 7 a.m.–5 p.m.
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-413-1582

• Physical/Occupational Therapy
  By referral only
  Office hours: M–F, 7 a.m.–5 p.m.
  Phone hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs.
  1-866-413-1582

• Plastic Surgery
  By referral only
  Building 4, 3rd Floor, Area 342
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 858-616-5001
• Pulmonology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. 1-877-236-0333

• Radiology/Diagnostic Imaging  
  Hours: M–F, 8 a.m.–9 p.m.;  
  Sa, Su, 9 a.m.–5 p.m.  
  Appts./Cancel/Info.  1-866-628-2006

• Rheumatology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. 1-877-236-0333

• Sleep Clinic  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. 1-877-236-0333

• Speech Pathology  
  Limited services; by referral only  
  Office hours: M–F, 8:30 a.m.–5 p.m.;  
  days and hours may vary  
  Phone hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. 858-694-7100

• Surgery (General)  
  By referral only  
  Building 4, 3rd Floor, Area 342  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 619-662-1222

• Vascular Diagnostic Lab  
  By referral only  
  Building 4, 3rd Floor, Area 342  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 619-662-1222

• Vascular Surgery  
  By referral only  
  Building 4, 3rd Floor, Area 342  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs. 619-662-1222

• Urgent Care Clinic  
  Walk-ins, no appointment necessary  
  Hours: M–F, 10 a.m.–8 p.m.;  
  Sa, Su, holidays, 9 a.m.–5 p.m.  
  Advice (7 days, 7 a.m.–7 p.m.)  
  1-800-290-5000

• Urologic Surgery  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Info./Msgs. 1-800-694-7857

Scripps Medical Office  
HM Poole Building  
9834 Genesee Ave., Ste. 114  
San Diego, CA 92037  
kp.org/sandiego

• Cardiac Electrophysiology  
  By referral only  
  Hours: M–F, 8 a.m.–4 p.m.  
  Appts./Info./Msgs. 1-877-236-0333
Target Clinic, Care provided by Kaiser Permanente
Chula Vista
No emergency services
1240 Broadway
Chula Vista, CA 91911
kp.org/scal/targetclinic
Hours: M–F, 9 a.m.–7 p.m.; Sa, Su, 11 a.m.–4 p.m.
Walk-in care available for over 85 services for you and your family, including:
- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

Target Clinic, Care provided by Kaiser Permanente
San Diego Mission Valley
No emergency services
1288 Camino Del Rio N.
San Diego, CA 92108
kp.org/scal/targetclinic
Hours: M–F, 9 a.m.–7 p.m.; Sa, Su, 11 a.m.–4 p.m.
Walk-in care available for over 85 services for you and your family, including:
- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

Target Clinic, Care provided by Kaiser Permanente
Santee
No emergency services
9846 Mission Gorge Road
Santee, CA 92071
kp.org/scal/targetclinic
Hours: M–F, 9 a.m.–7 p.m.; Sa, Su, 11 a.m.–4 p.m.
Walk-in care available for over 85 services for you and your family, including:
- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

Target Clinic, Care provided by Kaiser Permanente
Vista
No emergency services
1751 University Dr.
Vista, CA 92083
kp.org/scal/targetclinic
Hours: M–F, 9 a.m.–7 p.m.; Sa, Su, 11 a.m.–4 p.m.
Walk-in care available for over 85 services for you and your family, including:
- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services
Vandever Medical Offices
4405 Vandever Ave.
San Diego, CA 92120
kp.org/sandiego

Vandever Medical Offices closed at 5 p.m. the evening before a holiday.

- Advice Nurse
  Phone hours: 7 days a week, 7 a.m.–7 p.m. 1-800-290-5000
  After hours, follow the prompts to be directed to an advice nurse.

- Family Medicine/Internal Medicine
  Office hours: M–Th, 7:30 a.m.–7 p.m.; F, 7:30 a.m.–5 p.m.; Sa, Su, 8 a.m.–noon
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Advice/Appts./Cancel/Info. 1-800-290-5000

- General Surgery
  See Surgery (General).

- Gynecology
  See Obstetrics-Gynecology.

- Laboratory
  Hours: M–Th, 7 a.m.–7:30 p.m.; F, 7 a.m.–5 p.m.; Sa, Su, 7 a.m.–noon
  EKG hours: M–F, 8:30 a.m.–4:30 p.m.; Sa, Su, 8:30 a.m.–noon
  Appointments 619-528-7722
  Results 1-888-4KPTEST (1-888-457-8378)
  Call requesting practitioner for test results or check most lab results online at kp.org.

- Member Services Office
  Office hours: M–F, 9 a.m.–5 p.m.

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

- Neurology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./Msgs. 1-877-236-0333

- Nurse Clinic
  Hours: M–F, 8:30 a.m.–12:15 p.m. and 1:30–4:30 p.m.
  Information 1-800-290-5000

- Obstetrics-Gynecology
  Office hours:
  M, Tu, Th, F, 8:30 a.m.–5 p.m.; W, 8:30 a.m.–12:30 p.m.
  Phone hours: 7 days, 7 a.m.–7 p.m.
  Appts./Cancel/Info./Msgs. 1-800-290-5000

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

- Pediatric Specialties
  Appts./Info./Msgs. 619-516-3627
  Cardiology, Circumcision, Cystic Fibrosis, NICU follow-up, Pulmonology, Rheumatology, and Sports Medicine.

- Pediatrics
  Hours: M–F, 8:30 a.m.–9 p.m.; Sa, Su, 9 a.m.–5 p.m.
  Appts./Cancel/Info./Msgs. 1-800-290-5000

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

- Pharmacy
  1st Floor Pharmacy
  Hours: M–F, 8:30 a.m.–10 p.m.; Sa, Su, 8:30 a.m.–7 p.m.
  Info./Refills by phone 1-866-451-4942
  Mail-order Pharmacy 1-866-206-2985
  Online refills kp.org/refill
• Radiology/Diagnostic Imaging
  Hours: M–Th, 8:30 a.m.–8 p.m.; F, 8:30 a.m.–5:15 p.m.
  Appts./Cancel/Msgs. 1-866-628-2006

Mammography
  Hours: M–W, 7:15–11:45 a.m.
  and 1–9 p.m.;
  Th, F, 7:15–11:45 a.m.
  and 1–3:15 p.m.
  Appts./Cancel/Msgs. 1-866-628-2006

CT Scan
  Hours: M–F, 7 a.m.–8:45 p.m.;
  Sa, Su, 8:30 a.m.–4:45 p.m.
  Appts./Cancel/Msgs. 1-866-628-2006

• Sleep Clinic
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./msgs. 1-877-236-0333

• Surgery (General)
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./msgs. 619-662-1222

• Urologic Surgery
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Info./msgs. 1-888-694-7857

• Vision Essentials by Kaiser Permanente
  Ophthalmology
  By referral only
  Hours: M–F, 8:30 a.m.–5 p.m.
  Appts./Cancel/Info./msgs. 1-844-424-1867

Optical Center
  Eyeglasses
  Hours: M, W, 8 a.m.–8 p.m.;
  Tu, Th, F, 8 a.m.–5:30 p.m.;
  Sa, 8 a.m.–4:30 p.m.
  Information 619-516-7190
  Website kp2020.org

Optometry
  Hours: M, W, 7:30 a.m.–7:30 p.m.;
  Tu, Th, F, 8:30 a.m.–5 p.m.;
  Sa, 8 a.m.–4:30 p.m.
  Appointments 619-516-7190

Viewridge Medical Offices 1
5251 Viewridge Court
San Diego, CA 92123

• Cardiology
  By referral only; by appointment only
  Clinic hours: M–F, 8 a.m.–5 p.m.
  EKG hours (walk-in): M–F, 8 a.m.–4:30 p.m.
  Nurse triage hours: M–F, 8 a.m.–4:30 p.m.
  Appts./Cancel/Info. 1-877-236-0333

• Cardiovascular Research
  By referral only; by appointment only
  Hours: M–F, 8 a.m.–5 p.m.

• Genetics
  By referral only; by appointment only
  Hours: M–F, 8 a.m.–5 p.m.

• Neurointerventional Radiology
  By referral only; by appointment only
  Hours: M–F, 8 a.m.–5 p.m.

• Neurosurgery
  By referral only; by appointment only
  Hours: M–F, 8 a.m.–5 p.m.
  Appts./Cancel/Info. 858-266-6966

• Obstetrics-Gynecology
  By appointment only
  Hours: M–F, 8 a.m.–5 p.m.
  Appts./Cancel/Info. 1-800-290-5000

• Orthopedic-Spine
  By referral only; by appointment only
  Hours: M–F, 8:15 a.m.–5:15 p.m.
  Appts./Cancel/Info. 1-866-459-2912

• Pediatric General Surgery
  By referral only; by appointment only
  Hours: M–F, 8 a.m.–5 p.m.
  Appts./Cancel/Info. 619-662-1222

• Pediatric Urology
  By referral only; by appointment only
  Hours: M–F, 8 a.m.–5 p.m.
  Appts./Cancel/Info. 1-888-694-7857

• Personal Physician Selection
  Information 1-888-956-1616
  Website kp.org/finddoctors
• Radiology/Diagnostic Imaging  
  Hours: M–F, 8:30 a.m.–12:30 p.m. and 1:30–4:45 p.m.  
  Appts./Cancel.Msgs. 1-866-866-2985

• Surgery (General)  
  By referral only  
  Hours: M–F, 8 a.m.–5 p.m.  
  Appts./Cancel.Info. 619-662-1222

• Thoracic Surgery  
  By referral only; by appointment only  
  Hours: M–F, 8 a.m.–5 p.m.  
  Appts./Cancel/Info. 619-662-1222

• Vascular Lab  
  By referral only; by appointment only  
  Hours: M–F, 8 a.m.–5 p.m.

• Vascular Podiatry  
  By referral only; by appointment only  
  Hours: M–F, 8 a.m.–5 p.m.  
  Appts./Cancel/Info. 619-662-1222

• Vascular Surgery  
  By referral only; by appointment only  
  Hours: M–F, 8 a.m.–5 p.m.  
  Appts./Cancel/Info. 619-662-1222

Vista Medical Offices  
780 Shadowridge Dr.  
Vista, CA 92083  
kp.org/sandiego

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

• Pharmacy  
  Hours: M–F, 9 a.m.–5:30 p.m.  
  Info./Refills by phone 1-866-391-2672  
  Mail-order Pharmacy 1-866-206-2985  
  Online refills kp.org/refill

• Psychiatry  
  Hours: M–Th, 7 a.m.–7 p.m.;  
  F, 7 a.m.–6 p.m.  
  Appts./Info./Msgs. 1-877-496-0450  
  Behavioral Health Care Member Help Line, 7 days, 24 hours 1-800-900-3277

• Vision Essentials by Kaiser Permanente  
  Ophthalmology  
  By referral only  
  Hours: M–F, 8:30 a.m.–5 p.m.  
  Appts./Cancel/Info./Msgs.  
  1-844-424-1867

  Optical Center  
  Eyeglasses  
  Hours: M, Tu, W, F, 8:30 a.m.–5:30 p.m.;  
  Th, 8:30 a.m.–8 p.m.  
  Information 760-599-2210  
  Website kp2020.org

  Optometry  
  Hours: M, Tu, W, F, 8:30 a.m.–5 p.m.;  
  Th, 8:30 a.m.–8 p.m.  
  Appts./Cancel 760-599-2210
Choose your doctor – and change anytime

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

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

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

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

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

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

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

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

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

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

For other types of specialty care, your doctor will refer you. See page 57 for more about referrals.
Getting care

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Our website and travel team can help you:
• Learn how to refill a prescription early or away from home
• Find care in a Kaiser Permanente region
• File a claim for reimbursement when you’re back

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

Get ready for your visit

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

Before your visit
• Make a list of your medications
Make a list of everything you take, including vitamins and herbal supplements. Have your list with you during your visit, or bring your original medication bottles.
• Know your test results
Ask your doctor how and when to get your test results, and what the test results mean. You can also view recent test results at kp.org.
• Write down what’s important to you
Talk to your doctor about any cultural, religious, or personal beliefs that could affect your care now or in the future.

During your visit
• If you have questions or concerns, ask for more information
It’s a good idea to ask questions before a medical test, when you’re prescribed medication, and before you get any treatment.
• Make sure you understand
Before you leave, make sure you know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your care team if you’re not sure about anything. You can also bring a friend or family member with you to help ask questions, remember answers, and speak for you if needed. If you don’t get a printout of instructions for your care plan, ask for one.

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1This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code “001” for landlines and “+1” for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays (New Year’s Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas), and closes early the day before a holiday at 10 p.m. Pacific time (PT). The phone line reopens the day after a holiday at 4 a.m. PT.

2Defined on page 32.
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 52.)
- 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 32)</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

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### Getting your prescriptions

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

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

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

**Online**
Visit [kp.org/refill](http://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](http://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

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

Need to transfer prescriptions?*

- **From a non–Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy**
  Get the prescription number and phone number of the non–Kaiser Permanente pharmacy, then fill out our online form at kp.org, or call the Kaiser Permanente pharmacy you want to use. We’ll handle the rest. Please allow 2 business days for us to transfer your prescription.

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

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

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

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

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

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

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

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

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*Some drugs, such as schedule II controlled substances, are not transferable due to their high potential for abuse and addiction.
formulary (non-formulary drugs), based on what’s medically necessary for your condition.

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

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

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

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

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

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

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

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

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

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

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

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

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

The Complex Case Management program is voluntary and complimentary for Kaiser Permanente members. If you or your caregiver thinks you qualify for the program, call 1-866-551-9619 (for more than one chronic condition that's hard to control).
Create your online account on kp.org
As a Kaiser Permanente member, it’s easy for you to stay on top of your health at kp.org. Once you’ve created your online account, you can securely access many timesaving tools and resources to help you manage the care you get at Kaiser Permanente facilities.

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

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

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

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

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

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

Visit kp.org/billsonline to get started.

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

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

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

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

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

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

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

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

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

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

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

*This program is also available in Spanish.
Your immunization information

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

Here are some benefits of sharing your information:

You have a backup in case you lose your or your child’s yellow immunization card.

Participating schools can easily view your child’s required immunizations.

You’ll keep a consistent immunization record if you ever need to change health plans.

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

Preventive care guidelines

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

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

<table>
<thead>
<tr>
<th>Topic</th>
<th>Birth-12 years</th>
<th>13-18 years</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recommended Lifestyle Practices</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alcohol and drugs</td>
<td>Don’t drink alcohol or use drugs, and never drive under the influence.</td>
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</tr>
<tr>
<td>Dental care</td>
<td>Prevent baby bottle tooth decay — don’t leave a bottle with your baby at nap time or nighttime. Brush your baby’s teeth with water. <strong>Starting at age 2</strong>, use a small amount of toothpaste and teach your child to brush and floss his or her teeth. Take your child to the dentist regularly. Fluoride use may also be recommended, based on risk factors like your primary water supply being deficient in fluoride. Your baby may need a routine addition of varnish between 9 and 18 months.</td>
<td>Visit the dentist regularly. Fluoride use may be recommended, based on risk factors like your primary water supply being deficient in fluoride.</td>
</tr>
<tr>
<td>Diet and nutrition</td>
<td>Breastfeed your baby <strong>up to 2 years of age</strong>. Breast milk is the best food for your baby and contains all the nutrition your baby needs for the first year of life. Give your child at least 5 servings of fruits and vegetables every day. Emphasize iron-enriched foods that contain calcium. Limit fat, cholesterol, sugar, and milk after age 2. Limit high-fat, non-nutritious foods such as fast foods, chips, sweets, and soda.</td>
<td>Choose foods low in fat, with 5 or more servings of fruits and vegetables every day. Encourage calcium and folic acid intake. Discuss eating properly and risky dietary behaviors (e.g., binge eating, bulimia, or anorexia).</td>
</tr>
<tr>
<td>Emotional health</td>
<td>Spend relaxed time with your children regularly and talk to them about school, friends, and any difficulties they may be having. Let them know you’re there to help. Make sure your child is getting enough sleep and isn’t over-scheduled with activities.</td>
<td>Eat healthy foods and get plenty of sleep. If you’re depressed, thinking of suicide, or are being hurt by someone, talk to your physician or another adult you can trust.</td>
</tr>
<tr>
<td>Environmental safety</td>
<td>Use hats and sunscreen to protect your child from sun exposure. Protect your child from crime and violence by not allowing your child to play outside alone. If your house was built before 1978, ask your physician about signs of lead toxicity.</td>
<td></td>
</tr>
<tr>
<td>Exercise</td>
<td>Make sure your child plays actively every day. Walk, run, and play with your child whenever possible. Limit TV, video games, and computer use.</td>
<td>Try to be physically active every day.</td>
</tr>
<tr>
<td>Topic</td>
<td>Birth-12 years</td>
<td>13-18 years</td>
</tr>
<tr>
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<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Medical care</td>
<td>Bring your child to all well-child visits. These visits are generally scheduled every few months from birth to age 2, then yearly from age 3 to 6, and every 2 years after. Your physician will let you know when to bring your child in.</td>
<td>Attend all well-child visits at ages 13 to 15 and ages 16 to 17, or more often as directed by your health care team.</td>
</tr>
<tr>
<td>Safety</td>
<td>Keep children out of the front seat of the car. Use safety seats for children age 8 or younger or who are less than 4’9” in height. Use a rear-facing car seat until age 2 or when your child has outgrown the highest weight or height allowed by the car seat’s manufacturer. Wear seat belts. Use helmets when riding bikes. Don’t leave children age 6 or younger unattended inside motor vehicles. Put medicines out of reach. Keep the Poison Control Center telephone number (1-800-222-1222) handy. Install fences and gates around pools, and use guards on windows and stairs. Put your baby to sleep on his or her back (the “back to sleep” position).</td>
<td>Use lap and shoulder seat belts, helmets, and safety gear.</td>
</tr>
<tr>
<td>Sexuality</td>
<td></td>
<td>Postpone sex. If you’re sexually active, talk with your physician about birth control and safer sex.</td>
</tr>
<tr>
<td>Smoking</td>
<td>Don’t allow anyone to smoke around your child.</td>
<td>Avoid or quit smoking and chewing tobacco. Visit kp.org/healthylifestyles.</td>
</tr>
<tr>
<td><strong>Recommended Screening Tests</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Autism</strong></td>
<td>Your pediatrician will screen your toddler for signs of autism spectrum disorder, if you have concerns about speech or development delay, between 18 and 21 months.</td>
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</tr>
<tr>
<td><strong>Blood pressure</strong></td>
<td>Occurs at every well-child visit starting at age 2.</td>
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<tr>
<td><strong>Chlamydia</strong></td>
<td>Sexually active girls need an annual chlamydia test.</td>
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</tr>
<tr>
<td><strong>Head circumference</strong></td>
<td>Occurs at every well-child visit from birth to age 2.</td>
<td></td>
</tr>
<tr>
<td><strong>Hearing</strong></td>
<td>Audiogram occurs at birth, between ages 4 and 6, and between ages 8 and 10, and as recommended by your physician through age 17.</td>
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</tr>
<tr>
<td>Topic</td>
<td>Birth-12 years</td>
<td>13-18 years</td>
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<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Height, weight, and BMI</strong></td>
<td>Occurs at every well-child visit. Starting at <strong>age 3</strong>, check body mass index (BMI). BMI is calculated to help determine if your child is at a healthy weight.</td>
<td></td>
</tr>
<tr>
<td><strong>Vision</strong></td>
<td>Occurs once at <strong>age 4</strong>, and at every well-child visit between <strong>ages 4 and 17</strong>, as recommended by your physician.</td>
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</tr>
<tr>
<td><strong>Additional tests</strong></td>
<td>Your child is tested at birth for thyroid deficiencies, intolerance to milk sugar (galactosemia), hemoglobinopathies, and phenylketonuria. Your physician will let you know if your child needs additional tests for problems such as diabetes, high cholesterol, tuberculosis, anemia, or lead exposure.</td>
<td>Your physician will let you know if you need additional tests for problems such as diabetes, high cholesterol, tuberculosis, or sexually transmitted diseases.</td>
</tr>
<tr>
<td><strong>Immunizations</strong></td>
<td>Make sure your child gets his or her immunizations in a timely manner (see chart on pages 48 and 49).</td>
<td></td>
</tr>
<tr>
<td><strong>Influenza (flu shot)</strong></td>
<td>For all children <strong>6 months through 18 years</strong> and everyone in your household. This is especially important for children with chronic illnesses like asthma or diabetes.</td>
<td></td>
</tr>
<tr>
<td><strong>Pertussis (whooping cough)</strong></td>
<td>A state law requires all students entering seventh grade to show proof of Tdap (tetanus, diphtheria, and pertussis), a booster shot that protects against pertussis, or whooping cough.</td>
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</tr>
</tbody>
</table>
## Preventive care guidelines for adults

### Recommended Lifestyle Practices

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

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

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

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

²Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who did not receive the HepA vaccine and are at high-risk, should be vaccinated against HepA.

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

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

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

For more information, call 1-800-CDC-INFO (1-800-232-4636) or visit cdc.gov/vaccines.
2017 recommended immunizations for adults
As recommended by the Centers for Disease Control and Prevention

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>19-21 years</th>
<th>22-26 years</th>
<th>27-59 years</th>
<th>60-64 years</th>
<th>≥65 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu (<em>Influenza</em>)¹</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Tdap (Tetanus, diphtheria, and pertussis)²</td>
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</tr>
<tr>
<td>Shingles (<em>Zoster</em>)³</td>
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<tr>
<td>Pneumococcal (PCV13)⁴</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Pneumococcal (PPSV23)⁴</td>
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</tr>
<tr>
<td>Meningococcal (MenACWY or MPSV4)</td>
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</tr>
<tr>
<td>Meningococcal (MenB)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>MMR (Measles, mumps, rubella)⁵</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>HPV Human papillomavirus (for women)⁵,⁶</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>HPV Human papillomavirus (for men)⁵,⁶</td>
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<td>Chickenpox⁵ (<em>Varicella</em>)</td>
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<tr>
<td>Hepatitis A⁵</td>
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<td>Hepatitis B⁵</td>
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<tr>
<td>Hib (<em>Haemophilus influenzae type b</em>)</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 or a man through age 21 years and did not already complete the series.

Recommended for you. This vaccine is recommended for you unless your 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 64 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,
Have ethical issues considered. You have the right to have ethical issues that may arise in connection with your health care considered by your health care team. Kaiser Permanente has a Bioethics/Ethics Committee at each of our medical centers to assist you in making important medical or ethical decisions.

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

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

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

Use interpreter services at no cost to you. When you call or come in for an appointment or call for advice, we want to speak with you in the language you are most comfortable using. For more about our interpreter services, see page 74, 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 60.

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 31 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 60 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 64.

To speak with a representative about our policies and procedures, including benefits and coverage, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at 1-800-464-4000 (English and more than 150 languages using interpreter services), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). Senior Advantage and Medicare members can contact our Member Service Contact Center at 1-800-443-0815 (English), 7 days a week, 8 a.m. to 8 p.m.

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

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

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

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

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

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

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

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

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

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

**Coverage or service decisions**
Managing how health care services and related resources are used is an important part of how Kaiser Permanente physicians and staff work together to help control costs and improve health care services for you. Managing our resources effectively includes making decisions that help ensure that you receive the right care at the right time in the right care setting. Communicating openly with the members of your health care team is an important way to help ensure that you get the care you need.

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

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

The type of coverage you have determines your benefits. Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. Our physicians and other providers may use clinical practice guidelines (information, tools, and other decision-making aids) to assist in making treatment decisions. Your Kaiser Permanente physician does not make decisions on your health care because of receiving a financial reward, or because they would be hired, fired, or promoted. Your Kaiser Permanente physician does not receive any financial reward if he or she does not provide the services you need. Kaiser Permanente makes sure that your physician provides the care you need at the right time and the right place.

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

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

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

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

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

Privacy practices
Kaiser Permanente will protect the privacy of
your protected health information (PHI). We
also require contracting providers to protect
your PHI. Your PHI is individually identifiable
information (oral, written, or electronic) about
your health, health care services you receive,
or payment for your health care.

You may generally see and receive copies of
your PHI, correct or update your PHI, and ask
us for an accounting of certain disclosures of
your PHI. You can ask for confidential
communications to be delivered to a location
other than your usual address. You can also
request a different delivery method than the
method normally used.

We may use or disclose your PHI for
treatment, payment, Kaiser Permanente-
approved health research, and health care
operations purposes, such as measuring the
quality of services. We are sometimes
required by law to give PHI to others, such as
government agencies or in judicial actions. In
addition, if you have coverage through an
employer group, PHI is shared with your
group only with your authorization or as
otherwise permitted by law. We will not use or
disclose your PHI for any other purpose
without your (or your representative’s) written
authorization, except as described in our
Notice of Privacy Practices. Giving us
authorization is at your discretion.

This is only a brief summary of some of our
key privacy practices. Our Notice of Privacy
Practices, which provides additional
information about our privacy practices and
your rights regarding your PHI, is available
and will be furnished to you upon request.
To request a copy, please call our Member
Service Contact Center at 1-800-464-4000
(English and more than 150 languages
using interpreter services), 1-800-788-0616
(Spanish), 1-800-757-7585 (Chinese
dialects), or 711 (TTY). You can also find the
notice at your local Plan facility or on our
website at kp.org.

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

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

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

Who may file
The following people may file a grievance:

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

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

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

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

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

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

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

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

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

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

These are the standards for accessibility for the 6 areas:

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

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

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

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

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

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

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

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

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

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

If you need health plan materials in your language, you can ask for translations. You can also get them in large text or other formats based on your vision or hearing needs. For more details on alternative formats and auxiliary aids, please refer to page 67, “Guide for members with disabilities.” When needed, we can also give referrals to appropriate community-based resources, based on your language, culture, and any special needs. Just let us know how we can help.

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

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

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

Ayuda en su idioma

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

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

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

Si visita uno de nuestros centros de atención y no hay nadie que hable su idioma,
contamos con intérpretes en más de 150 idiomas que están a su alcance por teléfono. Si necesita un intérprete de lenguaje de seños, 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 o otros formatos, de acuerdo a sus necesidades de la vista o audición. Para obtener más detalles sobre formatos alternativos y ayudas auxiliares, consulte la página 67, “Guía para miembros con discapacidades”. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y necesidades especiales que tenga. Basta que nos diga cómo le podemos ayudar.

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

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

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

Armenian: Մենք նախաձեռնելով մշակութային բարեկամության համար ծրագրել եմ 24 ժամ, 7 օր, բոլոր աշխատատարածքներում ֆոնդակցիան։ Բացի սպառողական ծրագրերից են նաև զբաղվում մեր ապահովության բարեկամության ծրագրերը։ Իրավիճակներում 24 ժամ 7 օր սպառողական ծրագրերը հայերեն և ռուսերեն լեզուներով հայերեն ծրագրերը։ Հայերեն ծրագրերը կարելի է տեսնել 1-800-464-4000 հեռախոսահամարից 24 ժամ, 7 օր։

Chinese: 每日無休服務，我們每日 7 天 24 小時提供完全免費的口譯服務。您也可以請口譯人員協助回答您對於我們的醫療保險範圍的問題。電話 1-800-757-7585 即可，每週 7 天 24 小時提供服務（除了假日）。

Farsi: ما 24 ساعت شبانه روز، 7 روز هفته میلیون ساعت کاری خدمات متوجه شویم را یکتا خدمت می‌گیریم. ما را می‌توانید از کمک به شماره‌ای درخواست بپردازید. شماره‌ی خدمات درمانی بهترین شورای صنفی، فقط در کتابی است که به نشریه تلفن 4000 1-800-464-4000 درست یا خط را بزنید.

French: Un service d’interprétariat vous est accessible gratuitement, 24 heures sur 24, 7 jours sur 7, pendant toutes les heures d’ouverture. Un interprète peut également vous aider à répondre à toute question concernant notre couverture santé. Appelez simplement le 1-800-464-4000, 24 heures sur 24, 7 jours sur 7 (à l’exception des jours fériés).

German: Wir stellen einen kostenlosen Dolmetscherdienst zur Verfügung, 24 Stunden täglich, 7 Tage pro Woche. Sie können auch einen Dolmetscherdienst erhalten, der Ihnen bei der Beantwortung Ihrer Fragen bezüglich Ihrer Krankenversicherung hilft. Ruf en Sie uns einfach unter 1-800-464-4000 an, 24 Stunden täglich, 7 Tage pro Woche (geschlossen an Feiertagen).

Hebrew: אנחנו מצפונים שהישארות המתחברות אל слиוקה 24 שעות ביממה. הימجاز ב.spacing, ובעזרת על יישום של צוות ייעוץ לאים כולל מניעת צוותים של ייעוץ לאים. 1-800-464-4000.

Hindi: हम दोषियाएं लेने वाले किसी भी कारण के दिन 24 घंटे, हमें 7 दिन, सभी कारकियत के दिन के दौरान लागू करते है। आप इसकी हैरत कैसर काफिले के वाले में अपने सवालों के जवाब के लिए भी हम दोषियाएं सेवा प्राप्त कर सकते है। केवल हम के 24 घंटे, हमें दे 7 दिन (लाख फुड़) 1-800-464-4000 पर कॉल करें।

Japanese: 営業時間内はいじょうでも年中無休の通訳サービスを無料でご利用いただけます。医療保険についてのご質問について通訳者が必要な場合は、1-800-464-4000 までご連絡ください（年中無休、休日を除く）。


Punjabi: ਸਾਲਾਨਾ ਦੋਕੇਂ ਨਾਲ ਲਗਣ ਦੇ ਸੋਟੀ ਦੇ 24 ਘੰਟਿਆਂ, ਸਤਿਆਂ ਦੇ 7 ਦਿਲਿਆ, ਗਾਦੀ ਅਖਾਦਾ ਜਾਂਓਂ ਦੇ ਦੋਕਿਆਂ ਪੁਰਾਤਮ ਬਦਲਾਉਣ ਦੇ ਹਨ। ਸਾਲਾਨਾ ਦੋਕੇਂ ਨਾਲ ਲਗਣ ਦੇ ਸੋਟੀ ਦੇ ਮਹਾ ਅਗਾਧ ਦਿਲਿਆਂ ਦੇ 24 ਘੰਟਿਆਂ, ਹਨ ਦੇ ਦੇ ਦਿਲਿਆ (ਸੁੰਦਰ ਟੇਲੀਫੋਨ 1-800-464-4000 ਦੁੱਖ ਵਲੇ ਵਾਲੇਂ)

Russian: Мы бесплатно предоставляем услуги переводчика круглосуточно и без выходных в течение всего времени работы. Вы также можете воспользоваться помощью переводчика при получении ответов на вопросы относительно страхового покрытия медицинского обслуживания. Звоните нам по телефону 1-800-464-4000 круглосуточно и без выходных (за исключением праздничных дней).

Spanish: Ofrecemos servicios de interpretación sin ningún costo, las 24 horas del día, los 7 días de la semana, durante todo el horario de atención. También puede obtener la ayuda de un intérprete para que respondan sus preguntas sobre nuestra cobertura de atención médica. Sólo llámenos al 1-800-788-0616, las 24 horas del día, los 7 días de la semana (cerrado los días feriados).


Thai: เราให้บริการจัดหาผู้แปลโดยไม่คิดค่าใช้จ่ายใดๆ ตลอด 24 ชั่วโมงทุกวัน ในช่วงวันทำการ และ 24 ชั่วโมงทุกวัน ตลอด 7 วัน ในการสื่อสารทางโทรศัพท์ นอกจากนี้ เราสามารถให้คุณค่าธรรมเนียมการแปลหลายๆภาษาร่ำเต้น เพื่อให้การติดต่อที่มีคุณภาพ 1-800-464-4000 ตลอด 24 ชั่วโมง (ฝ่ายคุณภาพภาษา)

Vietnamese: Chúng tôi cung cấp miễn phí dịch vụ thông dịch viên, 24 giờ trong ngày, 7 ngày trong tuần, trong mọi giờ làm việc. Quý vị cũng có thể nhờ một thợ dịch viên trợ giúp rất tốt những câu hỏi của quý vị về bảo hiểm sức khỏe của chúng tôi. Chỉ cần gọi cho chúng tôi theo số 1-800-464-4000, 24 giờ trong ngày, 7 ngày trong tuần (đóng cửa ngày lễ).
Language Assistance Services

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

Arabic: خدمة الترجمة الفورية متوفرة لك 24 ساعة في اليوم، 7 أيام في الأسبوع. يمكنك طلب خدمة الترجمة الفورية أو ترجمة وثائق لك من أي وقت أو حتى في العطل. من خلال الخدمة، يمكنك التواصل معنا من أي وقت أو مكان.

Armenian: Այս ծառայություններն են համարվում որպես ռեալական ծառայություններ 24 ժամ, 7 օր։ Օրինակ, կարելի է Բեռլինում գրել մեկուսացումներ, որոնք ենթադրվում են հաստատվել մշակութային գործունեության մեջ։ Հնարավոր է, որ կանխանժամանակ կարելի լինի 1-800-464-4000 հեռախոսահամարներից մի մասը։

Chinese: 您每周工作7天，每天24小时均可获得免费语言协助。您可以申请口译服务，要求将资料翻译成您所用语言或转换为其他格式。我们每周工作7天，每天24小时均欢迎您打电话1-800-757-7585，前来联络（节假日休息）。听障及语障用户，TTY使用者，请拨打711。


Farsi: خدمات زبان در 24 ساعت شبانه و 7 روز هفته بدون هزینه در اختیار شما است. شما می‌توانید برای خدمات متوجه شوید، ترجمه جزوات شما، ویا به صورتی که نیاز دارید در خواست کنید. کارگاه 24 ساعت شبانه و 7 روز هفته (به استثنای روزهای تعطیل) با ما به شماره 1-800-464-4000 تماس بگیرید. کاربران TTY با شماره 711 تماس بگیرند.

Hindi: बिना किसी नामात्मक के दुस्साहित नियंत्रण, दिन के 24 घंटे, सप्ताह के सात दिन उपलब्ध है। आप एक दुस्साहित की सेवाओं के लिए, बिना किसी नामात्मक के सामग्री की अपनी भाषा में अनुवाद करवाने के लिए, या बैंकलिक प्राप्ति के लिए अनुरोध कर सकते हैं। वर्क बेनिंग होने 1-800-464-4000 पर, दिन के 24 घंटे, सप्ताह के सात दिन (छहविंन साले दिन बंद रहता है) कॉल करो। TTY उपयोगकर्ता 711 पर कॉल करो।


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。お気軽にお電話ください（祭日を除き年中無休）。TTYユーザーは711にお電話ください。

Khmer: អំពីការបញ្ជាក់ថ្នៃ័យថ្នៃ័យទូទៅគ្នានៅក្នុងប្រទេស 24 មួយICAL អាចស្វែងរកទូទៅក្នុងក្រុមប្រមុខប្រជាជន សីតុងតាមរយៈក្រុមប្រមុខប្រជាជន សីតុងតាមរយៈក្រុមប្រមុខប្រជាជន 24 មួយICAL និង 24 មួយICAL ផ្សេងៗនៅក្នុងក្រុមប្រមុខប្រជាជន សីតុងតាមរយៈក្រុមប្រមុខប្រជាជន 711។


Navajo: Saad bee b'kiwa' a'navood na'ozh t'áá jiké'í, naadíin doobii báá a'heé'í ikeed tsollsít'í díí yisqáájí damoo t'ááldééjí. Atah halné b'kiwa' adoolo'goí jíkí, t'áadóo ke'é t'áá hóhóozsí jáa hóhóozsí jáa. a'heé'í díí yisqáájí damoo t'ááldééjí. [Dahodiyin bininéjí ée'í aahgo ée da' deelkaalÔ. TTY choodceyooínígí b'kiwa' hodiinígí 711.
Russian: Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону 1-800-464-4000, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру 711.

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


Thai: เราให้บริการแปลฟรีสำหรับคุณตลอด 24 ชั่วโมง ทุกวันตลอดทั้งปี. สามารถขอความช่วยเหลือของเจ้าหน้าที่แปลภาษาฟรี 24 ชั่วโมง 7 วันต่อสัปดาห์. สามารถขอความช่วยเหลือของเจ้าหน้าที่แปลภาษาฟรี 24 ชั่วโมง 7 วันต่อสัปดาห์. หากมีปัญหาใดๆ โปรดใช้ TTY โปรดโทรไปที่ 711.

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

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

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

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

You may submit a grievance in the following ways:

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

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

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


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

La Central de Llamadas de Servicio a los Miembros (Member Service Contact Center) brinda servicios de asistencia con el idioma las 24 horas del día, los siete días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Además, puede solicitar los materiales del plan de salud traducidos a su idioma, y también los puede solicitar con letra grande o en otros formatos que se adaptan 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、生理或心理殘障、支付來源、遺傳資訊、公民身份、主要語言或移民身份為由而對任何人進行歧視。

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

您可透過以下方式提出冤情申訴：

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

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

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

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

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

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

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

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

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

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

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

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

**Kaiser Permanente medical centers:** Kaiser Permanente–owned or leased facilities that include a hospital with inpatient services, an emergency department, medical offices, outpatient primary care services, and other support services, such as pharmacy and laboratory. Medical centers offer the widest range of health care services and are staffed by our Medical Group.

**Kaiser Permanente medical offices:** Medical offices usually offer primary care, outpatient treatment, psychiatric services, and support services such as pharmacy and laboratory.

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

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

**Obstetrics-Gynecology (Ob-Gyn):** Provides women’s health, family planning, pregnancy, and medical and surgical reproductive health services. Also listed as Women’s Health in this Guidebook.
Pediatrics: Provides children’s health care, usually from birth through age 17.

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

Plan: Kaiser Permanente.

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

Plan physician: A licensed physician who is either an employee of the Southern California Permanente Medical Group (SCPMG) or a licensed physician who contracts with SCPMG to provide services and supplies to our members.

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

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

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

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