MEDICAL FACILITY DIRECTORY

YOUR GUIDE TO CONNECTING TO CARE

This directory applies to the following networks: Classic, Classic Complete, Classic + Dental Choice, Added Choice, Added Choice + Dental Choice

GO GREEN! View or download the Medical Facility Directory at a time that is convenient for you. Go to kp.org/directory/nw.

If you would like a printed copy of our Participating and Select Provider Directory, please call Member Services at 1-800-813-2000 to request a copy be sent to your home.

To report provider directory inaccuracies, please call Member Services at 1-800-813-2000 or go to kp.org/webmanager
PROVIDER SELECTION CRITERIA

Kaiser Foundation Health Plan of the Northwest (KFHPNW) offers several networks that are comprised of the Kaiser Permanente integrated health care delivery system. The primary contracted provider groups and facilities that participate include: Northwest Permanente, P.C., Physicians and Surgeons, facilities owned and operated by Kaiser Foundation Hospitals (hospitals, Kaiser Permanente medical offices, Kaiser Permanente pharmacies), The Portland Clinic, The CHP Group, and contracted hospitals. In general, the networks contain physicians, specialists and facilities to provide services to individuals and groups covered under all Kaiser Permanente plans.

Prior to allowing network participation, providers must successfully complete the initial credentialing process and demonstrate their ongoing ability to meet credentialing standards through a re-credentialing process. Providers are required to provide the information needed to review and verify their credentials. To ensure quality and safety of care between re-credentialing cycles, Kaiser Permanente performs ongoing monitoring of the participating provider’s performance. Kaiser Permanente acts on important quality or safety issues in a timely manner by taking appropriate action against a participating provider when occurrences of poor quality are identified.

We also monitor and analyze member feedback relating to network access, availability of providers, and cultural needs and preferences. This information helps guide our network improvement efforts.

To verify board certification for an individual practitioner, please visit the American Board of Medical Specialties (http://www.abms.org/member-boards/specialty-subspecialty-certificates/), the American Medical Association (https://www.ama-assn.org/), or the American Osteopathic Association (https://www.osteopathic.org/) websites.
With **KP.ORG**
You’re in the driver’s seat

Experience the convenience of scheduling your appointments anytime, anywhere you have online access. You can also:
- Get most lab results faster. We’ll send you an email as soon as they are available.
- Order your prescription refills. Enjoy the convenience of home delivery for most refills at no extra charge.
- Email your doctor’s office, saving time and a copayment.
- Receive support to help you reach your health goals with our personalized online programs available at [kp.org/healthylifestyle](http://kp.org/healthylifestyle). Whether it’s sleeping better or just losing a couple of pounds, these programs can help.

It’s easy to get started. Go to [kp.org/register](http://kp.org/register) for around-the-clock, secure access.

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**MY HEALTH MANAGER**

The My Health Manager section on [kp.org](http://kp.org) securely connects members to their health care teams, their personal health information, and the latest medical knowledge. Enjoy truly integrated health care, available only at Kaiser Permanente.
- Review lab test results.
- Engage in an electronic visit.
- Schedule an appointment.
- Sign up for electronic newsletters.
- Email your doctor.
- Access your health information.

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**GO MOBILE**

Manage your health on the go with the KP mobile app. Schedule an appointment, check lab results, access your medical records, and email your doctor — anywhere, anytime. Available on the App Store and Google Play.*

*Apple is a trademark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc.
EMERGENCY CARE

• For life-threatening or limb-threatening medical or psychiatric conditions, call 911 or go to the nearest emergency facility.

Member Services ................................................................. see page 5

Participating or select hospital emergency departments

Emergency care is available 24 hours a day, 7 days a week, at these hospital emergency departments:

Kaiser Permanente Sunnyside Medical Center ................. page 40
10180 SE Sunnyside Road
Clackamas, OR 97015
503-652-2880 or 360-256-0556

Kaiser Permanente Westside Medical Center ................. page 41
2875 NE Stucki Ave.
Hillsboro, OR 97124
971-310-1000

OHSU Doernbecher Children’s Hospital ....................... page 42
(For children 17 and younger)
3181 SW Sam Jackson Park Road
Portland, OR 97239
503-494-7551

PeaceHealth St. John Medical Center* ....................... page 43
1614 E. Kessler Blvd.
Longview, WA 98632
360-414-2000

Salem Hospital* ......................................................... page 43
890 Oak St. SE
Salem, OR 97301
503-561-5200

Legacy Salmon Creek Medical Center* .......... page 44
2211 NE 139th St.
Vancouver, WA 98686
360-487-1000

PeaceHealth Cottage Grove Community Medical Center
1515 Village Dr
Cottage Grove, OR 97424
800-813-2000

PeaceHealth Peace Harbor Medical Center
400 9th St
Florence, OR 97439
800-813-2000

PeaceHealth Sacred Heart Medical Center Riverbend
3333 Riverbend Dr
Springfield, OR 97477
800-813-2000

PeaceHealth Sacred Heart Medical Center University District
1255 Hilyard St
Eugene, OR 97401
800-813-2000

*While the hospital’s Emergency Department is contracted, the providers within the department are not.
†24-hour emergency, low-risk childbirth, and selected services only.

To request an electronic text file or large print copy of this directory, call 1-800-813-2000.
For TTY, call 711.

SEE MORE ONLINE
Go to kp.org/locations. Select Oregon/Washington and type in keyword “emergency.”
EMERGENCY CARE

Emergency medical conditions are conditions in which the immediate onset of symptoms, including pain, is severe enough to lead a prudent layperson with an average knowledge of health and medicine to reasonably believe immediate medical attention is needed:

• To avoid serious impairment of bodily functions or serious dysfunction of a bodily organ or part.
• Because there is a serious threat to the health of the individual or a fetus (unborn child).

Symptoms that may indicate an emergency include:

• chest pain or pressure that may radiate to the arm, neck, back, shoulder, jaw, or wrist
• sudden onset of severe abdominal pain
• severe shortness of breath
• severe, persistent bleeding that cannot be stopped
• major injuries like gunshot or stab wounds or severe injuries from a vehicle accident
• active labor when there isn’t time for a safe transfer to your hospital before deliver

See your Evidence of Coverage (EOC) or Membership Agreement for a complete definition.

Participating or select facilities

There are six participating or select hospital emergency departments, listed on page 1. For our plans, “participating” and “select” mean the same thing. See page 6 for details.

Care outside participating or select facilities

If you are not treated by a participating or select hospital, you, or someone on your behalf, must contact us once your condition is stable. Any care you get after you are stable (post-stabilization care) may not be covered, unless we approve it first. To request a review, call us at 503-735-2596 or 1-877-813-5993 before you receive the services.

In an emergency, a non-participating doctor may admit you to a non-participating hospital. In this case, you must notify us as soon as you reasonably can, or someone else can notify us for you. If you don’t, your hospital stay may not be fully covered. (This does not apply to Medicare members.) We may move you to a participating or select hospital when you are medically stable.

Urgent

Urgent care is treatment for unforeseen, nonemergency conditions that require prompt medical attention to keep them from becoming more serious.

Care for an urgent condition is covered during certain hours at designated urgent care facilities and participating or select Kaiser Permanente medical offices. It is not covered in hospital emergency departments inside the service area. See page 11 for information on getting urgent care.

Emergency Psychiatric Services

Portland area ................................................................. 503-331-6425
Washington and Oregon (outside Portland area) ........................................... 1-866-453-3932

Poison Control Center ................................................................. 1-866-453-3932
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**SEE MORE ONLINE**

Go to [kp.org/locations](http://kp.org/locations) and select Oregon/Washington. Then scroll down and click the “What is emergency and urgent care?” link.
WELCOME TO KAISER PERMANENTE

Your health is our priority, and we want to make it easy for you to connect to the care you need. If you are a new member, get started at kp.org/newmember. We’ve gathered the information you need to get up to speed in one convenient place online.

Follow these five easy steps to get started:

1. Choose your personal physician at kp.org/chooseyourdoctor.
2. Register for secure access to the time-saving features of My Health Manager at kp.org. Click on Register Now in the Members Sign On box.
3. Schedule your first appointment. Call one of the numbers below for Appointing Services 24 hours a day, 7 days a week.
4. Transfer your prescriptions and medical records. These forms are available at kp.org/newmember.
5. If you have questions, call Member Services at one of the numbers below.

For benefits specific to your plan, please see your Evidence of Coverage (EOC) or Member Agreement. Your EOC or Membership Agreement will be referred to as EOC in this directory.

START HERE

If you’re a new member, get started at kp.org/newmember. You can register, choose a doctor, transfer prescriptions, and make an appointment – all from one place.
Member Services helps you connect to care
From selecting a medical office and personal physician to learning more about your coverage, Member Services can help. Contact us via email at kp.org, by phone at one of the numbers below, or in person at most medical offices. Member Services is available 8 a.m. to 6 p.m., Monday through Friday.

All areas ................................................................. 1-866-616-0047
TTY ................................................................. 711
Language interpretation services ......................... 1-800-324-8010

Medicare members can call Member Services, toll free, from 8 a.m. to 8 p.m., seven days a week, at 1-877-221-8221; TTY, 711.

Help in your Language
Interpreter services, including American Sign Language (ASL), are available during business hours at no additional cost to members. Many of our doctors also speak more than one language. Call 1-800-324-8010 (toll free), or 1-800-813-2000 (toll free) or 711 (TTY).

New Member Help Desk
You can call the dedicated New Member Help Desk at 1-888-491-1124 (toll free) Monday through Friday, 7 a.m. to 8 p.m., and Saturday, 8 a.m. to 4:30 p.m., and talk with a specialist who can help you get the most out of your benefits quickly and easily. With just one call, we can assist you with selecting a provider, transferring medical records and prescriptions, setting appointments, and more.
UNDERSTANDING YOUR CARE

Comprehensive coordinated care
Kaiser Permanente’s health care delivery model is designed around patient needs and aims to improve access to care, increase care coordination, and enhance overall quality. Your primary care provider works with a team of health care professionals to help meet all of your health care needs. Together they provide seamless, service-oriented, and evidence-based care that is centered on you. Your medical home team supports you in learning to manage and organize your own care at the level you choose. We will provide you information on classes, support groups, and other services to help you learn more about health conditions and how to stay healthy.

Evidence of Coverage (EOC)
Your Evidence of Coverage describes your benefits and other important information about your coverage. For individual and family plan members and other non-group members, this is called a Membership Agreement.

You may be able to view your EOC or Membership Agreement online at kp.org. You will receive a postcard with instructions and have the option to order a printed copy. Medicare members receive a printed copy automatically. If you have questions about your EOC or Membership Agreement, Member Services can help (see page 5).

Participating and select providers and facilities
Most covered care must be provided by Kaiser Permanente or other affiliated providers and facilities. (Please see your EOC or Membership Agreement for details and exceptions, such as emergency services.) If you are an Added Choice® member, this rule applies only to Tier 1 coverage.

Our EOCs use different terms when referring to these providers and facilities. Most EOCs use the term “participating provider” or “participating facility,” which includes Northwest Permanente providers and facilities as well as other affiliated (contracted) providers and facilities. Added Choice EOCs use the term “select provider” or “select facility.” This Medical Facility Directory uses both “participating” and “select.” If you have questions, please see your EOC or contact Member Services.

For Added Choice members
The information in this directory applies when you use select providers and facilities. The select facilities are listed in this directory. When you receive services from PPO or non-participating providers or facilities, some of the restrictions mentioned in this Medical Facility Directory do not apply. However, different restrictions and requirements do apply. Read your EOC carefully to make sure you understand the difference.

To locate a PPO provider available on Added Choice plans, contact Member Services (see page 5) or go to kp.org/addedchoice.

How to get the care you need
You may obtain a list of select providers by returning the postcard on the back of this Medical Facility Directory for a printed Participating and Select Provider Directory, or go to kp.org/choosetheycodoctor. To get the care you need, follow these five steps. If you need help along the way, contact Member Services (see page 5).

1. Choose your primary care provider – the choice is yours
Developing a relationship with your primary care provider is an important part of your total health. Whether providing preventive care exams, treating you when you’re sick, or coordinating your care with specialists, your primary care provider can help you with your health needs and goals.

View the profiles of our highly skilled primary care providers at kp.org/choosetheycodoctor. Use our doctor and location search to learn about each practitioner’s gender, certifications, specialties, languages they speak, interests, and more. You can identify providers accepting new patients and sign up online. Or you can contact Member Services (see page 5) to choose your doctor. You’ll be scheduled with a provider who’s taking new patients and asked if you’d like him or her to be your primary care provider. You may wait until after you’ve seen the provider to decide. You can also choose a new provider at any time.
2. Select your medical office

Although you can get care at any of Kaiser Permanente’s 30-plus facilities, we recommend that you select a primary care provider at a medical office that’s convenient to where you live or work. For help making your choice, see the map of locations on page 34. You can also contact Member Services (see page 5) for help finding the right medical office. Feel free to visit one or more medical offices to see which you prefer.

3. Determine what type of care is right for you

Your primary care provider can be a physician, nurse practitioner, or physician assistant in family medicine, internal medicine, pediatrics (for children under 18), or obstetrics-gynecology.

As a member, you must receive your care from participating or select providers and facilities (unless an exception applies as described in your EOC or you have an Added Choice plan).

4. Transfer your medical records

Transferring your medical records is easy. Fill out the disclosure form located at kp.org/newmember, and we will take care of the rest. You can also contact Member Services (see page 5) for a form.

5. Transfer your prescriptions

If you have prescriptions to transfer, you’ll want to fill out the Transfer Your Prescriptions form at kp.org/newmember right away. Or you can call the New Member Pharmacy Services Program at 503-261-7900 or 1-888-572-7231. We will work with you and your pharmacy to transfer your medications, coordinate refills, and answer questions. Please call us at least one week before you need refills.

Kaiser Permanente has a formulary list of medications and supplies covered for your benefit. To get a prescription at your usual copayment or coinsurance, the drug must be on our formulary or your Northwest Permanente physician must feel the drug meets the exception criteria, including any medication-specific criteria. If your medication is not on the formulary, one of our pharmacists will work with you and your health care team to update your medication to a formulary product. Our health care team uses the formulary to help determine the safest, most effective prescription for you.

To order prescriptions, call the main pharmacy number in your medical office before you need a refill. Certain prescriptions require that you see a participating provider before you can receive a refill. Once you have a prescription written by a participating provider, you can order your prescription refills at kp.org/rxrefill. Save additional time and money through our postage-paid Mail-Delivery Pharmacy service, available for most prescriptions.

DO IT ONLINE

Browse doctors online before you choose.
Go to kp.org/choos-yourdoctor to see profiles of our region’s primary care providers.

REFILL ON THE GO

Once your medications are prescribed, save time by refilling them at kp.org/rxrefill.
You can also order refills on your mobile device using the KP mobile app.
ROUTINE APPOINTMENTS AND CARE

Your primary care provider is your main source for care, including a broad spectrum of preventive and routine needs. For your convenience, we work to keep same-day appointments available. Primary care includes family medicine, internal medicine, pediatrics, and obstetrics-gynecology.

Examples include:
- checkups
- physical exams
- preventive screenings
- well-child checkups
- same-day needs
- optometry

Save time and money by emailing your doctor’s office

Once you are registered on kp.org, you can email your doctor’s office with nonurgent questions rather than making an appointment for an office visit. Your messages are secure and confidential. You can also view and learn about most test results and get summaries of your office visits.

To make an appointment, visit kp.org/appointments or call 1-800-813-2000. Appointments at most medical offices start at 8 a.m. and continue until 5 p.m., Monday through Friday.

To cancel an appointment, visit kp.org/appointments or call 1-800-813-2000. You can cancel an appointment at any time. We just ask that you let us know as soon as you can so we can offer the time to another member.

When to call an advice nurse

If you have a health concern and are not sure what to do or where to go to get care, an advice nurse can evaluate your concern and make recommendations about next steps.

Call an advice nurse 24 hours a day, 7 days a week:

- All areas: 1-800-813-2000
- Oncology advice in the Longview-Kelso area: 360-636-5559

DO IT ONLINE

If you’re a new member, get started at kp.org/newmember. You can register, choose a doctor, transfer prescriptions, and make an appointment – all from one place.
SPECIALTY CARE

We want to help you get the care you need. If you think you need to see a specialist, let your primary care provider know. In most cases, you'll need a referral from your primary care provider before you see a specialist for the first time. Follow-up visits with Kaiser Permanente providers do not require a referral, as long as they are with the same specialist and for the same condition.

If you are referred to a provider outside of Kaiser Permanente or its select providers, the services to be provided, the number of allowed visits, or the time period to make visits may be limited. You will get a written Authorization for Medical Care with more details when the referral is authorized. You must receive an authorization before you get care, except in emergencies. You can contact your referring provider if you need more visits or services.

In most cases, your diagnostic tests (including laboratory and imaging) need to be done at a participating or select facility.

For questions about where you can receive care, call Member Services at 1-800-813-2000.

Specialties that don’t require referrals

You can schedule appointments for some specialties without a referral,* including:

- Addiction medicine (chemical dependency services)
- Cancer counseling
- Cosmetic center†
- Mammography
- Mental health
- Obstetrics-gynecology
- Occupational health
- Social services
- Vision Essentials by Kaiser Permanente
  - Ophthalmology

*Referral requirements may apply if you are seeing a community-affiliated care provider.
†Cosmetic services are generally not considered medically necessary and therefore are not a covered service.

Use of services

We provide care based on what is most appropriate for the condition being treated or diagnosed and the existence of coverage. We do not use financial incentives to encourage providers to limit or deny care to members or to make decisions that result in decreased use of services. We do not make decisions about hiring, pay, promotions, or termination of employment based on the likelihood that denials will be supported.
**Prior authorization**

Most care from Northwest Permanente providers or facilities does not require prior authorization (advance approval). However, certain services do require prior or concurrent authorization.

The following are examples of services that require prior or concurrent authorization:

- Bariatric surgery services.
- Breast reduction surgery.
- Drug formulary exceptions.
- Durable medical equipment.
- Hospice and home health.
- Inpatient and residential chemical dependency services.
- Inpatient and residential mental health services.
- Inpatient hospital services.
- Nonemergency medical transportation.
- Open MRI.
- Plastic surgery.
- Reconstructive surgery.
- Rehabilitative therapy services.
- Routine foot services.
- Referrals for all non–Northwest Permanente provider services. (If you are an Added Choice member, different restrictions apply. See your *EOC*.)
- Skilled nursing facility services.
- Transplants.
- Dental and orthodontic services for the treatment of craniofacial anomalies.
- General anesthesia and associated hospital or ambulatory surgical facility services provided in conjunction with covered dental services.

Usually, your provider will request authorization when it is needed.

If a request for authorization is denied, we’ll send you a written explanation. You may appeal this decision. We’ll tell you how to appeal in the letter we send you. You can also ask Member Services how to appeal (see page 5). Or you can follow the directions in your *EOC*.

**Complex case management**

Complex case management is a short-term (three to six months) intensive program designed to assist eligible* members with certain complex medical conditions. Members enrolled in the program work with a registered nurse case manager to set goals for improved health and functional capability. If a member meets program criteria, a nurse will work with the member to develop a plan of care and provide frequent support.

*To find out more about the program and eligibility criteria, call 1-855-517-8382 (toll free).

**Disease management**

Kaiser Permanente offers disease management programs for certain chronic conditions like diabetes and cardiovascular disease. Members who meet criteria can enroll in the program and receive support to help manage their conditions. For more information or to see if you’re eligible, call 1-855-517-8382 (toll free).
URGENT APPOINTMENTS AND CARE

Urgent Care is there to help when an illness or injury is not life-threatening or limb-threatening but can’t wait until the next day.

Examples include:
• allergies and asthma
• colds and flu
• eye and ear problems
• minor broken bones
• minor cuts requiring stitches
• men’s and women’s health issues
• urinary tract infections
• work-related injuries

Urgent care options
Your urgent care options depend on the on the time and day.

Get advice
Call an advice nurse 24 hours a day, 7 days a week, at 1-800-813-2000 if you have a health concern and aren’t sure what to do.

Make an appointment
You can also schedule a same-day appointment with your primary care provider when you have an urgent concern.

To make an appointment, call 24 hours a day, 7 days a week:

All areas .......................................................... 1-800-813-2000
TTY ............................................................... 711
Language interpretation services ........................................... 1-800-324-8010

During regular urgent care hours
Use one of our urgent care facilities. Locations and hours are listed on the next page.

Outside of urgent care hours
Call the advice nurse at 1-800-813-2000 for help with getting care.

In a medical emergency
Call 911 or go to the nearest hospital emergency department. Kaiser Permanente Sunnyside Medical Center’s and Westside Medical Center’s emergency departments are open 24 hours a day, 7 days a week.

See page 24 for information on services outside our service area.
# Kaiser Permanente Urgent Care locations and hours

## Portland area

**Beaverton Medical Office**  
4855 SW Western Ave.  
Beaverton, OR 97005  
Monday through Friday, 9 a.m. to 9 p.m.  
weekends and holidays, 9 a.m. to 6 p.m.

**Interstate Medical Office South**  
3500 N. Interstate Ave.  
Portland, OR 97227  
Monday through Friday, 1 p.m. to 10 p.m.  
weekends and holidays, 9 a.m. to 6 p.m.

**Mt. Talbert Medical Office**  
10100 SE Sunnyside Road  
Clackamas, OR 97015  
Monday through Friday, 1 p.m. to 10 p.m.  
weekends and holidays, 9 a.m. to 6 p.m.

## Salem

**North Lancaster Medical Office**  
2400 Lancaster Drive NE  
Salem, OR 97305  
Monday through Friday, 1 p.m. to 10 p.m.  
weekends and holidays, 9 a.m. to 6 p.m.

## Vancouver

**Cascade Park Medical Office**  
12607 SE Mill Plain Blvd.  
Vancouver, WA 98684  
Monday through Friday, 1 p.m. to 10 p.m.  
weekends and holidays, 9 a.m. to 6 p.m.

## Longview

**Longview-Kelso Medical Office**  
1230 Seventh Ave.  
Longview, WA 98632  
Monday through Friday, 6 p.m. to 9 p.m.  
weekends and holidays, 9 a.m. to 6 p.m.  
(closed Sundays, Thanksgiving, and Christmas)

# Affiliated Urgent Care locations

## Lane County

**Cottage Grove Urgent Care**  
1445 Gateway Blvd.  
Cottage Grove, OR 97424  
541-767-5200

**Eugene Urgent Care Coburg**  
1800 Coburg Rd.  
Eugene, OR 97401  
541-345-8760

**Eugene Urgent Care Patterson**  
598 E 13Th Ave.  
Eugene, OR 97401  
541-636-3473

**Eugene Urgent Care Willamette**  
2710 Willamette St.  
Eugene, OR 97405  
541-735-3161

**Junction City Urgent Care**  
355 W 3Rd Ave.  
Junction City, OR 97448  
541-998-6750

**PeaceHealth Urgent Care Valley River**  
1400 Valley River Dr., Ste 110  
Eugene, OR 97401  
541-222-7375

**PeaceHealth Urgent Care West 11th Ave**  
3321 W 11Th Ave.  
Eugene, OR 97402  
541-222-7200

**PeaceHealth Urgent Care Gateway**  
860 Beltline Rd.  
Springfield, OR 97477  
541-222-6005

**Pleasant Hill Urgent Care**  
35859 Hwy. 58  
Pleasant Hill, OR 97455  
541-988-7300

**Thurston Urgent Care**  
5781 Main St.  
Springfield, OR 97478  
541-654-0282

**Veneta Medical Clinic**  
87983 Territorial Hwy.  
Veneta, OR 97487  
541-935-2200
Emergency psychiatric services
- Portland area: 503-331-6425
- Washington and Oregon: 1-866-453-3932

Poison Control Center: 1-800-222-1222

Participating or select facilities
For our plans, participating and select mean the same thing. See page 1 for details and locations.

Accessibility of medical offices and medical centers in this directory
All Kaiser Permanente facilities are accessible to members.

Care outside participating or select facilities
If you are not treated by a participating or select hospital, you or someone on your behalf must contact us once your condition is stable. Any care you get after you are stable (post stabilization care) may not be covered unless we approve it first. To request a review, call us at 503-735-2596 or 1-877-813-5993 before you receive the services. In an emergency, a non-participating doctor may admit you to a non-participating hospital. In this case, you must notify us as soon as you reasonably can, or someone else can notify us for you. If you don’t, your hospital stay may not be fully covered (this does not apply to Medicare members). We may move you to a participating or select hospital when you are medically stable.

Not sure where to go for care?
If you are not experiencing an emergency but want to talk to someone about your symptoms or you are not sure where to get care, give us a call. Our advice nurses are here to help answer your questions.
- All areas: 1-800-813-2000
- TTY: 711
- Language interpretation services: 1-800-324-8010

SEE MORE ONLINE
Go to kp.org/newmember to access this list and other helpful information.
CHECKLIST FOR APPOINTMENTS

To get the most out of your appointments and help us keep you safe and healthy, be an active participant with your health care team. Follow these five steps:

1. Prepare for your office or hospital visit. Write down questions and notes beforehand. To prepare for your visit:
   - Arrive 10 to 15 minutes early to allow time for check-in.
   - Bring your Kaiser Permanente ID card and a photo ID.
   - If you are covered by another health plan – including Medicare, Medicaid, or any other medical insurance carrier – bring your ID card for that plan too. If that plan is your primary plan, we’ll coordinate the benefits. (This does not apply to Oregon individual and family plan members and other non-group members.)
   - If you’re having trouble communicating, bring a friend or family member along to help you ask questions and remember answers.
   - If you’re being seen for a work- or accident-related illness or injury, tell the receptionist.

2. If your plan includes a copayment, coinsurance, or deductible, be prepared to pay it when you check in.
   - You may pay by cash, check, debit card, and Visa, MasterCard, Discover, and American Express cards. What you pay depends on your plan benefits.
   - If you can’t afford to pay your copayment, coinsurance, or deductible, you may ask to speak to a financial counselor to review your payment options. You may be eligible for a payment plan or other financial assistance. Contact Member Services (see page 5) for details.

3. Bring a list of all the medications you are taking, including over-the-counter medications such as aspirin, vitamins, and herbal supplements. If you have any questions about your medications, ask your doctor or the pharmacy. Learn more about your medications at kp.org/medications.

4. Speak up when you have questions or concerns. If you have questions, make a list and bring it to your appointment. After your questions are answered, summarize the information in your own words to help clarify the information. It’s a good idea to ask questions before a medical test, when your doctor prescribes medication, and before you begin any medical treatment.
   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?

5. Be patient with questions from your health care team. Different members of your health care team may ask the same questions several times, such as your name or whether you have allergies. Asking these questions is one way we make sure you are getting the right care.

*Adapted with permission from Ask Me 3 by the Partnership for Clear Health Communication.
PHARMACY SERVICES

Kaiser Permanente has a formulary list of medications and supplies covered for your benefit. To get a prescription at your usual copayment or coinsurance, the drug must be on our formulary or your Northwest Permanente physician must feel the drug meets the exception criteria for a non-formulary drug, including any medication-specific criteria. Our health care team uses the formulary to help determine the safest, most effective prescription for you.

Once you have a prescription written by a participating provider, you can order your prescription refills without standing in line at kp.org/rxrefill. You can save time and money through our postage-paid Mail-Delivery Pharmacy service, available for most prescriptions. You may also call our automated telephone service at 1-800-548-9809.

To place an order, you’ll need your credit card or debit card information, health record number, and prescription number(s). We’ll send your refill to the postal address you choose. Allow 7 to 10 workdays for prescriptions to arrive in the mail.

You can also pick up your prescriptions and buy over-the-counter medications at most of our Kaiser Permanente medical offices.

To contact your local pharmacy call 1-800-813-2000 option 1 then option 2.

If you have a prescription drug benefit, you can find details in your EOC.

Please note: Drugs that require special handling, such as temperature-sensitive or high-cost medications, are not provided through our Mail-Delivery Pharmacy. We do not mail drugs to addresses outside the states of Oregon and Washington.

DO IT ONLINE

Avoid long lines by ordering your refill prescriptions at kp.org/rxrefill.
HEALTHY LIVING

We’re here for you when you need care for an illness or injury. But more than that, we want to help you stay healthy so you can do the things you want to do in your life. Take advantage of classes, programs, products, and online tools that help you stay happy and healthy.

Health Engagement and Wellness Services

Health Engagement and Wellness Services provides you with resources that help you thrive. Telephone coaching and products such as books, DVDs, and pedometers can help you achieve your health goals.

Live healthy with health classes and webinars. Some may require a fee. You can learn about topics such as:

• Nutrition and fitness.
• Quitting tobacco (all offerings free for members).
• Childbirth and parenting.
• Managing diabetes.

For your convenience, download our Healthy Living catalog at kp.org/healthylivingcatalog/nw. You can also pick up a printed copy at any medical or dental office.

Talk with a health coach

Are you thinking about a healthier lifestyle? A brief chat with a health coach can help. These behavior-change experts provide support and motivation as you discuss your health goals, the process of change, and your options for next steps.

Call 503-286-6816 or 1-866-301-3866 and select option 2 to take the first step.

Personalized online programs

Take an active role in improving your health with tools, in collaboration with HealthMedia® programs, that help you create a healthier lifestyle. Evaluate your daily routine and take steps to get your life headed in a healthier direction:

• Take a Total Health Assessment with Succeed — kp.org/succeed.
• Lose weight with Balance — kp.org/balance.
• Quit smoking with Breathe — kp.org/breathe.
• Manage diabetes with Care for Diabetes — kp.org/carefordiabetes.
• Manage pain with Care for Pain — kp.org/careforpain.
• Eat healthy with Nourish — kp.org/nourish.
• Get a good night’s sleep with Care for Sleep — kp.org/overcominginsomnia.
• Overcome stress with Relax — kp.org/relax.

Visit kp.org/healthylifestyle for more information.

Some programs are available in Spanish at kp.org/vidasana.
Member discounts*

- **CHP Active and Healthy.** Save money on hundreds of fitness, wellness, and entertainment activities. Get discounts on ski lift tickets, sporting events, gym memberships, and movies. Visit chpactiveandhealthy.com for more information.

- **Alternative and chiropractic care.** Get discounts on acupuncture, chiropractic care, massage, and other alternative therapies from providers in The CHP Group network.

- **ChooseHealthy™.** Access health information, tools, and product discounts. For details, go to kp.org/choosehealthy.

Visit kp.org/memberdiscounts for more information.

**Center for Health Research**

Since 1964, the Kaiser Permanente Center for Health Research (CHR) has made hundreds of medical discoveries to benefit the health of you and your community. As a Kaiser Foundation Health Plan of the Northwest member, you are eligible to participate in some studies. Joining a CHR study is voluntary, free, and does not affect your health care or coverage.

Learn more or watch videos about studies at kpchr.org. For location and contact information, see page 48.

*These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain KFHPNW benefit plans include coverage for some of these discounted services. Check your EOC for details.

KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Member Services at 1-800-813-2000.

SEE MORE ONLINE

Put your health in the driver’s seat with these online programs. Go to kp.org/healthylifestyles to get started.
SHORTCUTS TO HEALTH

Want to live longer, be healthier, and enjoy life more? We offer inspiration and tools that help you feel and be your best. Get started at kp.org/myhealth for around-the-clock access to health information. Follow these links to online health programs, services, and advice that help you live well and thrive:

• kp.org/audio – Guided imagery audio programs.
• kp.org/cam – Complementary and alternative care information and discounts.
• kp.org/children – Health information for children.
• kp.org/classes – Health education.
• kp.org/diabetes – Tips for living better with diabetes.
• kp.org/espanol – Online content in Spanish.
• kp.org/facilities – Find the medical office closest to you.
• kp.org/health – Health encyclopedia.
• kp.org/healthylifestyles – Interactive and personalized online wellness programs.
• kp.org/healthyliving – Tools for living a healthier life.
• kp.org/heart – Tips for maintaining a healthy heart.
• kp.org/medicalstaff – Medical staff directories.
• kp.org/medications – Drug encyclopedia.
• kp.org/mentalhealth – Tips on emotional wellness and mental health services.
• kp.org/newmember – Tips to get the most out of your health plan.
• kp.org/northwest – Link to the Northwest site.
• kp.org/pain – Information on pain management and classes.
• kp.org/pregnancy – Health information for mom and baby.
• kp.org/prevention – Keys to health through preventive care.
• kp.org/quitsmoking – A guide to smoking cessation.
• kp.org/thrive – Find your inspiration to thrive and live life to the fullest.
• kp.org/vidasana – Interactive and personalized online wellness programs in Spanish.
• kp.org/video – Watch your health improve.
• kp.org/womenshealth – Health information for women.

DISCOVER MORE

As a member, you have access to an online world of health tools. Just go to kp.org/myhealth to get started.
PREVENTIVE CARE – STAYING HEALTHY

Care during and after pregnancy

Having a baby can be one of life’s most joyous and challenging experiences. We can help you on the journey – whether you are dreaming of motherhood, have a baby on the way, or are holding your newborn in your arms. Visit kp.org/pregnancy for information.

If you are pregnant, we recommend that your first visit with a doctor, nurse practitioner, or nurse-midwife take place between the 6th and 12th week of pregnancy. In many cases, visits will follow the schedule below. Some women will need to be seen more often.

Pregnancy visit schedule

- **Weeks 6-12.** Pregnancy education, discussion of genetic testing choices, physical exam, lab tests, and determining due date.
- **Week 16.** Schedule ultrasound test for 18–20 weeks.
- **Week 22.** Monitor fetal activity, watch video, and schedule childbirth class.
- **Week 28.** Get fetal kick count, start classes, and do blood tests.
- **Week 32.** Schedule hospital tour and fill out hospital forms.
- **Week 36.** Discuss birth plan, get a Group B strep test, and determine baby’s position.
- **Week 38.** Labor education.
- **Week 40.** Discuss overdue delivery plan.
- **Week 41.** Start and revise postdate plan. Do a non-stress test to monitor baby’s condition.

**After delivery.** See your provider four to six weeks after giving birth.

If you think you are pregnant – or would like to talk about planning a pregnancy – call the Obstetrics-Gynecology Department at the Kaiser Permanente medical office most convenient for you. Visit kp.org/pregnancy for information to help you on this journey.

SEE MORE ONLINE

Prepare for your baby by learning what to expect along the way. Go to kp.org/pregnancy for healthy tips and tools.
RECOMMENDED ADULT PREVENTIVE MEASURES

You’ll find highlights of preventive measures below. Under the Patient Protection and Affordable Care Act, also known as health care reform, certain preventive care services in many of our plans will be covered with no cost sharing. This means that you won’t have to pay copayments, coinsurance, or deductible payments for some preventive services specified by the government. To learn more about these and additional prevention topics, go to kp.org/prevention.

Lifestyle practices

- **Tobacco use**: Avoid or quit tobacco use. Avoid secondhand exposure.
- **Exercise**: Get 30 minutes or more of moderate to strenuous exercise on most days.
- **Diet**: Choose foods low in saturated fat. Eat eight or more servings of vegetables and fruits every day, and consider portion size.
- **Safety**: Use seat belts, bicycle helmets, and smoke detectors. Store guns properly.
- **Alcohol**: If you drink, do so in moderation. Don’t drink and drive.
- **Sexuality**: Discuss sexual practices, disease prevention, and family planning with your health care provider.

Immunizations

- **Tetanus, diphtheria, acellular pertussis (Tdap)**: One dose Tdap for adults 19 and older, if not given earlier, then one dose Td every 10 years.
- **Pneumococcal vaccination**: One or two doses before age 65 if you have high risk factors; once for those 65 and older.
- **Influenza vaccine**: Every year for all adults.
- **Hepatitis A**: Two doses for those with risk factors (consult your health care provider).
- **Hepatitis B**: Three doses for those with risk factors (consult your health care provider).
- **Measles, mumps, rubella (MMR)**: One or two doses if you were born during or after 1957 and not immunized as a child.
- **Chickenpox (varicella)**: Two doses if you did not have chickenpox and were not immunized as a child.
- **Meningococcal**: One or more doses if you have risk factors.
- **Shingles (zoster)**: Two doses for those 50 years of age and older.
- **Human papillomavirus (HPV)**: Three doses up to age 26, if not given earlier.

SEE MORE ONLINE

Be at your healthy best by living well and avoiding risks. Visit kp.org/prevention to learn more.
Screening tests (all)

- **Hypertension**: Ages 20 to 39, check blood pressure every 3–5 years if lower than 130/85. Beginning at age 40, check blood pressure every year.

- **Colorectal cancer**: Ages 50 to 74, have a FIT (home stool test) every year. Discuss other possible options with your health care provider. To request a FIT kit, call Clinical Quality Support Services at 1-855-517-8382.

- **Diabetes**: Discuss with your health care provider.

- **Cholesterol**: Beginning at age 20, check once through age 40. After 40, check every five years.

Screening tests (women)

- **Cervical cancer**: Cervical cancer screening test every three years from ages 21 to 29 regardless of sexual activity. Women ages 30 to 64, have a Pap/HPV co-test every five years.

- **Chlamydia**: Beginning at age 16, every year through age 24.

- **Breast cancer**: Mammogram at least every two years for women ages 50 to 74 (no referral required). Discuss with your health care provider if you want to be screened before 50 or after 74.

  To make an appointment, call 1-888-810-7499.

  For Longview-Kelso area, call 1-800-257-2001.

- **Osteoporosis**: Bone densitometry once at or after 65.

Screening tests (men)

- **Prostate cancer**: Discuss with your health care provider the need for testing between ages 50 and 69.

- **Osteoporosis**: Bone densitometry once at or after 70.

Preventive care visits

- **18 to 49**: Schedule a checkup every five years.

- **50+**: Schedule a checkup every two years.
### RECOMMENDED VACCINATIONS FOR CHILDREN

Checkups and immunizations at the appropriate ages should be part of every childhood. See our recommendations below.

<table>
<thead>
<tr>
<th>Vaccinations and checkups</th>
<th>Birth</th>
<th>3-5 days</th>
<th>2 weeks</th>
<th>2 months</th>
<th>4 months</th>
<th>6 months</th>
<th>9 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well-child checkup</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>1st dose</td>
<td>1st dose (if not given at birth)</td>
<td>2nd dose</td>
<td>3rd dose</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diphtheria, tetanus, acellular pertussis</td>
<td>1 injection Pentacel</td>
<td>2nd dose</td>
<td>3rd dose</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polio</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H. influenza type B</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pneumococcal conjugate</td>
<td>1st dose</td>
<td>2nd dose</td>
<td>3rd dose</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oral rotavirus</td>
<td>1st dose</td>
<td>2nd dose</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measles, mumps, rubella</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Varicella (chickenpox)</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hepatitis A</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Influenza</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Recommended annually for all children 6 months and older</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meningococcal conjugate</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Human papillomavirus (HPV)</td>
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</tr>
</tbody>
</table>

Effective October 2018: Vaccinations are listed under the recommended ages for vaccination. Vaccinations may have a wider acceptable age range than indicated here.

Sometimes there are vaccine shortages. The Centers for Disease Control and Prevention (CDC) may ask us to wait on vaccinations for people at lower risk.
### Recommended Vaccinations for Children

Checkups and immunizations at the appropriate ages should be part of every childhood. See our recommendations below.

<table>
<thead>
<tr>
<th>Age</th>
<th>Vaccines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth</td>
<td>Hepatitis B, Diphtheria, tetanus, acellular pertussis, Polio, H. influenzae type B, Pneumococcal conjugate</td>
</tr>
<tr>
<td>2 weeks</td>
<td>Diphtheria, tetanus, acellular pertussis, Polio, H. influenzae type B, Pneumococcal conjugate</td>
</tr>
<tr>
<td>2 months</td>
<td>DTaP</td>
</tr>
<tr>
<td>4 months</td>
<td>DTaP</td>
</tr>
<tr>
<td>6 months</td>
<td>DTaP</td>
</tr>
<tr>
<td>9 months</td>
<td>DTaP</td>
</tr>
<tr>
<td>12 months</td>
<td>DTaP</td>
</tr>
<tr>
<td>18 months</td>
<td>DTaP</td>
</tr>
<tr>
<td>2 years</td>
<td>DTaP, Tdap, Td booster every 10 years</td>
</tr>
<tr>
<td>3 years</td>
<td>DTaP</td>
</tr>
<tr>
<td>4 years</td>
<td>DTaP</td>
</tr>
<tr>
<td>5 years</td>
<td>DTaP</td>
</tr>
<tr>
<td>6 years</td>
<td>DTaP</td>
</tr>
<tr>
<td>7-10 years</td>
<td>DTaP</td>
</tr>
<tr>
<td>11-12 years</td>
<td>DTaP</td>
</tr>
<tr>
<td>13-18 years</td>
<td>DTaP</td>
</tr>
</tbody>
</table>

- **Hepatitis A**: 2 doses, given between 12 and 23 months of age
- **Measles, mumps, rubella**: 1st dose, 1 injection (2nd dose)
- **Varicella**: 1st dose
- **Human papillomavirus (HPV)**: 2 or 3 dose schedule based on age started

**Recommended annually for all children 6 months and older**

- **Meningococcal conjugate**: 1st dose, 2nd dose at age 16
- **Influenza**: Recommended annually for all children 6 months and older
- **Hepatitis B**: 1st dose, 2nd dose, 3rd dose, Finish series if not completed
- **Diphtheria, tetanus, acellular pertussis**: 1st dose, 2nd dose, 3rd dose, 4th dose, 5th dose, 1 dose Tdap, then Td booster every 10 years
- **Polio**: 1st dose, 2nd dose, 3rd dose, Finish series if 2-dose series is not completed
- **H. influenzae type B**: 4th dose
- **Pneumococcal conjugate**: 1st dose, 2nd dose, 3rd dose, 4th dose
- **Oral rotavirus**: 1st dose, 2nd dose
- **Measles, mumps, rubella**: 1st dose
- **Varicella**: 1st dose, Finish series if 2-dose series is not completed
- **Hepatitis A**: 2 doses, given between 12 and 23 months of age
- **Influenza**: Recommended annually for all children 6 months and older
- **Meningococcal conjugate**: 1st dose
- **Human papillomavirus (HPV)**: 2 or 3 dose schedule based on age started

Approved by the Regional Immunization Practices Committee, Kaiser Permanente, Northwest Region; consistent with the Advisory Committee on Immunization, the American Academy of Pediatrics, and the American Academy of Family Physicians.
WHEN YOU TRAVEL, WE’VE GOT YOU COVERED

You’re covered for most emergency and urgent care when you travel, subject to the terms and limitations in your EOC. If you are temporarily outside our service area, urgent care from a non-participating provider or facility is covered if the services were necessary to prevent serious deterioration of your health and could not be delayed until you returned to our service area.

Urgent care is treatment for an unforseen, nonemergency condition that requires prompt medical attention. Urgent care in an emergency department outside our service area is subject to the emergency department copayment, coinsurance, and/or deductible (see page 2). If you pay for care, we’ll reimburse you for the charges covered under your plan, minus any copayment, coinsurance, or deductible. Just send us the receipts, medical records, and itemized bills.

**Hospital stays.** Please call us at 1-877-813-5993 immediately after being admitted to a hospital. Other Kaiser Foundation Health Plan and Group Health Cooperative service areas have hospitals. If you are admitted to a hospital owned and operated by Kaiser Foundation Health Plan or Group Health Cooperative, you don’t need to call us.

**Routine and follow-up care.** You are not covered for follow-up visits, routine or continuing care, or care you could have received before leaving home. However, if you travel to an area listed on the facing page, you may receive these types of care at designated facilities. The types of care you may receive and what you pay may be different from your benefits, copayments, coinsurance, and deductibles in our service area. To learn more about travel benefits, request the While You Are Away brochure from Member Services.

**Going overseas?**

Our International Travel Clinic is your one-stop source for travel-related vaccinations, medications, and health information. Please call us six to eight weeks before your trip. If you’ll be doing medical work abroad or staying longer than three months, call us four months before your trip. You can reach us at 1-844-424-1865, 8 a.m. to 4 p.m., Monday through Friday.

**Other Kaiser Foundation Health Plan and Group Health Cooperative service areas**

If you need care while you’re in one of the service areas listed on the facing page, please contact Member Services in that service area. They will help you make an appointment and answer your questions.

Member Services hours vary by region. In general, the hours are 8 a.m. to 5 p.m., Monday through Friday. If you’d like more details, order a travel packet online or contact Member Services (see page 5).

*Note:* Available services and service areas may change at any time.
California*
San Francisco Bay Area, Sacramento, Stockton, Fresno, and Southern California major metropolitan areas from Bakersfield to San Diego

Member Services ................................................................. 1-800-464-4000
24-hour medical advice ....................................................... 1-888-576-6225

Colorado*
Denver, Boulder, and Colorado Springs

Member Services
  Denver/Boulder/Longmont ............................................ 303-338-3800
  Denver metro area ....................................................... 1-800-632-9700

Colorado Springs .............................................................. 1-888-681-7878
24-hour medical advice
  Denver ........................................................................... 303-338-4545

Georgia*
Atlanta area

Member Services ................................................................. 404-261-2590  1-800-611-1811
24-hour medical advice ....................................................... 1-800-611-1811

Hawaii*
Hawaii, Kauai, Maui, and Oahu

Member Services ................................................................. 1-800-966-5955

After-hours medical advice
  Oahu ............................................................................. 808-432-7700
  Hawaii, Kauai, and Maui .............................................. 1-800-467-3011

Mid-Atlantic*
District of Columbia, Baltimore area, and northern Virginia

Member Services ................................................................. 1-800-777-7902
24-hour medical advice ....................................................... 1-800-777-7904

Washington*
Group Health Cooperative

Member Services ................................................................. 1-800-446-4296
Customer Service ............................................................. 1-888-901-4636
24-hour medical advice
  Western Washington ..................................................... 1-800-297-6877
  Central, eastern Washington/north Idaho ....................... 1-800-826-3620

*Be sure to say you are a visiting member.
ADVANCE DIRECTIVES

If you are an adult, you have the right to know about any medical treatment your provider recommends for you and the right to refuse it if you choose. However, a serious illness or sudden injury could leave you unable to make decisions or express your wishes. In that case, your relatives and caregivers would have to decide what you would want.

Some states, including Oregon and Washington, allow you to put in writing (ahead of time) your medical preferences if you are seriously ill or injured and unable to communicate your wishes. These documents are called advance directives.

Completing an advance directive is your choice. If you choose not to fill out and sign these forms, it will not affect your health plan coverage or your access to care. Advance directive forms are used only when you are unable to communicate your health care wishes. You have the right to decide your own health care as long as you are able to.

Advance directives in Oregon

The Oregon Advance Directive lets you name a person to direct your health care when you cannot do so. Your health care representative must agree in writing to do this. This form allows you to give instructions for health care providers to follow if you become unable to direct your care. These instructions may include decisions about general health care and the withholding or withdrawal of life-sustaining procedures, including artificially administered food and water. You will get care for your comfort and cleanliness no matter what health care choices you make. Your advance directive is valid only if you sign it voluntarily when you are of sound mind. You may revoke it at any time.

Another type of advance directive is the Physician Orders for Life-Sustaining Treatment (POLST). Unlike the Oregon Advance Directive, which is for anyone 18 and older, POLST forms are only for those who are frail or living with a life-threatening illness. POLST forms are written by your doctor. Once your doctor signs the POLST form, it becomes a medical order and must be followed by medical personnel, including paramedics, in an emergency.

Advance directives in Washington

Washington has three advance directive documents. The Directive to Physicians allows you to identify, in advance, life support treatments you do or do not want. It remains in force unless you revoke it.

A Durable Power of Attorney for Health Care lets you appoint a health care representative to act on your behalf if you become unable to communicate your wishes or make decisions about your care. Unless you specify otherwise, it remains in force for your lifetime. You may revoke it at any time.

Another type of advance directive in Washington is the Physician Orders for Life-Sustaining Treatment (POLST). Unlike the advance directives mentioned above, which are for anyone 18 and older, POLST forms are only for those who are frail or living with a life-threatening illness. POLST forms are written by your doctor. Once your doctor signs the POLST form, it becomes a medical order and must be followed by medical personnel, including paramedics, in an emergency.

Other advance directives

Mental health advance directives are written documents that describe what you want to happen if you become so incapacitated by mental illness that your judgment is impaired or you are unable to communicate effectively. It can tell others what treatment you want or don’t want. It can also identify a person to whom you have given authority to make decisions on your behalf.
To learn more
This is a brief summary of advance directives. If you'd like more details, please contact Member Services (see page 5) or call to speak with a health coach at 503-286-6816 or 1-866-301-3866 and select option 2.

You also can learn more about advance directives in a free class. “Your Life, Your Choices” covers care issues so you can make informed advance decisions that reflect your values. For dates and times, or to register, call 503-286-6816 or 1-866-301-3866 and select option 1.

You can also watch a free online video about advance care planning. This seven-minute video provides helpful information to consider before filing out an advance directive or POLST form. Go to kp.org/video and browse for the advance care planning video. It is available in English and Spanish.

Where to get forms
If you decide to create an advance directive, you can download the forms at kp.org/advancedirectives. You can also contact Member Services (see page 5) to request one of the forms or documents listed below. There is no charge for these documents.

• Advance Directives in Oregon Brochure with Form.
• Advance Directives in Washington Brochure with Form.
• Mental Health Advance Directives Summary Sheet.

POLST forms are available only from health care providers.
Mental health advance directive forms are available from Mental Health Services.

SEE MORE ONLINE
Make your care wishes known. Go to kp.org/advancedirectives to learn about your options.
HEALTH PLAN ADMINISTRATION

Coverage
For a particular treatment or service to be covered, it must be:
• Medically necessary.
• Covered by the plan in which you are enrolled.
• Provided, prescribed, or directed by a participating or select health care provider unless:
  – Your EOC says otherwise.
  – You receive emergency care or you receive urgent care outside our service area.
  – You are enrolled in an Added Choice plan and receive care under Tier 2 or Tier 3.
To ask about coverage for a specific treatment or service, contact Member Services (see page 5).

Complaints, grievances, and appeals
If you're dissatisfied with your care, discuss it with your provider as soon as possible. For other problems with care or service, ask to speak with an administrator before you leave the medical office.
If you still aren't satisfied, ask Member Services (see page 5) about the member satisfaction procedure. We'll give you information about the complaint, grievance, and appeal process.
You can also get this information in your EOC and on kp.org.

Independent reviews
If you’ve exhausted the appeal process within KFHPNW, your appeal may be eligible for an external review. Certain kinds of decisions can be reviewed by an independent review organization (IRO). You must ask for an external review within 180 days of the date on your final decision letter from us.
If you request an external review, and your appeal qualifies for review, we will send your appeal to the IRO. (Remember that your appeal may or may not qualify for IRO review.) Your pertinent medical records will be included. For details, see the instructions in your decision letter. You can also find information in your EOC. Or you may contact Member Services for information (see page 5). You are not responsible for the cost of an IRO review.

Primary and specialty care delivery
If the medical office where you have been receiving primary care no longer provides care, we will send you a letter with information about how to get care at other locations. We want to help make this transition as smooth as possible for you.
If your primary care provider moves to a different location or leaves Kaiser Permanente, we will send you a letter to let you know. Member Services (see page 5) will be ready to help you find a new primary care provider.
If you get ongoing care from a specialist and that specialist changes locations or leaves Kaiser Permanente, we will let you know. If this happens, you can contact the specialty department for future appointments.
Note that, in some cases, you may be able to continue seeing your primary or specialty care provider for a limited time. The letter we send you will provide specific details.
Notice to Medicare members
We are required to maintain records on the work status of our Medicare members. If you have recently changed your work status (for example, if you have stopped working or have gone back to work), please contact Member Services (see page 5).

Medicare eligibility
If you have recently become eligible for Medicare benefits, please contact Member Services (see page 5).

Privacy practices
Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers and facilities to protect your PHI. Your PHI is individually identifiable information 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.

We may use or disclose your PHI for treatment, payment, 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. PHI is shared with your employer or plan sponsor 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 (see below). 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, will be furnished to you upon request. To request a copy, please call Member Services (see page 5). Our Notice of Privacy Practices is also available at your local plan facility and at kp.org/privacy.

Patient safety
We want to provide you with care that is reliable, effective, consistent, and safe. You are an important part of your health care team. Here are some things you can do to be actively involved.

Prepare for your visits. Think about what your provider needs to know and what questions you have. Be sure to bring a list of medications that you are currently taking.

Share information about your medical history, symptoms, medications, and drug allergies. Explain to your doctor why and how often you take each medication.

Ask your doctor:
- What is my main problem?
- What do I need to do about it?
- Why is it important for me to do this?

Discuss the options for your care. Have your doctor review with you any health-related information handed to you during the visit.

Get test results. Read and understand them. Get help if you need it.

At the end of your visit, be sure to repeat back to your doctor in your own words what is expected of you after the visit.

Find out what to expect after surgery.

*Adapted with permission from Ask Me 3 by the Partnership for Clear Health Communication.

SEE MORE ONLINE
Find out how our quality stacks up. Visit kp.org/measuringquality.
Quality of care

Our goal is to provide exceptional quality care. We measure how we are doing, write annual reports, and post related information at kp.org/measuringquality.

If you'd like more information, please contact Member Services (see page 5). You can also find information from these sources:

- NCQA’s Health Plan Report Card
  https://reportcards.ncqa.org
  202-955-3500

- The Joint Commission Hospital Quality Check
  http://qualitycheck.org
  630-792-5000

- CMS Hospital Compare
  https://medicare.gov/hospitalcompare/search.html
  1-877-696-6775

- The Leapfrog Group
  http://leapfroggroup.org
  202-292-6713

Additional information (Health Plan disclosures)

You may request information from Member Services (see page 5). You may also download forms and frequently requested materials at kp.org/disclosures. Topics and publications include:

- The Kaiser Permanente prescription drug formulary process.
- A list of the drugs on our current drug formulary (request at any of our pharmacies).
- Information about Kaiser Permanente’s mental health services.
- The payment requirements of your health care coverage (like deductibles, copayments, and coinsurance) as described in your EOC.
- A financial assistance brochure and application.
- A statement of our annual out-of-pocket maximum guidelines.
- A summary of how we work together with other health care coverage you may have (coordination of benefits).
- An explanation of our grievance and appeal procedures. (Ask for information for your specific plan.)
- Materials referred to in your EOC.
- Our risk-sharing arrangements with physicians and other health care providers.
- Your right to see non-Kaiser Permanente providers at your own expense.
- The availability of a point-of-service plan.
- Our quality monitoring and improvement program.
- Provider credentialing.
- Our clinical protocols and practice guidelines.
- Our utilization review criteria.
- Our financial status.
- Advance Directives in Oregon.
- Advance Directives in Washington.
- Mental Health Advance Directives Summary Sheet.
This Medical Facility Directory includes information on referrals, procedures requiring prior authorization, and how to get the names, qualifications, and titles of providers responsible for a member’s care.

In addition, you may get information we have filed with the Oregon Department of Consumer and Business Services, as required under state law. Contact the department for information on:

- Our annual summary of grievances and appeals.
- Our annual summary of the utilization management program.
- Our annual summary of quality assurance activities.
- The results of publicly available accreditation surveys of our health plan.
- Our annual summary of health-promotion and disease-prevention activities.
- An annual summary of scope of network and accessibility of services.

To contact the Oregon Department of Consumer and Business Services:

- Call 503-947-7984 (in Salem) or 1-888-877-4894.
- Write to:
  Oregon Insurance Division
  Consumer Protection Unit
  350 Winter St. NE
  Salem, OR 97301-3883
- Visit insurance.oregon.gov/consumer/tomake.html.
- Email cp.ins@state.or.us.

**New technology assessments**

When a new medical technology or procedure needs review, our Interregional New Technology Committee examines and evaluates data from government agencies, medical experts, medical journals, and medical specialty societies. Recommendations from the interregional committee then are passed onto the local committee. The committee reviews the national recommendations to see how they apply to local medical practices. Once this review takes place, the committee makes recommendations for the new technology or procedure to become a covered benefit. In addition, the committee communicates practice guidelines to network providers and related health care providers. If the committee’s recommendation is accepted, the new technology is added to the covered benefits, either immediately or when the contract renews.

**DO MORE ONLINE**

Download useful forms and guides at kp.org/disclosures.
YOUR RIGHTS AND RESPONSIBILITIES
OREGON AND WASHINGTON

About your rights and responsibilities
At Kaiser Permanente, we believe that maintaining good health is a very important part of your well-being. Providing the quality health care necessary to maintain your good health requires building a partnership between you and your health care professionals.

You need information to make appropriate decisions about your care and lifestyle choices. Your health care professionals need your involvement to ensure you receive appropriate and effective health care. Mutual respect and cooperation are essential to this partnership.

It is important for you to know what you can expect and what we need from you when you receive care at Kaiser Permanente.

YOUR RIGHTS
At Kaiser Permanente, you have the right to:

• Receive information about Kaiser Permanente, our services, our health care practitioners and providers, and your rights and responsibilities.

• Be treated with consideration, compassion, and respect taking into account your dignity and individuality, including privacy in treatment and care without regard to your race, religion, ethnicity, color, national origin, cultural background, ancestry, language, gender, gender identity, gender expression, sex, sexual orientation, marital status, physical or mental disability, genetic information, age, or financial status.

• Be supported in selecting and changing clinicians and seeking a second opinion within our plan.

• Participate with practitioners in making decisions about your health care.

• Receive full information about your care, including a candid discussion of appropriate or medically necessary treatment options for your conditions; the benefits, risks, and alternatives of recommended treatments or procedures regardless of cost or coverage; and realistic alternatives when hospital care is no longer appropriate. We’ll provide information in a way you can understand and provide an interpreter if you need one.

• Receive assistance when you face difficult medical ethics issues by arranging consultations with members of our ethics services staff.

• Be supported if you change your mind about any procedure, refuse treatment, or decline to participate in medical training programs or research projects, and inform you of the consequences of your refusal.

• Be respected for your right to personal privacy and your right to make decisions about your future.

• Give instructions about what is to be done if you are not able to make medical decisions for yourself. The legal documents that you can use to give your directions in advance are called “advance directives.”

• Timely access to your covered services and drugs. As a plan member, you have the right to get appointments and covered services from our network of providers within a reasonable amount of time. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

• Be transferred only when medically appropriate and when the receiving facility is ready to accept you.

• Receive the names, professions, and educational backgrounds of the people treating you.

• Expect that the confidentiality of all personal health information, communications, and records regarding your care are protected. This information will not be released to any person or entity not affiliated with Kaiser.

SEE MORE ONLINE
Access your rights and responsibilities at kp.org/disclosures.
Permanente without your prior authorization. We may make exceptions to this policy only when the release of information is authorized by law or when the information is to be used for quality improvement activities, bona fide research, or statistical reporting. You may review and obtain copies of your medical or dental records, unless restricted by law or when detrimental to your own well-being. If you think part of your medical record is incorrect, you may add a statement listing your objections and corrections.

- Receive a response in an appropriate, confidential, and timely manner to any concerns you have about your care or services provided, without sanction or reprisal. Membership Services will inform you of member satisfaction procedures and resources available to assist you.
- Be informed of business relationships between your Health Plan and others – health care providers, educational institutions, insurer – that may influence your treatment and care.
- Receive information about charges and payment methods. We will provide an itemized statement of non-covered services upon request, for an additional service charge.
- Voice your complaints freely without fear of discrimination or retaliation. If you are not satisfied with how your complaint was handled, you may have us reconsider your complaint.
- Make recommendations regarding Kaiser Permanente’s Member Rights and Responsibilities policy.

YOUR RESPONSIBILITIES

At Kaiser Permanente, you have the responsibility to:

- Follow the treatment plan agreed on by you and your health care practitioner. You have a responsibility to inform your health care practitioner if you do not understand or cannot follow through with your treatment, and to let your health care practitioner know if changes need to be made.
- Improve the quality and safety of your care by providing accurate and complete information about your medical history, medications, and any changes in your condition.
- Understand your health problems and participate in developing mutually agreed upon treatment goals, to the extent possible. Ask questions if you do not understand any aspect of your medical or dental condition or treatment.
- Be aware of the daily lifestyle decisions that affect your health, and that the choices you make can reduce the risks to your health and the health of your family.
- Tell your health care team if you are satisfied or dissatisfied with any aspect of your care.
- Provide your family, health care practitioner, and hospital with a copy of any advance directive you wish Kaiser Permanente to follow, should you be unable to make your own decisions.
- Treat your health care team with consideration and respect.
- Treat other patients with consideration and respect. When you are in the hospital, avoid having the volume on television sets too loud, having too many visitors, or holding loud conversations that may disturb other patients.
- Comply with the no-smoking, no-weapons, and visiting-hours policies.
- Be familiar with your health care benefits.
- Tell us if you have any other health insurance coverage or prescription drug coverage in addition to our plan. Please call Member Services to let us know.
- Tell us if you move. If you are going to move, it is important to tell us right away. If your coverage is through your employer, it is important that the change of address is also reported to your employer.
- Have your Kaiser Permanente ID card handy when you call for an appointment or advice, or when you come in for care.
- Notify Kaiser Permanente in advance if you will be late for, or have to cancel, an appointment.
- Pay your bills on time and pay your copayments when you come in for care.

GO MOBILE

Save time by using the KP mobile app to find a facility. Just open the locator tab and enter your ZIP code.
PORTLAND/VANCOUVER AREA SHARED SERVICES MAP

Facilities by area

MEDICAL FACILITIES

Portland-area medical centers
1. Kaiser Permanente Sunnyside Medical Center
   10180 SE Sunnyside Road
   Clackamas, OR 97015
2. Kaiser Permanente Westside Medical Center
   2875 NE Stucki Ave.
   Hillsboro, OR 97124
3. OHSU Doernbecher Children’s Hospital
   3181 SW Sam Jackson Park Road
   Portland, OR 97239
   (For children 17 and younger)

Portland-area medical offices
4. Beaverton Medical Office
   4855 SW Western Ave.
   Beaverton, OR 97005
5. Brookside Center
   10180 SE Sunnyside Road
   Clackamas, OR 97015
6. Care Essentials by Kaiser Permanente
   1035 NW Northrup St.
   Portland, OR 97209
7. Cedar Hills Medical Office
   12450 SW Walker Rd.
   Beaverton, OR 97005
8. Center for Health Research
   3800 N. Interstate Ave.
   Portland, OR 97227
9. Clackamas Eye Care
   12100 SE Stevens Court, Suite 106
   Portland, OR 97086
10. Gateway Medical Office
    1700 NE 102nd Ave.
    Portland, OR 97220
11. Hillsboro Medical Office
    5373 E. Main St.
    Hillsboro, OR 97123
12. Interstate Medical Office Central
    3600 N. Interstate Ave.
    Portland, OR 97227
13. Interstate Medical Office East
    3550 N. Interstate Ave.
    Portland, OR 97227
14. Interstate Medical Office South
    3325 N. Interstate Ave.
    Portland, OR 97227
15. Interstate Medical Office West
    3325 N. Interstate Ave.
    Portland, OR 97227
<table>
<thead>
<tr>
<th>Number</th>
<th>Facility Name</th>
<th>Address</th>
<th>City, State, Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Interstate Radiation Oncology Center</td>
<td>3620 N. Interstate Ave.</td>
<td>Portland, OR 97227</td>
</tr>
<tr>
<td>17</td>
<td>Lake Road Nephrology Center</td>
<td>6902 SE Lake Road, Suite 100</td>
<td>Milwaukie, OR 97267</td>
</tr>
<tr>
<td>18</td>
<td>Mt. Scott Medical Office</td>
<td>9800 SE Sunnyside Road</td>
<td>Clackamas, OR 97015</td>
</tr>
<tr>
<td>19</td>
<td>Mt. Talbert Medical Office</td>
<td>10100 SE Sunnyside Road</td>
<td>Clackamas, OR 97015</td>
</tr>
<tr>
<td>20</td>
<td>Murrayhill Medical Office</td>
<td>11200 SW Murray Scholls Place, Suite 100</td>
<td>Beaverton, OR 97007</td>
</tr>
<tr>
<td>21</td>
<td>One Town Center</td>
<td>10163 SE Sunnyside Road, Suite 490</td>
<td>Clackamas, OR 97015</td>
</tr>
<tr>
<td>22</td>
<td>Rockwood Medical Office</td>
<td>19500 SE Stark St.</td>
<td>Portland, OR 97233</td>
</tr>
<tr>
<td>23</td>
<td>Sunnybrook Medical Office</td>
<td>9900 SE Sunnyside Road</td>
<td>Clackamas, OR 97015</td>
</tr>
<tr>
<td>24</td>
<td>Sunnyside Medical Office</td>
<td>10180 SE Sunnyside Road</td>
<td>Clackamas, OR 97015</td>
</tr>
<tr>
<td>25</td>
<td>Sunset Medical Office</td>
<td>19400 NW Evergreen Parkway</td>
<td>Hillsboro, OR 97124</td>
</tr>
<tr>
<td>26</td>
<td>Tanasbourne Medical and Dental Office</td>
<td>19075 NW Tanasbourne Drive</td>
<td>Hillsboro, OR 97124</td>
</tr>
<tr>
<td>27</td>
<td>Tualatin Medical Office</td>
<td>19185 SW 90th Ave.</td>
<td>Tualatin, OR 97062</td>
</tr>
<tr>
<td>28</td>
<td>Westside Medical Office</td>
<td>2875 NE Stucki Ave.</td>
<td>Hillsboro Oregon, 97124</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>(located inside Kaiser Permanente Westside Medical Center)</em></td>
<td></td>
</tr>
</tbody>
</table>

**The Portland Clinic facilities**

- **29** The Portland Clinic – Beaverton
  15950 SW Millikan Way
  Beaverton, OR 97003

- **30** The Portland Clinic – Downtown
  800 SW 13th Ave.
  Portland, OR 97205

- **31** The Portland Clinic – Northeast
  5005 NE Sandy Blvd.
  Portland, OR 97213

- **32** The Portland Clinic – South
  6640 SW Redwood Lane
  Portland, OR 97224

- **33** The Portland Clinic – Tigard
  9250 SW Hall Blvd.
  Tigard, OR 97223

**Vancouver-area medical center and offices**

- **34** Legacy Salmon Creek Medical Center
  2211 NE 139th St.
  Vancouver, WA 98686
  *(24-hour, emergency, low-risk childbirth, and selected services only)*

- **35** Cascade Park Medical Office
  12607 SE Mill Plain Blvd.
  Vancouver, WA 98684

- **36** Mill Plain One Medical Office
  203 SE Park Plaza Drive, Suite 140
  Vancouver, WA 98684

- **37** Orchards Medical Office
  7101 NE 137th Ave.
  Vancouver, WA 98682

- **38** Salmon Creek Medical Office
  14406 NE 20th Ave.
  Vancouver, WA 98686

**Battle Ground-area medical office**

- **39** Battle Ground Medical Office
  720 W. Main St., Suite 115
  Battle Ground, WA 98604

*Not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance (MKA) from Kaiser Permanente, or visiting from another Kaiser Permanente region.

**Bus information**

Although bus route numbers are shown on individual facility maps, they may change without notice. For up-to-date bus information, call:

- **Portland: TriMet** 503-238-7433
- **Vancouver: C-Tran** 360-695-0123
GREATER OREGON/WASHINGTON SHARED SERVICES MAP

Facilities by area

Oregon

Clackamas County
(See also Portland/Vancouver Area Shared services map on page 34.)
1. Orchid Health – Wade Creek Clinic
   535 NE 6th Ave.
   Estacada, OR 97023

Clatsop County
2. Columbia Pacific Medical Services
   2120 Exchange St., Suite 200
   Astoria, OR 97103
   503-325-5360

Lane County
(See Lane County medical offices, hospitals, urgent care, and pharmacies on page 38.)
   100 W. 13th Ave.
   Eugene, OR 97401
4. Orchid Health – Oakridge Clinic
   47815 Highway 58
   Oakridge, OR 97463

Linn County
5. Mid-Willamette Family Medicine
   1050 29th Ave. SW
   Albany, OR 97321
   541-926-4828
6. Mid-Willamette Family Medicine – Scio
   38829 N Main St.
   Scio, OR 97374
   503-394-3633

Please note: Facility locations are approximate. Facility location numbers on this map correspond with our larger location map for Kaiser Permanente Northwest.
**Marion County**

7. Salem Hospital  
890 Oak St. SE  
Salem, OR 97301

8. Kaiser Permanente Keizer Station  
Medical Office  
5940 Ulali Drive  
Keizer, OR 97303

9. Kaiser Permanente North Lancaster  
Medical Office  
2400 Lancaster Drive NE  
Salem, OR 97305

10. Kaiser Permanente Skyline Medical Office  
5125 Skyline Road S.  
Salem, OR 97306

11. Kaiser Permanente West Salem Medical Office  
1160 Wallace Road NW  
Salem, OR 97304

12. Aumsville Medical Clinic  
205 Main St.  
Aumsville, OR 97325  
503-749-4734

13. Cascade Medical Center  
1375 N 10th Ave., Suite B  
Stayton, OR 97383  
503-769-7546

14. Santiam Internal Medicine Clinic  
1401 N 10th Ave., Suite 200  
Stayton, OR 97383  
503-769-7151

15. Santiam Medical Associates  
1401 N 10th Ave., Suite 100  
Stayton, OR 97383  
503-769-6386

16. Santiam Medical Clinic  
280 S. First Ave.  
Mill City, OR 97360  
503-897-4100

17. Sublimity Clinic  
114 SE Church St.  
Sublimity, OR 97385  
503-769-2259

**Polk County**

1. Salem Health Medical Clinic – Dallas  
555 SE Washington St.  
Dallas, OR 97338  
503-623-7301

2. Salem Health Medical Clinic – Monmouth  
512 Main St. E, Suite 300  
Monmouth, OR 97361  
503-838-1182

**Yamhill County**

3. McMinnville Immediate Health Care  
207 NE 19th Street  
McMinnville, OR 97128  
503-435-1077

4. Newberg Urgent Care and Medical Center  
2880 Hayes St.  
Newberg, OR 97132

5. Willamina Health Center  
1100 NE Oaken Hills Dr.  
Willamina, OR 97396  
503-876-8564

6. WVC – McMinnville Internal Medicine  
254 NE Norton Ln.  
McMinnville, OR 97128  
503-472-9002

**Washington**

**Cowlitz County**

7. PeaceHealth St. John Medical Center  
1614 E. Kessler Blvd.  
Longview, WA 98632

8. Longview-Kelso Medical Office  
1230 Seventh Ave.  
Longview, WA 98632

**Skamania County**

9. NorthShore Medical Group – Stevenson  
875 Rock Creek Dr.  
Stevenson, WA 98648  
509-493-2133

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*Not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance (MKA) from Kaiser Permanente, or visiting from another Kaiser Permanente region.

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**Bus information**

Although bus route numbers are shown on individual facility maps, they may change without notice. For up-to-date bus information, call:

Salem: Cherriots .................. 503-588-2877  
Longview: CUBS .................. 360-442-5663
### Primary and Routine Care

1. Kaiser Permanente Downtown Eugene Medical Office  
   100 W. 13th Ave.  
   Eugene, OR 97401

2. Eugene Pediatric Associates  
   995 Willagillespie Rd. Ste. 100  
   Eugene, OR 97401  
   541-484-5437

3. PeaceHealth Cottage Grove  
   1515 Village Dr.  
   Cottage Grove, OR 97424  
   541-767-5200

4. PeaceHealth Family Medicine – Florence  
   390 9th St.  
   Florence, OR 97439  
   541-997-7134

5. PeaceHealth Internal Medicine – Florence  
   380 9th St.  
   Florence, OR 97439  
   541-997-7134

6. PeaceHealth Riverbend Pavilion  
   3377 Riverbend Dr.  
   Springfield, OR 97477  
   541-222-6565

7. PeaceHealth Santa Clara Clinic  
   2484 River Rd.  
   Eugene, OR 97404  
   541-222-7650

### Urgent Care

8. ICCO, LLC – Nova Urgent Care – Coburg  
   1800 Coburg Rd.  
   Eugene, OR 97401  
   541-345-8760

9. ICCO, LLC – Nova Urgent Care – Cottage Grove  
   1445 Gateway Blvd.  
   Cottage Grove, OR 97424  
   541-767-5200

10. ICCO, LLC – Nova Urgent Care – Harlow  
    445 Harlow Rd.  
    Springfield, OR 97477  
    541-500-6949

11. ICCO, LLC – Nova Urgent Care – Junction City  
    355 W 3rd Ave  
    Junction City, OR 97448  
    541-998-6750

12. ICCO, LLC – Nova Urgent Care – Patterson  
    598 E 13th Ave  
    Eugene, OR 97401  
    541-636-3473

13. ICCO, LLC – Nova Urgent Care – Pleasant Hill  
    35859 Hwy 58  
    Pleasant Hill, OR 97455  
    541-988-7300

14. ICCO, LLC – Nova Urgent Care – Springfield  
    5781 Main St.  
    Springfield, OR 97478  
    541-654-0282

15. ICCO, LLC – Nova Urgent Care – Territorial  
    87983 Territorial Hwy  
    Veneta, OR 97487  
    541-935-2200

16. ICCO, LLC – Nova Urgent Care – Willamette  
    2710 Willamette St  
    Eugene, OR 97405  
    541-735-3161

17. PeaceHealth Urgent Care Gateway  
    860 Beltline Rd.  
    Springfield, OR 97477  
    541-222-6005

18. PeaceHealth Urgent Care Valley River  
    1400 Valley River Dr., Ste 110  
    Eugene, OR 97401  
    541-222-7375

19. PeaceHealth Urgent Care West  
    3321 W 11Th Ave.  
    Eugene, OR 97402  
    541-222-7200

### Hospitals and Emergency Care

20. PeaceHealth Cottage Grove Community Medical Center  
    1515 Village Dr.  
    Cottage Grove, OR 97424  
    541-767-5500

21. PeaceHealth Peace Harbor Medical Center  
    400 9th St.  
    Florence, OR 97439  
    541-997-8412

22. PeaceHealth Sacred Heart Medical Center RiverBend  
    3333 RiverBend Dr.  
    Springfield, OR 97477  
    541-222-7300

23. PeaceHealth Sacred Heart Medical Center University District  
    1255 Hilyard St.  
    Eugene, OR 97401  
    541-686-7300

### Pharmacies

    311 Coburg Rd.  
    Eugene, OR 97401  
    800-813-2000

25. Hirons Drug – E. 18th  
    185 E 18th Ave.  
    Eugene, OR 97401  
    800-813-2000

26. Hirons Drug – Franklin  
    1950 Franklin Blvd.  
    Eugene, OR 97403  
    800-813-2000

27. Safeway Pharmacy  
    700 US Hwy. 101  
    Florence, OR 97439  
    541-902-1905

28. Safeway Pharmacy – Pioneer Pkwy E  
    1891 Pioneer Pkwy. E  
    Springfield, OR 97477  
    800-813-2000

### Vision

    1550 Oak St.  
    Eugene, OR 97401  
    541-484-3937

30. PeaceHealth Eyecare – Optical Shop  
    1200 Hilyard Street #1100  
    Eugene, OR 97401  
    458-205-6257
Kaiser Permanente Sunnyside Medical Center
10180 SE Sunnyside Road, Clackamas, OR 97015

The Kaiser Permanente Northwest Center for Heart and Vascular Care is Oregon’s top-rated heart surgery center, earning three stars (the highest rating) from the Society of Thoracic Surgeons based on performance data for bypass surgery. This is the only reported program in Oregon to achieve three stars in 2013.

Services
- 24-hour emergency care for children and adults.
- Center for Heart and Vascular Care: emergency care for heart attacks and strokes; diagnostic testing; treatment for heart arrhythmia; regional center for angioplasty, stents, and cardiovascular surgery.
- Low-risk obstetrical/neonatal care.
- Medical and surgical hospital care for adults.
- Regional center: nephrology and oncology hospital care for adults; thoracic, orthopedic, and neurosurgery for adults.

Specialty care
8 a.m.–5 p.m., Monday–Friday

Allergy ........................................... 503-612-3375
Anesthesiology ................................. 503-571-4506
CT (CAT scan)* ............................... 1-888-810-7499
EEG* ............................................. 1-888-810-7499
Imaging (X-ray)*
Appointments/information ............. 1-888-810-7499
Mammography (self-referral)* ........ 1-888-810-7499
MRI* ........................................... 503-571-2685
Neurology ...................................... 1-844-364-4807
Nuclear Medicine ......................... 1-888-810-7499
Pulmonary Function Lab* ............. 1-855-878-6411
Ultrasound* ................................. 1-888-810-7499

*For results, contact your physician.

Other services
Emergency Psychiatric Services
Portland area ................................. 503-331-6425
All other areas ............................... 1-866-453-3932
Main switchboard/patient room information .................. 503-652-2880
Vancouver area .............................. 360-256-0556
TTY .............................................. 711
Labor/delivery tour ....................... 503-286-6816 (option 1)
Social Services ............................. 503-571-4750

Hospital accreditation: Kaiser Permanente Sunnyside Medical Center has earned The Joint Commission’s Gold Seal of Approval with Advanced Certification in Stroke (Primary Stroke Center).
The brand-new Kaiser Permanente Westside Medical Center is home to more than 80 top-notch medical specialists; a new state-of-the-art hospital Emergency Department; and pharmacy, lab, and imaging services. Also, refer to Westside Medical Office department listings on page 74.

Services
- 24-hour emergency care for children and adults.
- Medical and surgical care for adults.
- Low-risk obstetrical/neonatal care.
- Regional centers for hip and knee replacement and robotic surgery.

Specialty care
8 a.m.–5 p.m., Monday–Friday

Anesthesiology ............................................ 971-310-4800
CT (CAT scan) ............................................. 503-283-7200
Emergency ................................................. 971-310-1000
Imaging (X-ray)* ............................................ 503-283-7200
Magnetic Resonance Imaging (MRI)* ............... 1-888-810-7499
Mammography (self-referral)* ......................... 503-283-7215
Nuclear Medicine ........................................... 503-283-7200
Ultrasound .................................................... 503-283-7200

*For results, contact your physician.

Other services

Emergency Psychiatric Services
Portland area ............................................... 503-331-6425
All other areas (toll free) ............................... 1-866-453-3932
Main switchboard ......................................... 971-310-1000
Pharmacy (toll free) ....................................... 1-800-548-9809
Social Services ............................................. 971-310-4750
TTY ................................................................. 711

Hospital accreditation: Kaiser Permanente Westside Medical Center has earned The Joint Commission’s Gold Seal of Approval with Advanced Certification in Stroke (Primary Stroke Center).
OHSU Doernbecher Children’s Hospital
3181 SW Sam Jackson Park Road, Portland, OR 97239

Services
• 24-hour emergency care for children under 18.
• Medical and surgical hospital care for children.
• Regional center: cardiology, hematology/oncology, and infectious disease care for children.

Specialty care
8 a.m.–5 p.m., Monday–Friday
For medical advice, please call the department number.
All areas ...........................................1-800-813-2000

Pediatric Cardiology
Appointment Center
8:30 a.m.–4:30 p.m.,
Monday–Friday .........................503-418-5750
1-800-882-9996

Pediatric Hematology/Oncology
Appointment Center
8 a.m.–5 p.m., Monday–Friday ..........503-418-5150

Pediatric Infectious Diseases
Appointment Center
8 a.m.–4:30 p.m., Monday–Friday
Appointments .................................503-418-8100
1-877-346-0640

Other services
Operator ...........................................503-494-8811
Directions .................................503-494-1390
Emergency Department .............503-494-7551
Patient information (admitting) ....503-494-8311
TTY ..............................................711

Hospital accreditation: OHSU Doernbecher Children’s Hospital has earned The Joint Commission’s Gold Seal of Approval, with Advanced Certification in Comprehensive Stroke Center and Ventricular Assist Device.
PeaceHealth St. John Medical Center
1614 E. Kessler Blvd., Longview, WA 98632

Services
• 24-hour emergency care for children and adults.
• Emergency surgery and medical hospital care for adults.

Hospital operator ......................... 360-414-2000
                                      1-800-438-7562
Emergency Department .................. 360-636-4818
                                      (In an emergency dial 911)

TTY ............................................. 711

Emergency services at this hospital are covered as in-network benefits; however, the providers are not directly contracted by Kaiser Permanente.

Salem Hospital
890 Oak St. SE, Salem, OR 97301

Services
• 24-hour emergency care for children and adults.
• Low-risk obstetrical/neonatal care.
• Medical and surgical hospital care for children and adults.

Hospital operator ......................... 503-561-5200
                                      1-800-876-1718
Patient room information ............... 503-561-5242
                                      TTY ............................................. 711

Hospital accreditation: Salem Hospital has earned The Joint Commission’s Gold Seal of Approval.
Please note: While the hospital’s Emergency Department is contracted, the providers within the department are not.
Legacy Salmon Creek Medical Center
2211 NE 139th St., Vancouver, WA 98686

Services
• 24-hour emergency care for children and adults.
• Emergency surgery and medical hospital care for children and adults.
• Low-risk obstetrical/neonatal care.

Emergency Department .................. 360-487-1000
Family Birth Center/
Labor and Delivery .................... 360-487-1000
TTY ........................................... 711

Hospital accreditation: Legacy Salmon Creek has earned The Joint Commission’s Gold Seal of Approval with Advanced Certification in Stroke (Primary Stroke Center).

Battle Ground Medical Office
720 W. Main St., Suite 115, Battle Ground, WA 98604

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas ............................... 1-800-813-2000
Medical advice, 24 hours a day,
weekdays/weekends/holidays:
All areas ............................... 1-800-813-2000

Other services
Main switchboard ........................ 971-310-1000
TTY ........................................... 711
Nearest Urgent Care .................. see page 12

Laboratory
Advice nurse
24 hours a day, weekdays, weekends, and holidays. If you need medical advice or are not sure where to get care, our advice nurses can help.
All areas 1-800-813-2000

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas 1-800-813-2000

Urgent Care
Open Monday through Friday, 9 a.m. to 9 p.m., and weekends and holidays from 9 a.m. to 6 p.m. on a walk-in basis – no appointment necessary. For more information, see page 11.

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the department. After hours, call:
All areas 1-800-813-2000
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas 1-800-813-2000

Audiology
Appointments 1-855-512-5983

Dietitian
Appointments
7 a.m.–6 p.m., Monday–Friday 1-800-813-2000
Messages 503-520-4853

Imaging
Appointments
Mammography 1-888-810-749
Ultrasound 503-350-2443
X-ray/fluoroscopy 1-888-810-7499

Pediatric Endocrinology
Appointments/information 503-520-4977

Pediatric Lactation Program 503-626-5502

Social Services
Appointments
Adults 503-350-2404

Vision Essentials by Kaiser Permanente
Eye Care Center
8 a.m.–6 p.m., Monday–Friday 503-520-4975
9 a.m.–6 p.m., Saturday

Optometry appointments
7:30 a.m.–6 p.m., Monday–Friday 503-813-2000
9 a.m.–6 p.m., Saturday

Workers’ Compensation Claims
Portland area 503-721-3849
All other areas 1-888-238-1255

Other services
Main switchboard 971-310-1000
TTY 711

Nurse Treatment Center 8 a.m.–5 p.m., Monday–Friday

Pharmacy
Mail delivery 1-800-548-9809
Pharmacy services 1-866-279-1751
Brookside Center
10180 SE Sunnyside Road, Clackamas, OR 97015

Services
• Residential mental health treatment.
• Residential addiction medicine treatment.
Portland area ........................................... 503-571-9240
All other areas ....................................... 1-866-551-9627
Emergency Psychiatric Services (24 hours)
Portland area ........................................... 503-331-6425
Washington and Oregon (outside Portland area) ............... 1-866-453-3932

Care Essentials by Kaiser Permanente – Hawthorne
3060 SE Hawthorne Blvd., Ste. 1, Portland, OR 97214

Primary care
8 a.m.–8 p.m., Monday–Friday
9 a.m.–6 p.m., Saturday–Sunday
You can now make appointments and get advice when it is most convenient for you. Schedule an appointment at careessentials.org or give us a call. Care Essentials line ....................... 1-855-235-0491

Care Essentials by Kaiser Permanente – Pearl
1035 NW Northrup St., Portland, OR 97209

Primary care
8 a.m.–8 p.m., Monday–Friday
9 a.m.–6 p.m., Saturday–Sunday
You can now make appointments and get advice when it is most convenient for you. Schedule an appointment at careessentials.org or give us a call. Care Essentials line ....................... 1-855-235-0491
Advice nurse
24 hours a day, weekdays, weekends, and holidays. If you need medical advice or are not sure where to get care, our advice nurses can help.
All areas .......................... 1-800-813-2000

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas .......................... 1-800-813-2000

Urgent Care
Open Monday through Friday, 1 p.m. to 10 p.m., and weekends and holidays from 9 a.m. to 6 p.m. on a walk-in basis – no appointment necessary. For more information, see page 11.

Specialty care
8 a.m.–5 p.m., Monday–Friday

Addiction Medicine/Mental Health
Appointments
First contact .......................... 1-855-632-8280
Return visits ......................... 360-896-4460
Emergency Psychiatric Services (24 hours)
Portland area ......................... 503-331-6425
Washington and Oregon
(outside Portland area) .......... 1-866-453-3932

Endocrinology
Appointments .......................... 1-855-238-5631

Dietitian
Appointments
7 a.m.–6 p.m., Monday–Friday .... 1-800-813-2000
Messages ........................... 360-992-4167

Pulmonology
Advice ................................. 360-571-4242
Appointments ....................... 1-855-878-6411

Pulmonary Functional Lab
Appointments ....................... 1-855-878-6411

Sleep Medicine
Appointments ....................... 1-855-878-6411
Sleep medical equipment services .... 503-571-3415

Vision Essentials by Kaiser Permanente
Eye Care Center
8 a.m.–6 p.m., Monday–Friday .... 360-896-4456
9 a.m.–6 p.m., Saturday

Optometry appointments
7:30 a.m.–6 p.m., Monday–Friday .... 1-800-813-2000
9 a.m.–6 p.m., Saturday

Other services
Main switchboard ................... 360-418-6000
TTY ........................................ 711

Mammography (self-referral) .... 1-888-810-7499

Nurse Treatment Center ............ 8 a.m.–5 p.m., Monday–Friday

Pharmacy
Mail delivery ........................ 1-800-548-9809
Pharmacy services ............... 1-866-279-1758
Cedar Hills Medical Office
12450 SW Walker Rd., Beaverton, OR 97005

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas ........................................ 1-800-813-2000

Center for Health Research
3800 N. Interstate Ave., Portland, OR 97227

Main switchboard ............................. 503-335-2400
TTY ................................................. 711
After hours and weekends
Portland area ......................... 503-652-2880
Vancouver area ....................... 360-256-0556
Ask for the on-call administrator at the Center for Health Research.

Survey Research ............................ 503-335-2450
All other areas ......................... 1-800-732-7885
Research Clinic
Portland area ......................... 503-335-2440
All other areas ......................... 1-800-457-9961
Clackamas Eye Care
12100 SE Stevens Court, Suite 106, Clackamas, OR 97086

Specialty care
8 a.m.–5 p.m., Monday–Friday
Vision Essentials by Kaiser Permanente
Contact lenses
  8 a.m.–6 p.m., Monday–Friday........ 503-353-7301
Ophthalmology
  Advice/appointments
  7 a.m.–6 p.m., Monday–Friday....... 1-800-813-2000
Eye Care Center
  8 a.m.–6 p.m., Monday–Friday....... 503-353-7300
  8 a.m.–5 p.m., Saturday
Optometry appointments
  7:30 a.m.–6 p.m., Monday–Friday.... 1-800-813-2000
  8 a.m.–5 p.m., Saturday
Other services
Main switchboard .................. 503-653-1442
TTY ........................................ 711

Downtown Eugene Medical Office
100 W. 13th Ave., Eugene, OR 97401

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas ................................. 1-800-813-2000
Medical advice, 24 hours a day,
weekdays/weekends/holidays:
All areas ................................. 1-800-813-2000
Other services
Main switchboard ................. 971-310-1000
TTY ........................................ 711
Pharmacy
  Mail delivery ...................... 1-800-548-9809
  Pharmacy services .............. 1-855-718-7759
Nearest Urgent Care ............... see page 12
Gateway Medical Office
1700 NE 102nd Ave., Portland, OR 97220

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas ................. 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas ................. 1-800-813-2000
Imaging (X-ray, mammography)
  Appointments ............ 1-888-810-7499
Pediatric Lactation Program
Social Services
  Appointments
  Adults/pediatrics/adolescents ........ 503-571-4750

Ultrasound
  Appointments ............. 1-888-810-7499

Other services
Main switchboard ............ 971-229-6990
TTY .................................. 711
Nurse Treatment Center ........ 8 a.m.–5 p.m., Monday–Friday
Pharmacy
  Mail delivery ............... 1-800-548-9809
  Pharmacy services ......... 1-866-279-4581
Nearest Urgent Care ........ see page 12

Hillsboro Medical Office
5373 E. Main St., Hillsboro, OR 97123

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas .................... 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas .................... 1-800-813-2000
Other services
Main switchboard ............ 971-310-1000
Pharmacy
  Mail delivery ............... 1-800-548-9809
  Pharmacy services ......... 1-855-718-7759
TTY .................................. 711
Nearest Urgent Care ........ see page 12
Interstate Medical Office Central
3600 North Interstate Ave., Portland, OR 97227

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment, 7 a.m.–6 p.m.:
All areas ............................................. 1-800-813-2000
Medical advice, 8 a.m.–5 p.m., Monday–Friday:
Call the specialty department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas ............................................. 1-800-813-2000
Cancer Counseling Center
Appointments ..................................... 503-331-6550
Dermatology
Advice/appointments/messages ... 1-855-512-5983
Endocrinology
Advice/messages ................................. 503-331-6062
Appointments ..................................... 1-855-238-5631
Hematology/Oncology
Advice/appointments ......................... 503-331-6500
After-hours urgent oncology needs 1-800-813-2000
Hepatology ....................................... 503-249-5503
Physiatry/Physical Medicine and Rehabilitation
(Neck and Back Clinic, EMG)
Advice/appointments/messages ........ 503-331-3070
Social Services
Advice/appointments ......................... 503-331-3038
Speech Pathology
Appointments ..................................... 503-571-5367

Temporomandibular disorder (TMD)
Appointments ................................. 1-855-512-5983
Vision Essentials by Kaiser Permanente
Contact lenses
8 a.m.–6 p.m., Monday–Friday .......... 503-249-3449
Ophthalmology
Advice/appointments
7 a.m.–6 p.m., Monday–Friday .......... 1-800-813-2000
Eye Care Center
8 a.m.–6 p.m., Monday–Friday .......... 503-249-3429
Optometry appointments
7 a.m.–6 p.m., Monday–Friday .......... 1-800-813-2000

Other services
Main switchboard ......................... 503-285-9321
TTY ............................................. 711
Hearing Aid Center ......................... 1-855-512-5983
Clinical Research Support Services – Center for Health Research ..... 503-249-3315
Cosmetic Services
8 a.m–5 p.m., Tuesday–Friday .......... 503-331-6182
Pharmacy served by Interstate Medical Office East
Main Pharmacy
Mail delivery ................................. 1-800-548-9809
Oncology pharmacy services ...... 1-888-806-0086
Nearest Urgent Care .......................... see page 12
Advice nurse
24 hours a day, weekdays, weekends, and holidays. If you need medical advice or are not sure where to get care, our advice nurses can help.
All areas .................................................. 1-800-813-2000

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas .................................................. 1-800-813-2000

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the department.
After hours, call:
All areas .................................................. 1-800-813-2000
Medical advice, 8 a.m.–5 p.m., Monday–Friday:
Please call the specialty department number.

Urgent advice nurse after 5 p.m.
and weekends/holidays:
All areas .................................................. 1-800-813-2000

Addiction Medicine
Appointments/messages ................................ 503-249-3434
Vancouver area ......................................... 360-571-3133

Dietitian
Appointments ............................................ 503-813-2000
Messages .................................................. 503-249-6705

Genetics
Appointments/advice .................................. 503-813-2000

Gender Pathways
Information ................................................ 503-249-6748

Immune Deficiency Clinic
Advice/messages ......................................... 503-249-5536
Appointments ............................................. 1-855-238-5631

Mental Health
Appointments ............................................ 503-249-3434
Cancellations/messages ................................. 503-249-5285

Emergency Psychiatric Services (24 hours)
Portland area ........................................... 503-331-6425
Washington and Oregon
(outside Portland area) ................................. 1-866-453-3932

Neurology (Adult)
Appointments ............................................ 1-844-364-4807
Messages .................................................. 503-331-6370

Nursing Foot Care Services
Appointments ............................................. 503-571-2479

Obstetrics-Gynecology
Advice/appointments .................................. 503-813-2000

Pediatric Development/Behavioral
Advice ........................................................ 503-331-5040
Appointments ............................................. 503-249-5526

Pediatric Diabetes Program
Messages .................................................. 503-331-6260

Pediatric Lactation Program .......................... 503-331-6479

Pediatric Nephrology
Advice/appointments .................................. 503-331-6577

Pediatric Neurology
Advice ........................................................ 503-331-5040
Appointments ............................................. 503-249-5526

Rheumatology
Appointments ............................................. 1-855-238-5631
Messages .................................................. 503-331-6370

Social Services
Appointments
Adults ......................................................... 503-331-6449
Pediatrics/adolescents ................................. 503-571-4750

Other services
Main switchboard ........................................ 503-285-9321
TTY ............................................................. 711

Laboratory
7:30 a.m.–6 p.m., Monday–Friday ..................... 503-331-6140
Call requesting physician for test results and to schedule appointments, or check most lab results online at kp.org.

Nurse Treatment Center
Information ................................................ 503-331-6478

Pharmacy
Mail delivery ............................................... 1-800-548-9809
Pharmacy services
8 a.m.–10 p.m., Monday–Friday
9 a.m.–6 p.m., Saturday and Sunday .............. 1-866-279-6122

Nearest Urgent Care ..................................... see page 12
Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas .......................... 1-800-813-2000

Urgent Care
Open Monday through Friday, 1 p.m. to 10 p.m., and weekends and holidays from 9 a.m. to 6 p.m. on a walk-in basis – no appointment necessary. For more information, see page 11.

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the specialty department.
After hours, call:
All areas .......................... 1-800-813-2000
Medical advice, 8 a.m.–5 p.m., Monday–Friday:
Call the department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas .......................... 1-800-813-2000
Emergency Psychiatric Services (24 hours)
Portland area ........................ 503-331-6425
Washington and Oregon
(outside Portland area) .............. 1-866-453-3932
Imaging (X-ray)
CT (CAT scan)/mammography/Nuclear Medicine
Appointments ........................ 1-888-810-7499
Occupational Health
Advice/appointments
Portland area ........................ 503-571-3366
All other areas ........................ 1-888-414-3531
Outpatient services ........................ 1-888-810-7499

Ultrason
Appointments ........................ 503-331-6193
Minor Injury Clinic
Advice (no appointment needed) 1-800-813-2000
Occupational Therapy
Regional Appointment Center
Oregon (Portland area) .............. 503-571-4910
Oregon (Salem area) .................. 503-763-3654
Washington .......................... 360-619-4260
Return appointments ........................ 503-331-3080
Orthopedics/Cast room/Fracture Clinic
Advice .......................... 503-281-2056
Appointments ........................ 1-855-248-0051
Pain Management Clinic
Appointments ........................ 503-331-6131
Pediatric Lactation Program
Physiatry
Appointments ........................ 503-331-6131
Workers’ Compensation Claims
Portland area ........................ 503-721-3849
All other areas ........................ 1-888-238-1255
Wound Clinic (chronic)
Appointments/messages ........................ 503-499-5714
Other services
Main switchboard ........................ 503-285-9321
TTY .......................... 711
Ambulatory/Day Surgery 503-331-6125
Infusion Center 503-331-6118
Pharmacy served by Interstate Medical Office East
Main Pharmacy
Mail delivery ........................ 1-800-548-9809
Pharmacy services ........................ 1-866-279-6122
**Interstate Medical Office West**
3325 North Interstate Ave., Portland, OR 97227

**Specialty care**
8 a.m.–5 p.m., Monday–Friday

*To cancel an appointment during office hours, call the specialty department.*

*After hours, call:*
*All areas* ................................ 1-800-813-2000

*Medical advice, 8 a.m.–5 p.m., Monday–Friday:*
*Call the department.*

*Urgent advice nurse after 5 p.m. and weekends/holidays:*
*All areas* ................................ 1-800-813-2000

**Addiction Medicine**
Appointments/messages ............ 1-855-632-8280

**Anti-Coagulation Care Management Program**
Advice
*Portland area* .......................... 503-249-6777
*All other areas* ......................... 1-877-452-2525

**Imaging (X-ray)/EEG**
Appointments ......................... 1-888-810-7499

**Integrative Medicine Clinic**
Appointments/information ........... 503-335-2671

**Pain Management Clinic**
Appointments ......................... 503-331-6131

**Teen Eating Disorders Program**
Messages ................................. 503-331-6005

**Other services**
Main switchboard ....................... 503-285-9321

TTY ........................................ 711

*Center for Health Research* ........ 503-335-2400

Nearest Urgent Care ................. see page 12

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**Interstate Radiation Oncology Center**
3620 North Interstate Ave., Portland, OR 97227

**Specialty care**
8 a.m.–5 p.m., Monday–Friday

*To cancel an appointment during office hours, call the specialty department.*

*After hours, call:*
*All areas* ................................. 1-800-813-2000

*Medical advice, 8 a.m.–5 p.m., Monday–Friday:*
*Call the specialty department.*

*Urgent advice nurse after 5 p.m. and weekends/holidays:*
*All areas* ................................. 1-800-813-2000

**Radiation Oncology**
Appointments/advice ................. 503-280-2931
Keizer Station Medical Office
5940 Ulali Drive, Keizer, OR 97303

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
Salem area. ........................ 503-361-5400
All other areas. ..................... 1-800-813-2000

Imaging
Hours: ........ Monday through Friday, 8 a.m. to 5 p.m.
Appointments/Information: ............ 1-800-813-2000

Laboratory
Drop-in care available. Call requesting practitioner for test results or check lab results online at kp.org.
Hours: ........ Monday through Friday, 8 a.m. to 5 p.m.
Appointments/Information: ............ 1-800-813-2000

Nurse Treatment Center
Drop-in care available
Hours: ........ Monday through Friday, 8 a.m. to 5 p.m.
Appointments/Information: ............ 1-800-813-2000

Pharmacy
Drop-in care available. Members can refill online or by using our mail-order services at kp.org/rxrefill.
Hours: ... Monday through Friday, 8 a.m. to 5:30 p.m.
Information: .......................... 1-844-854-9346

Lake Road Nephrology Center
6902 SE Lake Road, Suite 100, Milwaukie, OR 97267

Specialty care
8 a.m.–5 p.m., Monday–Friday
Urgent advice nurse after 4:30 p.m. and weekends/holidays:
All areas ............................ 1-800-813-2000

Nephrology and Kidney Program
Advice ............................. 503-786-1158
Appointments ....................... 1-855-238-5631
TTY .................................. 711
Advice nurse
24 hours a day, weekdays, weekends, and holidays. If you need medical advice or are not sure where to get care, our advice nurses can help.

All areas ........................................ 1-800-813-2000

To make or cancel an appointment, call the department, 8 a.m.–6 p.m., Monday–Friday:

Longview area .................................. 360-636-2400
All other areas ................................. 1-800-257-2001

Medical advice, 8 a.m.–7 p.m., Monday–Friday;
10 a.m.–5:30 p.m., Saturdays ......... 1-800-257-2001

Urgent advice nurse after 7 p.m. and holidays:

Longview area .................................. 360-636-2400
All other areas ................................. 1-800-257-2001

Primary care
Family Medicine, Internal Medicine,
and Pediatrics
Appointments/messages
for all modules ............................. 360-636-2400

If you don’t know which module your provider is in,
call 360-636-2400 or 1-800-257-2001 for assistance.

Urgent Care
Open Monday through Friday, 6 p.m. to 9 p.m.,
Saturdays and holidays from 9 a.m. to 6 p.m. on a
walk-in basis – no appointment necessary. Closed
on Sundays, Christmas, and Thanksgiving. For more
information, see page 11.

Specialty care
8 a.m.–5 p.m., Monday–Friday

Addiction Medicine .............................. 1-855-632-8280
Anti-Coagulation Care
Management Program ........................ 1-877-452-2525
Dermatology ..................................... 1-855-512-5983
Dietitian ........................................... 360-636-2400

Imaging (X-ray)
CT (CAT scan)/mammography/ultrasound
Appointments ................................. 360-636-6224

Mental Health
Appointments ................................. 360-575-4821
Emergency Psychiatric Services (24 hours)
Portland area ................................ 503-331-6425
Washington and Oregon
(outside Portland area) .................. 1-866-453-3932

Nursing Foot Care Services .......................... 360-636-2400

Obstetrics-Gynecology
Advice/appointments ................. 1-855-285-4246

Occupational Health
Advice/appointments
Portland area ............................. 503-571-3366
All other areas ......................... 1-888-414-3531

Occupational Therapy
Regional Appointment Center
Oregon (Portland area) ............... 503-571-4910
Oregon (Salem area) ................. 503-763-3654
Washington .................................. 360-619-4260
Return appointments ................. 360-944-4855

Hematology/Oncology
Advice/appointments ................. 360-636-5559
After-hours urgent oncology needs .................. 360-636-6290

Pulmonology
Advice ........................................... 503-571-2727
Appointments ............................. 1-855-878-6411

Rheumatology ................................. 1-855-238-5631

Sleep Medicine
Appointments ................................ 1-855-878-6411
Sleep medical equipment services ... 503-571-3415

Social Services ................................. 360-636-6267

Vision Essentials by Kaiser Permanente
Contact lenses
8 a.m.–6 p.m., Monday–Friday .......... 360-636-6232

Ophthalmology
advice/appointments
7 a.m.–6 p.m., Monday–Friday ........ 1-800-813-2000

Eye Care Center
8 a.m.–6 p.m., Monday–Friday .......... 360-636-6238

Optometry appointments
7 a.m.–6 p.m., Monday–Friday .......... 1-800-813-2000

Workers’ Compensation Claims
Portland area ................................ 503-721-3849
All other areas ......................... 1-888-238-1255

Wound Clinic (chronic)
Appointments/messages ................. 503-499-5714
Other services

Main switchboard
- Longview-Kelso: 360-636-2400
- All other areas: 1-800-257-2001
- TTY: 711
- Financial counselor: 360-575-4829

Nurse Treatment Center
8 a.m.-5 p.m., Monday-Friday

Pharmacy
- Prescriptions
  - Longview area: 1-866-279-8943
  - Mail delivery: 1-800-548-9809
  - Pharmacy services: 1-866-279-8943

Mill Plain One Medical Office
203 SE Park Plaza Drive, Suite 140, Vancouver, WA 98684

Specialty care
8 a.m.-5 p.m., Monday-Friday
To make or cancel an appointment, call the department, 8 a.m.-5 p.m., Monday-Friday.
Medical advice, 8 a.m.-5 p.m., Monday-Friday:
Call the specialty department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
- All areas: 1-800-813-2000

Audiology
- Appointments: 1-855-512-5983

Occupational Health
- Advice/appointments
  - Portland area: 503-571-3366
  - All other areas: 1-888-414-3531

Orthopedics
- Advice/messages: 360-449-7042
- Appointments: 1-855-248-0051
- Cast room: 360-449-7002

Podiatry
- Advice/appointments: 360-449-7033

Workers’ Compensation Claims
- Portland area: 503-721-3849
- All other areas: 1-888-238-1255

Other services
Main switchboard: 360-418-6000
TTY: 711
Nearest Urgent Care: see page 12
Mt. Scott Medical Office
9800 SE Sunnyside Road, Clackamas, OR 97015

Advice nurse
24 hours a day, weekdays, weekends, and holidays. If you need medical advice or are not sure where to get care, our advice nurses can help.
All areas ........................................ 1-800-813-2000

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas ........................................ 1-800-813-2000

Specialty care
8 a.m.–5 p.m., Monday–Friday
Medical advice, 8 a.m.–5 p.m., Monday–Friday:
Call the specialty department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas ........................................ 1-800-813-2000

Dietitian
Appointments
7 a.m.–6 p.m. Monday–Friday .......... 1-800-813-2000
Messages ....................................... 503-571-3040

Imaging (X-ray)
Department ..................................... 503-571-3427
Appointments ................................. 1-888-810-7499

Pediatric Lactation Program .......... 503-571-4636

Social Services
Adults ............................................... 503-571-3112
Pediatrics/adolescents ................. 503-571-3058

Other services
Main switchboard .......................... 503-652-2880
TTY .................................................. 711

Nurse Treatment Center .............. 8 a.m.–5 p.m., Monday–Friday

Pharmacy
Mail delivery .................................. 1-800-548-9809
Pharmacy services ......................... 1-866-280-0801
Mt. Talbert Medical Office
10100 SE Sunnyside Road, Clackamas, OR 97015

Urgent Care
Open Monday through Friday, 1 p.m. to 10 p.m., and weekends and holidays from 9 a.m. to 6 p.m. on a walk-in basis – no appointment necessary. For more information, see page 11.

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the department.
After hours, call:
All areas ........................................... 1-800-813-2000

Medical advice, 8 a.m.–5 p.m., Monday–Friday:
Call the department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas ........................................... 1-800-813-2000

Cardiac Surgery
Advice .............................................. 503-571-7372
Appointments ................................. 503-571-1242

Cardiology
Advice .............................................. 503-571-4213
Appointments ................................. 503-571-1242
Pacemaker Clinic ......................... 503-571-2662

ICD Clinic and Electrophysiology .... 503-571-6166

Imaging (X-ray)
Department ................................. 503-571-2637
Appointments ................................. 1-888-810-7499

Mammography
Appointments ................................. 1-888-810-7499

Neurosurgery
Advice .............................................. 503-571-4228
Appointments ................................. 1-855-802-6577

Obstetrics-Gynecology
Advice/appointments ..................... 503-571-2946
or 1-855-285-4246

Occupational Health
Advice/appointments
Portland area ............................... 503-571-3366
All other areas ......................... 1-888-414-3531

Physical Therapy
Regional Appointment Center
Oregon (Portland area) ............. 503-571-4910
Oregon (Salem area) ............... 503-763-3654
Washington ............................. 360-619-4260
Return appointments .............. 503-571-3607

Sleep Lab (also see page 72)
Appointments ............................. 1-855-878-6411
Sleep medical equipment services .... 503-571-3415

Social Services
Appointments/messages
Obstetrics-Gynecology ............. 503-571-2616

Thoracic Surgery
Advice .............................................. 503-571-7372
Appointments ................................. 503-571-1242

Vascular Surgery
Advice .............................................. 503-571-8234
Appointments ................................. 503-571-1242

Workers’ Compensation Claims
Portland area ............................... 503-721-3849
All other areas ......................... 1-888-238-1255

Other services
Main switchboard ......................... 503-652-2880
TTY .............................................. 711

Pharmacy
Mail delivery ............................... 1-800-548-9809
Pharmacy services ..................... 1-866-280-1228

Nearest Urgent Care ...................... see page 12
Murrayhill Medical Office
11200 SW Murray Scholls Place, Suite 100, Beaverton, OR 97007
in Murray Scholls Town Center

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas .................................................. 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas .................................................. 1-800-813-2000

Other services
Main switchboard .......................... 971-310-1000
Pharmacy
Mail delivery .......................... 1-800-548-9809
Pharmacy services .......................... 1-866-331-8041
TTY ........................................... 711
Nearest Urgent Care .................. see page 12

Newberg Urgent Care and Medical Center
2880 Hayes Street, Newberg, OR 97132

Primary care
A Kaiser Permanente physician is available one day a week at this location for primary care services.
Thursdays, 9 a.m.–6 p.m.
Appointments/cancellations/information
All areas .................................................. 1-800-813-2000

Urgent care
9 a.m.–6:30 p.m., Monday–Friday
9 a.m.–5 p.m., Saturday
Appointments/cancellations/information
All areas .................................................. 1-800-813-2000
Advice nurse
24 hours a day, weekdays, weekends, and holidays. If you need medical advice or are not sure where to get care, our advice nurses can help.
Salem area ............................................. 503-361-5400
All areas .................................................. 1-800-813-2000

Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
Salem area ............................................. 503-361-5400
All other areas ......................................... 1-800-813-2000

Urgent Care
Open Monday through Friday, 1 p.m. to 10 p.m., and weekends and holidays from 9 a.m. to 6 p.m. on a walk-in basis – no appointment necessary. For more information, see page 11.

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the department.
After hours, call:
All areas .................................................. 1-800-813-2000
Medical advice, 8 a.m.–5 p.m., Monday–Friday: Call the department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas .................................................. 1-800-813-2000
Addiction Medicine/
Mental Health .......................................... 503-588-5955
Appointments
First contact ............................................. 503-316-2300
Emergency Psychiatric Services (24 hours)
Portland area ........................................... 503-331-6425
Washington and Oregon
(outside Portland area) ............................. 1-866-453-3932

Allergy
Advice ....................................................... 503-361-5400
Appointments ......................................... 503-361-5400
Allergy injections .... 8 a.m.–5 p.m., Monday–Friday
Allergy lab ................. 8 a.m.–5 p.m., Monday–Friday

Imaging (X-ray)
Mammography/X-ray appointments . 503-370-4852

Occupational Health
Advice/appointments
Portland area ........................................... 503-571-3366
All other areas ......................................... 1-888-414-3531

Pediatric Lactation Program .................................................. 503-763-1137

Physiatry
Appointments ........................................... 503-571-8007

Physical Therapy
Regional Appointment Center
Oregon (Portland area) ................................ 503-571-4910
Oregon (Salem area) ................................... 503-763-3654
Washington ............................................. 360-619-4260
Return appointments ................................... 503-588-6575

Pulmonology
Advice ....................................................... 503-571-2727
Appointments ........................................... 1-855-878-6411

Sleep Medicine
Appointments ........................................... 1-855-878-6411
Sleep medical equipment services . 503-571-3415

Vision Essentials by Kaiser Permanente
Ophthalmology
Advice/appointments
7 a.m.–6 p.m., Monday–Friday ............... 1-800-813-2000

Eye Care Center
8 a.m.–6 p.m., Monday–Friday ............... 503-370-4851
Optometry appointments
7 a.m.–6 p.m., Monday–Friday ............... 1-800-813-2000

Workers’ Compensation Claims
Portland area ........................................... 503-721-3849
All other areas ......................................... 1-888-238-1255

Other services
Main switchboard
Salem area ............................................. 503-361-5400
All other areas ......................................... 1-800-813-2000
TTY ......................................................... 711

Nurse Treatment Center ........................ 8 a.m.–5 p.m., Monday–Friday
Pharmacy
Mail delivery ........................................... 1-800-548-9809
Pharmacy services .................................... 1-866-280-1563

Other services
Main switchboard
Salem area ............................................. 503-361-5400
All other areas ......................................... 1-800-813-2000
TTY ......................................................... 711

Nurse Treatment Center ........................ 8 a.m.–5 p.m., Monday–Friday
Pharmacy
Mail delivery ........................................... 1-800-548-9809
Pharmacy services .................................... 1-866-280-1563
One Town Center
10163 SE Sunnyside Road, Suite 490, Clackamas, OR 97015

Specialty care
8 a.m.–5 p.m., Monday–Friday
Main switchboard/messages. 503-249-3434
TTY 711
Addiction Medicine
Appointments 1-855-632-8280
Mental Health
Appointments 1-855-632-8280
Emergency Psychiatric Services (24 hours)
Portland area 503-331-6425
Washington and Oregon (outside Portland area) 1-866-453-3932
Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas ........................................... 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas ........................................... 1-800-813-2000

Specialty care
8 a.m.–5 p.m., Monday–Friday
Main switchboard .................................. 360-418-6000
TTY .................................................................. 711
Allergy
Advice .................................................. 503-331-6360
Appointments .......................... 1-855-238-5631
Allergy injections 8 a.m.–5 p.m., Monday–Friday
Allergy lab 8 a.m.–5 p.m., Monday–Friday

Dietitian
Appointments
7 a.m.–6 p.m., Monday–Friday ............ 1-800-813-2000
Messages ........................................... 360-992-4167

Imaging (X-ray)
Department ......................................... 360-944-2723
Appointments .................................. 1-888-810-7499

Nurse Treatment Center . 8 a.m.–5 p.m., Monday–Friday

Neurology
Advice .................................................. 503-571-7211
Appointments ........................ 1-844-364-4807

Occupational Therapy/Physical Therapy
Regional Appointment Center
Oregon (Portland area) .................. 503-571-4910
Oregon (Salem area) .................. 503-763-3654
Washington ........................................ 360-619-4260
Return appointments .................. 360-944-4880

Pharmacy
Mail delivery ................................. 1-800-548-9809
Pharmacy services ......................... 1-866-525-0582

Social Services
Appointments/messages .............. 360-944-4817

Speech Pathology
Appointments .................................. 503-571-5367

Vision Essentials by Kaiser Permanente
Contact lenses
8 a.m.–6 p.m., Monday–Friday ........ 360-944-4934

Eye Care Center
8 a.m.–6 p.m., Monday–Friday ........ 360-944-4931
Optometry appointments
7 a.m.–6 p.m., Monday–Friday ........ 1-800-813-2000

Wound Clinic (chronic)
Appointments/messages ........ 503-499-5714

Nearest Urgent Care .................. see page 12
Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas .........................................................1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas .........................................................1-800-813-2000

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the specialty department.
After hours, call:
All areas .........................................................1-800-813-2000
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas .........................................................1-800-813-2000
Addiction Medicine/Mental Health
Appointments ..............................................1-855-632-8280

Dietitian
Appointments
7 a.m.–6 p.m., Monday–Friday .............1-800-813-2000
Messages .........................................................503-669-3971

Imaging (X-ray)
Department ......................................................503-669-3979
Appointments ..............................................1-888-810-7499

Occupational Health
Advice/appointments
Portland area ..................................................503-571-3366
All other areas ..............................................1-888-414-3531

Pediatric Lactation Program
Social Services
Appointments/messages
Adults .........................................................503-571-4750
Pediatrics/adolescents .............503-571-4750

Vision Essentials by Kaiser Permanente
Contact lenses
8 a.m.–6 p.m., Monday–Friday .............503-669-3973
Eye Care Center
8 a.m.–6 p.m., Monday–Friday .............503-669-3995
Optometry appointments
7 a.m.–6 p.m., Monday–Friday .............1-800-813-2000

Workers’ Compensation Claims
Portland area ..................................................503-721-3849
All other areas ..............................................1-888-238-1255

Other services
Main switchboard ..............................................503-669-3900
TTY .................................................................711
Mammography
Appointments ..............................................1-888-810-7499

Nurse Treatment Center .........................8 a.m.–5 p.m., Monday–Friday

Pharmacy
Mail delivery ..............................................1-800-548-9809
Pharmacy services .....................1-866-280-2123

Nearest Urgent Care .......................see page 12
Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas ........................................ 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas ........................................ 1-800-813-2000

Specialty care
8 a.m.–5 p.m., Monday–Friday
Addiction Medicine/Mental Health
Appointments ........................................ 360-571-3133
Emergency Psychiatric Services (24 hours)
Portland area ....................................... 503-331-6425
Washington and Oregon
(outside Portland area) ......................... 1-866-453-3932
Dermatology
Advice/messages ................................... 503-571-3332
Appointments ...................................... 1-855-512-5983
Imaging (X-ray, CT Scan)
Appointments
Mammography (self-referral) ................... 1-888-810-7499
MRI .................................................... 1-888-810-7499
Ultrasound .......................................... 360-571-3050
Nephrology
Advice ............................................... 503-786-1158
Appointments ..................................... 1-855-238-5631
Obstetrics-Gynecology
Advice/appointments ............................. 1-855-285-4246
Pediatric Lactation Program ................. 360-571-3017
Social Services
Appointments/messages
Obstetrics-Gynecology ......................... 360-571-4241
Vision Essentials by Kaiser Permanente
Contact lenses
8 a.m.–6 p.m., Monday–Friday .................. 360-571-3081
Ophthalmology
advice/appointments
7 a.m.–6 p.m., Monday–Friday .................. 1-800-813-2000
Eye Care Center
8 a.m.–6 p.m., Monday–Friday .................. 360-571-3084
Optometry appointments
7 a.m.–6 p.m., Monday–Friday .................. 1-800-813-2000
Other services
Main switchboard ................................. 360-418-6000
TTY .................................................... 711
Nurse Treatment Center ......................... 8 a.m.–5 p.m., Monday–Friday
Pharmacy
Mail delivery ........................................ 1-800-548-9809
Pharmacy services ............................... 1-866-280-2736
Nearest Urgent Care .............................. see page 12

Salmon Creek Medical Office
14406 NE 20th Ave., Vancouver, WA 98686

Salmon Creek Medical Office
14406 NE 20th Ave., Vancouver, WA 98686

Salmon Creek Medical Office
14406 NE 20th Ave., Vancouver, WA 98686

Salmon Creek Medical Office
14406 NE 20th Ave., Vancouver, WA 98686

Salmon Creek Medical Office
14406 NE 20th Ave., Vancouver, WA 98686

Salmon Creek Medical Office
14406 NE 20th Ave., Vancouver, WA 98686
Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
Salem area: 503-361-5400
All other areas: 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
Salem area: 503-361-5400
All other areas: 1-800-813-2000
TTY Appointments/Advice: 1-800-735-2900

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the department.
After hours, call:
All areas: 1-800-813-2000
Medical advice, 8 a.m.–5 p.m., Monday–Friday:
Call the specialty department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas: 1-800-813-2000
Dietitian
Appointments: 503-361-5400
Messages: 503-763-3636
Gastroenterology (GI)
Appointments/Information: 503-763-3676
General Surgery
7 a.m.–6 p.m., Monday–Friday,
Advice/appointments: 503-370-4854
Hepatology
Services offered the third Wednesday of the month
Appointments: 503-249-5503

Imaging (X-ray)
Fluoroscopy, Bone Density, CT Scan,
Mammography Appointments: 503-588-5985
MRI Appointments: 503-763-3690
Ultrasound Appointments: 503-566-4547

Mental Health
Appointments: 503-316-2300
Emergency Psychiatric Services (24 hours)
Portland area: 503-331-6425
Washington and Oregon
(outside Portland area): 1-866-453-3932
Information: 503-588-5955
Messages (non-urgent after-hours): 503-588-5956

Mother-Baby Program
Information: 503-566-4569

Nurse Treatment Center
Nursing Foot Care Services
Appointments: 503-361-5400
Obstetrics-Gynecology
Advice/appointments: 503-813-2000

Occupational Therapy/Physical Therapy
Regional Appointment Center
Oregon (Portland area): 503-571-4910
Oregon (Salem area): 503-763-3654
Washington: 360-619-4260
Return appointments: 503-588-6575

Oncology
Advice: 503-315-4663
Oncology pharmacist: 503-315-4650
Urgent oncology needs: 503-316-2322

Orthopedics
Advice/appointments: 503-361-5400

Plastic Surgery
Advice: 1-844-398-4473
Appointments: 1-855-802-6577

Podiatry
Appointments/referrals: 503-571-8485

Social Services
Appointments/messages: 503-566-4556

Speech Pathology
Appointments: 503-571-5367

Wound Clinic (chronic)
Appointments: 503-566-4500
Messages: 503-499-5714
Other services

Main switchboard
- Salem area: 503-361-5400
- All other areas: 1-800-813-2000
TTY: 711

Laboratory
- 7:30 a.m.-6 p.m., Monday-Friday: 503-588-5990

Pharmacy
- 8 a.m.-6 p.m., Monday-Friday
- Mail order pharmacy: 1-800-548-9809
- Pharmacy services: 1-866-280-4583

Nearest Urgent Care: see page 12
Sunnybrook Medical Office
9900 SE Sunnyside Road, Clackamas, OR 97015

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the specialty department.
After hours, call:
All areas ........................................ 1-800-813-2000
Medical advice, 8:30 a.m.–5 p.m., Monday–Friday:
Call the specialty department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas ........................................ 1-800-813-2000
Audiology
Appointments ................................... 1-855-512-5983
Dermatology
Advice/messages ................................. 503-571-3332
Appointments ................................... 1-855-512-5983
Gastroenterology
Advice/appointments/consultations ...... 503-571-8240
General Surgery
Messages
Portland ........................................... 503-571-8242
Vancouver area ................................ 360-256-0556
Appointments ................................... 1-855-802-6577
Imaging (X-ray)
Department .................................... 503-571-9675
Appointments ................................... 1-888-810-7499
Infectious Disease
Advice/messages ................................. 503-571-3165
Nursing Foot Care Services
Appointments ................................... 503-571-2479
Occupational Therapy/Physical Therapy
Regional Appointment Center
Oregon (Portland area) ...................... 503-571-4910
Oregon (Salem area) ......................... 503-763-3654
Washington .................................. 360-619-4260
Return appointments ........................ 503-571-3607
Orthopedics
Advice .............................................. 503-571-3653
Appointments ................................... 1-855-248-0051
Otolaryngology
Advice .............................................. 503-571-3995
Appointments ................................... 1-855-512-5983
Peritoneal Dialysis Facility
Advice/messages ................................. 503-571-7240
Appointments ................................... 503-571-7240
Physiatry/Electrodiagnosis
Advice/messages ................................. 503-571-4229
Appointments ................................... 503-571-4910
Plastic Surgery
Advice .............................................. 503-571-3162
Appointments ................................... 1-855-802-6577
Podiatry
Advice .............................................. 503-571-8168
Appointments ................................... 1-855-248-0051
Urology
Advice/messages ................................. 503-571-4177
Appointments ................................... 503-571-3488
Wound Clinic (chronic)
Advice/messages ................................. 503-499-5714
Appointments ................................... 503-499-5714
Other services
Main switchboard .............................. 503-652-2880
TTY .................................................. 711
Ambulatory/Day Surgery
Admitting
6 a.m.–4:30 p.m., Monday–Friday .......... 503-571-9393
Recovery Room ................................. 503-571-9194
Pharmacy
Mail delivery ..................................... 1-800-548-9809
Pharmacy services ............................ 1-866-525-0581
Nearest Urgent Care ......................... see page 12
Sunnyside Medical Office
10180 SE Sunnyside Road, Clackamas, OR 97015

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel a specialty care appointment during office hours, call the specialty department.
To cancel after hours, call:
All areas ........................................ 1-800-813-2000

Medical advice, 8:30 a.m.–5 p.m., Monday–Friday:
Call the specialty department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas ........................................ 1-800-813-2000

Imaging (X-ray)
Appointments
CT (CAT scan)/EEG/Nuclear Medicine/
Ultrasound/X-ray .......................... 1-888-810-7499
Mammography .......................... 1-888-810-7499
MRI ........................................ 1-888-810-7499

Mental Health
Emergency Psychiatric Services (24 hours)
Portland area .......................... 503-331-6425
Washington and Oregon
(outside Portland area) ................. 1-866-453-3932

Neurology
Advice/messages .......................... 503-571-7200
Appointments .......................... 1-844-364-4807

Occupational Therapy/Physical Therapy
Regional Appointment Center
Oregon (Portland area) ............... 503-571-4910
Oregon (Salem area) ............... 503-763-3654
Washington .......................... 360-619-4260
Return appointments ............... 503-571-4190

Pulmonary Function Lab
Appointments .......................... 1-855-878-6411
Respiratory case
management messages ............... 503-571-4772

Pulmonology
Advice/messages .......................... 503-571-2727
Appointments .......................... 1-855-878-6411

Sleep Medicine
Appointments .......................... 1-855-878-6411
Insomnia clinic ......................... 503-571-5124

Speech Pathology
Appointments .......................... 503-571-5367

Other services
Main switchboard .......................... 503-652-2880
Vancouver area ......................... 360-256-0556
TTY ........................................ 711
Nearest Urgent Care .................. see page 12
Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas: 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas: 1-800-813-2000

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the department.
After hours, call:
All areas: 1-800-813-2000

Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas: 1-800-813-2000

Dietitian
Appointments
7 a.m.–6 p.m., Monday–Friday: 1-800-813-2000
Messages: 971-310-2328

Imaging (X-ray)
Appointments
Mammography/X-ray: 1-888-810-7499

Social Services
Appointments/information: 971-310-2538
Vision Essentials by Kaiser Permanente
Contact lenses
8 a.m.–6 p.m., Monday–Friday: 971-310-2505
Eye Care Center
8 a.m.–6 p.m., Monday–Friday: 971-310-2515
Optometry appointments
7 a.m.–6 p.m., Monday–Friday: 503-813-2000

Other services
Main switchboard: 1-800-813-2000
TTY: 711
Nurse Treatment Center: 8 a.m.–5 p.m., Monday–Friday
Nearest Urgent Care: see page 12
Tanasbourne Medical and Dental Office
19075 NW Tanasbourne Drive, Hillsboro, OR 97124

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the specialty department.
After hours, call:
All areas ............................................. 1-800-813-2000
Medical advice, 8:30 a.m.–5 p.m., Monday–Friday:
Call the specialty department.
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas ............................................. 1-800-813-2000

Addiction Medicine
Appointments .............................. 503-249-3434
Dermatology
Advice ............................................ 503-350-2415
Appointments/cancellations
Portland area ............................... 503-331-3060
All other areas ............................. 1-855-512-5983
Mental Health
Appointments/messages ................. 503-249-3434
Emergency Psychiatric Services (24 hours)
Portland area ............................... 503-331-6425
Washington and Oregon
(outside Portland area) .................. 1-866-453-3932
Occupational Health
Advice/appointments
Portland area ............................... 503-571-3366
All other areas ............................. 1-888-414-3531
Physical Therapy
Appointments .............................. 503-520-4921
After-hours advice/cancellations
Portland area ............................... 503-813-2000
All other areas ............................. 1-800-813-2000
Speech Therapy
Nearest Urgent Care ...................... see page 12
Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas: 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas: 1-800-813-2000
Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the specialty department.
All areas: 1-800-813-2000
Medical advice, 8 a.m.–5 p.m., Monday–Friday:
All areas: 1-800-813-2000
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas: 1-800-813-2000
Addiction Medicine
Appointments: 1-855-632-8280
Allergy
Advice: 503-612-3375
Appointments: 1-855-238-5631
Allergy injections: 8 a.m.–5 p.m., Monday–Friday
Allergy lab: 8 a.m.–5 p.m., Monday–Friday
Dietitian
Appointments: 1-800-813-2000
7 a.m.–6 p.m., Monday–Friday
Messages: 503-885-7328
Imaging (X-ray)
Mammography Department: 503-885-7371
Appointments: 1-888-810-7499
Mental Health
Appointments: 1-855-632-8280
Emergency Psychiatric Services (24 hours)
Portland area: 503-331-6425
Washington and Oregon (outside Portland area): 1-866-453-3932
Occupational Therapy/Physical Therapy
Regional Appointment Center
Oregon (Portland area): 503-571-4910
Oregon (Salem area): 503-763-3654
Washington: 360-619-4260
Return appointments: 503-885-7320
Sleep Lab – Overnight Sleep Studies
Appointments: 1-855-878-6411
After-hours cancellations: 503-612-3352
Sleep medical equipment services: 503-571-3415
Speech Pathology
Appointments: 503-571-5367
Other services
Main switchboard: 971-310-1000
TTY: 711
Nurse Treatment Center: 8 a.m.–5 p.m., Monday–Friday
Pharmacy
Mail delivery: 1-800-548-9809
Pharmacy services: 1-866-280-8818
Nearest Urgent Care: see page 12
Primary and specialty care
To make or cancel an appointment in Family Medicine, Internal Medicine, or Pediatrics, or to leave a message, call 7 a.m.–6 p.m., Monday–Friday:
Salem area ........................................ 503-361-5400
All other areas ............................. 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
Salem area ........................................ 503-361-5400
All other areas ............................. 1-800-813-2000

Other services
Main switchboard
Salem area .......................... 503-361-5400
All other areas .......................... 1-800-813-2000
TTY .................................................. 711
Pharmacy
Mail delivery ......................... 1-800-548-9809
Pharmacy services ..................... 1-866-525-0583
Nearest Urgent Care ................. see page 12
Primary care
You can now make appointments and get advice when it is most convenient for you. Give us a call or sign on to kp.org.
All areas: 1-800-813-2000
Medical advice, 24 hours a day, weekdays/weekends/holidays:
All areas: 1-800-813-2000

Specialty care
8 a.m.–5 p.m., Monday–Friday
To cancel an appointment during office hours, call the department.
After hours, call:
All areas: 1-800-813-2000
Urgent advice nurse after 5 p.m. and weekends/holidays:
All areas: 1-800-813-2000

Audiology
Appointments/Advice: 1-855-512-5983
Cardiology
Advice: 503-571-4213
Appointments: 503-571-1242
Gastroenterology
Appointments/Advice: 503-571-8240
General Surgery
Advice/messages: 971-310-3935
Appointments: 1-855-802-6577
Genetics
Information: 503-331-6593

Imaging
General Radiation: 7:30 a.m.–4:30 p.m., Monday–Friday
CT: 7:30 a.m.–4:30 p.m., Monday–Friday
Ultrasound: 7 a.m.–6 p.m., Monday–Friday
Mammography: 7:30 a.m.–6 p.m., Monday–Friday
MRI: 7:30 a.m.–9:30 p.m., Monday–Friday
7:30 a.m.–7:30 p.m., Saturday–Sunday
Nuclear Medicine: 7 a.m.–4:30 p.m., Monday–Friday
EKG: 8 a.m.–5 p.m., Monday–Friday

Laboratory
Appointments/information: 971-310-3160
Nephrology
Advice/messages: 503-786-1158
Appointments: 1-855-238-5631
Neurology
Advice/messages: 503-249-3442
Appointments: 1-855-238-5631
Neurosurgery
Advice: 503-571-4228
Appointments: 1-855-802-6577
Obstetrics-Gynecology
Advice/appointments: 1-855-285-4246
Orthopedics/Cast Room/Fracture Clinic
Advice: 971-310-3240
Appointments: 1-855-248-0051
Otolaryngology
Appointments/Advice: 1-855-512-5983
Podiatry
Advice: 971-310-3240
Appointments: 1-855-248-0051
Pulmonology
Advice: 503-571-2727
Appointments: 1-855-878-6411
Sleep Medicine
Appointments: 1-855-878-6411
Sleep medical equipment services: 503-571-3415
Urology
Advice: 971-310-3708
Appointments: 503-571-3488
Vascular Surgery
Advice: 503-571-8234
Appointments: 503-571-1242

Other services
Main switchboard: 971-310-1000
TTY: 711
Nearest Urgent Care: see page 12
Kaiser Permanente members have access to The Portland Clinic with the same coverage and services that they receive from Kaiser Permanente providers.*


Our collaboration with The Portland Clinic means more access, more locations, and more choice. The Portland Clinic welcomes Kaiser Permanente Senior Advantage (HMO) members.

The Portland Clinic – Beaverton
15950 SW Millikan Way, Beaverton, OR 97003
503-646-0161
8 a.m.–5 p.m. Monday–Friday

- All services: 503-646-0161
- Anti-coagulation Clinic
- Cardiology
- Dermatology
- Diabetes
- Family Medicine
- Gynecology
- Internal Medicine
- Nephrology
- Nutrition
- Ophthalmology/

The Portland Clinic – Downtown
800 SW 13th Ave., Portland, OR 97205
503-221-0161
8 a.m.–5 p.m. Monday–Friday

- Optometry appointments: 1-800-813-2000
- Ophthalmology/Eye Services: 503-227-0354
- Urgent Care (16 and older): 9 a.m.–6 p.m. Monday–Friday

- All services: 503-221-0161
- Anti-coagulation Clinic
- Behavioral Health
- Cardiology
- Day Surgery
- Dermatology
- Diabetes
- Gastroenterology
- Gynecology
- Internal Medicine

* Not available as an in-network provider to members on Medicaid, receiving full Medical Financial Assistance (MKA) from Kaiser Permanente, or visiting from another Kaiser Permanente region.
The Portland Clinic – Northeast
5005 NE Sandy Blvd., Portland, OR 97213
503-233-6940
7 a.m.–5:30 p.m. Monday–Friday

The Portland Clinic – South
6640 SW Redwood Lane, Portland, OR 97224
503-620-7358
8 a.m.–5 p.m. Monday–Friday

The Portland Clinic – Tigard
9250 SW Hall Blvd., Tigard, OR 97223
503-293-0161
8 a.m.-5 p.m. Monday–Friday

Alberty Surgery Center
9100 SW Oleson Road
Tigard, OR 97223 ................. 503-445-9066
All other services ................. 503-293-0161
Audiology
Gastroenterology
Manual Medicine
Orthopedics & Sports Medicine
Otolaryngology (ENT)
Physical Therapy
Podiatry
Radiology
Surgery
Urology
Urgent Care ................. 8 a.m.- 8 p.m. Monday–Friday
and 9 a.m.-5 p.m. Saturday
Kaiser Permanente members have access to Orchid Health as part of their network of providers.


Our collaboration with Orchid Health means more access, more locations, and more choice. Orchid Clinic welcomes Kaiser Permanente Senior Advantage (HMO) and Medicaid members.

**Orchid Health – Wade Creek Clinic**

535 NE 6th Ave., Estacada, OR 97023  
**503-630-8550**  
8 a.m. – 7 p.m. Monday and Tuesday,  
8 a.m. – 5 p.m. Wednesday - Friday

**Orchid Health – Oakridge Clinic**

47815 Highway 58, Oakridge, OR 97463  
**541-782-8304**  
8 a.m. – 7 p.m. Monday and Tuesday  
8 a.m. – 5 p.m. Wednesday - Friday
OTHER SERVICES FOR MEMBER CARE

Hours are 8 a.m. to 5 p.m., Monday through Friday, unless stated otherwise. For TTY, call 711.

Continuing Care Services
Geriatrics and Long-Term Care Program
For care at a skilled nursing facility, contact your hospital discharge coordinator (care coordinator).
To speak with the program about services, call:
Portland area ................................................................. 503-499-5200
Vancouver area .............................................................. 360-694-2210
Home Health ................................................................. 503-499-5200
Vancouver area .............................................................. 360-694-2210
Hospice Care Program .................................................... 1-800-448-0838
Home Medical Equipment .............................................. 503-813-4550

Ethics Service
Advance directives ............................................................. 503-813-2657
Ethics consultation
Kaiser Permanente Sunnyside Medical Center .......................... 503-652-2880
Vancouver area .............................................................. 360-256-0556

Expanded Care Services (Senior Advantage II)
8:30 a.m.–5 p.m., Monday–Friday
Portland area ................................................................. 503-499-5730
All other areas ............................................................... 1-800-943-0288

Health Engagement and Wellness Services
Classes, products, and resources
Health education information, class registration, and free health coach service
Portland area ................................................................. 503-286-6816
All other areas ............................................................... 1-866-301-3866
Inclement weather line ..................................................... 503-240-3905

Home Infusion Pharmacy
Portland area ................................................................. 503-261-2090
Vancouver area .............................................................. 1-866-768-9668

Long-Term Care Pharmacy ................................................. 503-261-2000

Mail-Delivery Pharmacy .................................................. 1-800-548-9809

Regional Telephonic Medicine Center
Portland area ................................................................. 503-735-2596
All other areas ............................................................... 1-877-813-5993

Referral Center ............................................................... 503-813-4560
BUSINESS SERVICES

Billing
For inquiries about charges for Kaiser Permanente services, 8 a.m.–6 p.m., Monday–Friday, call:
All areas .......................................................... 1-800-813-2000

Claims Administration
National Claims Administration – Northwest
PO Box 370050
Denver, CO 80237-9998
For inquiries about claims, call:
All areas .......................................................... 1-800-813-2000

Coordination of Benefits
All areas .......................................................... 1-800-813-2000

Exceptional and Special Needs Care
8:30 a.m.–5 p.m., Portland area ........................................ 503-721-6435
All other areas ..................................................... 1-877-721-6435

Health Information Management
Regional Process Center
10220 SE Sunnyside Road
Clackamas, OR 97015
7:30 a.m.–4:30 p.m., Monday–Friday
Medical/insurance reports or copies of medical records ................. 503-571-5051
Emergency medical record information (24 hours) ......................... 503-571-5815

Patient Financial Services
Portland area ....................................................... 503-286-6870
All other areas ..................................................... 1-800-441-3560

Third-party liability claims ........................................... 1-800-395-5568

Workers’ Compensation
Occupational Health administrative offices
General inquiries and claims information
Portland area ....................................................... 503-721-3849
All other areas ..................................................... 1-888-238-1255
Billing information .................................................. 503-721-3940, option 3

Occupational Health Service Center
Portland area ....................................................... 503-571-3366
All other areas ..................................................... 1-888-414-3531

X-ray records
Loan of films ........................................................ 503-571-8451
Kaiser Permanente participating providers are dedicated to providing you with high-quality, comprehensive care. You can learn about our providers and choose the right one for you at kp.org/choosetheyoudoctor. Our online provider directory includes biographies, training and certification information, and more.

To set up your first appointment with your provider, call Member Services (see contact information on page 5).

If you do not have Internet access and would like a printed copy of our participating provider directory, please contact Member Services at 1-800-813-2000 to request a participating provider directory.