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

COVID-19 Update: To help ensure the safety of our members, staff, and community, we may need to temporarily close or limited in-person services at some of our medical and dental facilities. You can still get the care you need, including in-person emergency care, e-visits, phone or video visits, and more. For the most up to date information please visit kp.org/coronavirus.

kp.org/directory/nw
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.
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. 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 for around-the-clock, secure access.

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.
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. Schedule your first appointment. Call one of the numbers below for Appointment Services 24 hours a day, 7 days a week.
3. Transfer your prescriptions and medical records. These forms are available at kp.org/newmember.
4. 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 Monday through Friday, 8 a.m. to 6 p.m.

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

Medicare members can call Member Services, toll free, seven days a week from 8 a.m. to 8 p.m. 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/choosethedoctor. 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/choosethedoctor. 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
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.

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 and Dental 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, 9 a.m. to 9 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, 9 a.m. to 9 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, 9 a.m. to 9 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, 9 a.m. to 9 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, 12 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
ICCO, LLC – Nova Urgent Care – Cottage Grove
1445 N. Gateway Blvd., Cottage Grove, OR 97424
541-767-5200

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

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

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

ICCO, LLC – Nova Urgent Care – Junction City
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
3321 W. 11th Ave., Eugene, OR 97402
541-222-7200

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

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

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

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

ICCO, LLC – Nova Urgent Care – Thurston
5781 Main St., Springfield OR 97478
541-654-0282
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/healthylifestyles.
• 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/classes – Health education.
- 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.

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**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></td>
<td>1 injection Pentacel</td>
<td>2nd dose</td>
<td>3rd dose</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Polio</td>
<td></td>
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<td></td>
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<tr>
<td>H. influenzae type B</td>
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<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>
<td></td>
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<td></td>
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<tr>
<td>Varicella (chickenpox)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Hepatitis A</td>
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<tr>
<td>Influenza</td>
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<tr>
<td>Meningococcal conjugate</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>Doses Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Birth</strong></td>
<td>1st dose</td>
</tr>
<tr>
<td><strong>3–5 days</strong></td>
<td>1st dose (If not given at birth)</td>
</tr>
<tr>
<td><strong>2 weeks</strong></td>
<td>1st dose, 2nd dose</td>
</tr>
<tr>
<td><strong>2 months</strong></td>
<td>1st dose, 2nd dose</td>
</tr>
<tr>
<td><strong>4 months</strong></td>
<td>1st dose, 2nd dose, 3rd dose</td>
</tr>
<tr>
<td><strong>6 months</strong></td>
<td>1st dose, 2nd dose, 3rd dose, 4th dose</td>
</tr>
<tr>
<td><strong>9 months</strong></td>
<td>1st dose, 2nd dose, 3rd dose, 4th dose, 5th dose</td>
</tr>
<tr>
<td><strong>12 months</strong></td>
<td>1st dose, 2nd dose, 3rd dose, 4th dose, 5th dose</td>
</tr>
</tbody>
</table>

- **Well-child checkup**
  - Every 1–2 years after age 6
- **Hepatitis B**
  - 1st dose
- **Diphtheria, tetanus, acellular pertussis**
  - 1st injection
  - Pentacel
  - 2nd dose
  - DTaP
  - 4th dose
  - DTaP
  - 5th dose
  - 1 dose Tdap, then Td booster every 10 years
- **Polio**
  - 3rd dose
  - 4th dose
- **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
  - 1 injection
  - (2nd dose)
- **Varicella** (chickenpox)
  - 1st dose
- **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
  - 2nd dose at age 16
- **Human papillomavirus (HPV)**
  - 2 or 3 dose schedule based on age started

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.

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 unforeseen, 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 service areas have hospitals. If you are admitted to a hospital owned and operated by Kaiser Foundation Health Plan, 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, Monday through Friday, 8 a.m. to 4 p.m.

Other Kaiser Foundation Health Plan 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 Monday through Friday, 8 a.m. to 5 p.m. 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*

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 filling 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.

QUESTIONS
For help anytime, go to kp.org and click the member assistance link at the top.
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 Rd
   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 Rd
   Portland, OR 97239
   (For children 17 and younger)

Portland-area medical offices
4. Beaverton Medical and Dental Office
   4855 SW Western Ave
   Beaverton, OR 97005
5. Brookside Center
   10180 SE Sunnyside Rd
   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 Ct, Ste 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
16 Interstate Radiation Oncology Center  
3620 N Interstate Ave  
Portland, OR 97227  

17 Lake Road Nephrology Center  
6902 SE Lake Rd, Ste 100  
Milwaukie, OR 97267  

18 Mt. Scott Medical Office  
9800 SE Sunnyside Rd  
Clackamas, OR 97015  

19 Mt. Talbert Medical Office  
10100 SE Sunnyside Rd  
Clackamas, OR 97015  

20 Murrayhill Medical Office  
11200 SW Murray Scholls Pl, Ste 100  
Beaverton, OR 97007  

21 One Town Center  
10163 SE Sunnyside Rd, Suite 490  
Clackamas, OR 97015  

22 Rockwood Medical Office  
19500 SE Stark St  
Portland, OR 97233  

23 Sunnybrook Medical Office  
9900 SE Sunnyside Rd  
Clackamas, OR 97015  

24 Sunnyside Medical Office  
10180 SE Sunnyside Rd  
Clackamas, OR 97015  

25 Sunset Medical Office  
19400 NE Evergreen Pkwy  
Hillsboro, OR 97124  

26 Tanasbourne Medical and Dental Office  
10315 NE Tanasbourne Dr  
Hillsboro, OR 97124  

27 Tualatin Medical Office  
19185 SW 90th Ave  
Tualatin, OR 97062  

28 Westside Medical Office  
2875 NE Stucki Ave  
Hillsboro OR, 97124  
(located inside Kaiser Permanente Westside Medical Center)  

The Portland Clinic facilities*  
29 The Portland Clinic – Beaverton  
15950 SW Millikan Way  
Beaverton, OR 97006  

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 Ln  
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 Dr, Ste 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, Ste 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, Ste 200
   Astoria, OR 97103
   503-325-5360

Lane County
(See Lane County medical offices, hospitals, urgent care, and pharmacies on page 38.)
3. Kaiser Permanente Chase Gardens Medical Office
   360 S Garden Way
   Eugene, OR 97401
4. Orchid Health – Oakridge Clinic
   47815 Hwy 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

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

2. Kaiser Permanente Keizer Station Medical Office
   5940 Ulali Dr
   Keizer, OR 97303

3. Kaiser Permanente North Lancaster Medical Office
   2400 Lancaster Dr NE
   Salem, OR 97305

4. Kaiser Permanente Skyline Medical Office
   5125 Skyline Rd S
   Salem, OR 97306

5. Kaiser Permanente West Salem Medical Office
   1160 Wallace Rd NW
   Salem, OR 97304

6. Amumsville Medical Clinic
   205 Main St
   Amumsville, OR 97325
   503-749-4734

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

8. Santiam Internal Medicine Clinic
   1401 N 10th Ave, Ste 200
   Stayton, OR 97383
   503-769-7515

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

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

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

Polk County

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

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

Yamhill County

14. Kaiser Permanente McMinnville Primary Care
    2700 SE Stratus Ave, Suite 405
    McMinnville, OR 97128
    800-813-2000

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

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

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

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

19. Willamette Valley Pediatrics and Adolescent Medicine
    2700 SE Stratus Ave
    McMinnville, OR 97128
    971-287-5111

Washington

Cowlitz County

20. PeaceHealth St. John Medical Center
    1615 Delaware St
    Longview, WA 98632

21. Longview-Kelso Medical Office
    1230 7th Ave
    Longview, WA 98632

Skamania County

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

*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:

Salem: Cherriots....................503-588-2877

Longview: CUBS....................360-442-5663
Primary and Routine Care

1. Kaiser Permanente Chase Gardens Medical Office
   360 S. Garden Way
   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 – Territorial
    87983 Territorial Hwy
    Veneta, OR 97487
    541-935-2200

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

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 11th
    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

24. Kaiser Permanente Chase Gardens Pharmacy
    360 S. Garden Way
    Eugene, OR 97401

25. Albertsons Sav-On Pharmacy – Coburg
    311 Coburg Rd
    Eugene, OR 97401
    800-813-2000

26. Albertsons Sav-On Pharmacy – Royal
    4740 Royal Ave
    Eugene, OR 97402
    800-813-2000

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

28. Hiroms Drug – Franklin
    1950 Franklin Blvd
    Eugene, OR 97403
    800-813-2000

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

30. 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

32. PeaceHealth Eyecare – Optical Shop
    1200 Hilyard St #1100
    Eugene, OR 97401
    458-205-6257

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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. Also, refer to Sunnyside Medical Office department listings on page 68.

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.

Emergency Care

Emergency Care (24 hours)

Information .................................................. 503-652-2880
Information TTY ............................................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)
Vancouver area ............................................. 360-256-0556

Emergency Psychiatric Service (24 hours)

Portland area ............................................... 503-331-6425
All other areas ............................................. 1-866-453-3932

Specialty care

Allergy .......................................................... 503-612-3375
Anesthesiology .............................................. 503-571-4506
Electroencephalogram (EEG) ....................... 1-888-810-7499
For results, contact your physician.

Imaging Services (X-ray, Fluoroscopy, Bone Density (DEXA), CT Scan, Mammography, Ultrasound, MRI, Nuclear Medicine)
For results, contact your physician.
Appointments ............................................. 1-888-810-7499
MRI Appointments ....................................... 503-571-2685
TTY .......................................................... 711

Neonatal Intensive Care Unit (NICU) ............. 503-571-3130
Neurology .................................................... 1-844-364-4807

Obstetrics/Gynecology (Ob-Gyn) ................. 503-813-2000
Palliative Care/Hospice ................................. 503-499-5200
Pulmonary Function Laboratory .................... 503-571-4775
For results, contact your physician.

Sleep Lab

Appointments ............................................. 1-855-878-6411
Insomnia clinic ............................................. 503-571-5124
Sleep medical equipment services ............... 503-612-3341
Social Services ............................................. 503-571-4750

Other services

Information / patient room information
Portland area ............................................. 503-652-2880
Vancouver area ........................................... 360-256-0556
TTY .......................................................... 1-800-735-2900

Labor/Delivery Tour ..................................... 503-286-6816
Pharmacy
Pharmacy Mail Order ................................... 1-800-548-9809
Valet Services ............................................. 503-652-2880
Monday through Friday, 7 a.m. to 4:30 p.m.
Closed on weekends and most holidays. After hours vehicle pickup available.

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 73.

Services

- Emergency Care: open 24 hours, 7 days
(open to everyone, even if you are not a Kaiser Permanente member)
- More than 120 private in-patient rooms
- Medical and surgical hospital care for adults
- Labor and Delivery services
- Center of Excellence for Hip and Knee Joint replacement program, certified by The Joint Commission

Emergency Care

Emergency Care (24 hours)
Information ............................................. 971-310-1000

Emergency Psychiatric Services
Portland Area ............................................. 503-331-6425
All other areas ......................................... 1-866-453-3932

Specialty care

Anesthesiology ......................................... 971-310-4800
Cardiology (Echo, Monitors, Treadmill)
Continuing Care

Imaging Services (X-ray, Fluoroscopy, CT Scan, Mammography, MRI, Ultrasound, Nuclear Medicine)
For results, contact your physician.
Appointments ......................................... 1-888-810-7499
MRI Appointments ................................... 503-571-2685
TTY .......................................................... 711

Infectious Disease

Pediatric Lactation Program .......................... 855-206-0302
Social Services .......................................... 971-310-4750
Wound Ostomy

Other services

Appointments/Cancellations/
Information ............................................. 503-813-2000
Main Phone ............................................. 971-310-1000
Laboratory
Pharmacy
Pharmacy Mail Order ................................. 1-800-548-9809

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 Rd, 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
Emergency Department
  7 days, 24 hours
  Emergency care for children under 18.
  Information 503-494-7551

Pediatric Cardiology
  Monday through Friday, 8:30 a.m. to 4:30 p.m.
  Appointments 503-418-5750
  1-800-882-9996

Pediatric Hematology/Oncology
  Monday through Friday, 8 a.m. to 5 p.m.
  Appointments 503-418-5150

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

Other services
Operator/patient information/admitting 503-494-8811
Directions 503-494-1390
TTY 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

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
1615 Delaware St, 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 ............................................................... 1-800-735-2900

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

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 Street, Suite 115, Battle Ground, WA 98604

Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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

Other services
Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 8:30 a.m. to 4:45 p.m.
Nearest Urgent Care ................ see page 12
Beaverton Medical and Dental Office
4855 SW Western Ave, Beaverton, OR 97005

Primary care
Monday through Thursday, 7 a.m. to 7 p.m.
Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 9 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Open on a walk-in basis – no appointment necessary.
For more information, see page 11.

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

Denturist Services

Dietitian
Monday through Friday, 8:30 a.m. to 5 p.m.
Appointments .................................... 1-800-813-2000
Messages .......................................... 503-520-4853

Imaging (X-ray, Mammography, Ultrasound)
For results, contact your physician.
Mammography Appointments .... 1-888-810-7499
Ultrasound Appointments ........ 503-350-2443
TTY ..................................................... 711

Pediatric Endocrinology
Monday, Wednesday, Thursday, 8:30 a.m. to 5 p.m.
Friday, 8:30 a.m. to 12:30 p.m.
Appointments/information ............ 503-520-4977

Pediatric Lactation Program .......... 503-626-5502

Social Services
Appointments/Adults ...................... 503-350-2404
Obstetrics/Gynecology ................. 503-520-4923

Vision Essentials by Kaiser Permanente
Optical Center ..................... 503-520-4975
Monday through Friday, 8 a.m. to 6 p.m.
Saturday, 9 a.m. to 6 p.m.
Closed Federal Holidays and the Saturday prior
Optometry appointments ............ 503-813-2000
Monday through Friday, 7:30 a.m. to 6 p.m.
Saturday, 9 a.m. to 6 p.m.
Closed Federal Holidays and the Saturday prior

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

Other services
Information (TTY) .................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 9 p.m.
Saturday and Sunday, 9 a.m. to 6 p.m.

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

Pharmacy
Monday through Friday, 7 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Mail delivery ......................... 1-800-548-9809
Pharmacy services ................. 1-866-279-1751
TTY ..................................................... 1-800-735-2900
Brookside Center
10180 SE Sunnyside Rd, 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
All other areas .................................1-866-453-3932

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

Primary care
Monday through Friday, 8 a.m. to 8 p.m.
Saturday and Sunday, 9 a.m. to 6 p.m.
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
Monday through Friday, 8 a.m. to 8 p.m.
Saturday and Sunday, 9 a.m. to 6 p.m.
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
Primary care
Monday through Thursday, 7 a.m. to 7 p.m.
Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 9 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Open on a walk-in basis – no appointment necessary.
For more information, see page 11.

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

Addiction Medicine/Mental Health
Appointments
First contact ................................. 360-571-3133
Return visits .................................. 360-896-4460
Emergency Psychiatric Services (24 hours)
Portland area ............................... 503-331-6425
All other areas .............................. 1-866-453-3932

Dietitian
Appointments ............................... 1-800-813-2000
Messages .................................... 360-992-4167

Endocrinology
Advice/messages ........................... 503-331-6062
Appointments .............................. 1-855-238-5631

Imaging (X-ray, Mammography)
For results, contact your physician.
Appointments ............................... 1-888-810-7499
TTY .............................................. 711

Optometry ..................................... 1-800-813-2000
Monday through Friday, 7:30 a.m. to 6 p.m.
Saturday, 9 a.m. to 6 p.m.
Closed Federal Holidays and the Saturday prior

Pediatric Lactation Program ............... 360-636-6262

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

Sleep Lab
Appointments .............................. 1-855-878-6411

Workers’ Compensation Claims ............. 360-735-5268

Other services
TTY ............................................ 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 10 p.m.
Weekends, 9 a.m. to 6 p.m.
Information .................................. 360-896-4477

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

Pharmacy
Monday through Friday, 7 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.

Mail delivery ................................ 1-800-548-9809
Pharmacy services ......................... 1-866-279-1758
TTY .............................................. 1-800-735-2900

Cascade Park Medical Office
12607 SE Mill Plain Blvd, Vancouver, WA 98684
Cedar Hills Medical Office
12450 SW Walker Rd, Beaverton, OR 97005

Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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 North Interstate Ave, Portland, OR 97227

Research Clinic
Portland area .......................... 503-335-2440
All other areas ...................... 1-800-457-9961
Survey research
Portland area .......................... 503-335-2450
All other areas ...................... 1-800-732-7885
Information - After hours and weekends
Portland area .......................... 503-652-2880
Vancouver area ....................... 360-256-0556
Information (TTY) .................... 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)
Chase Gardens Medical Office
360 S Garden Way, Eugene, OR 97401

Primary care
Medical Office Suite 100
Monday through Friday 8 a.m. to 5 p.m.
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

Other services
Main switchboard .................. 971-310-1000
TTY .................................................. 711
Imaging
Laboratory
Pharmacy
Pharmacy Suite 360
Monday through Friday 8 a.m. to 8 p.m.
Saturday and Sunday 9 a.m. to 5 p.m.
Mail delivery ......................... 1-800-548-9809
Pharmacy services ............... 541-225-3519
Nearest Urgent Care ................ see page 12

Clackamas Eye Care
12100 SE Stevens Ct, Suite 106, Clackamas, OR 97086

Vision Essentials by Kaiser Permanente
Contact Lenses ..................... 503-353-7301
Monday through Friday, 8 a.m. to 6 p.m.
Saturday, 8 a.m. to 5 p.m.
Closed Federal Holidays and the Saturday prior
Ophthalmology ...................... 503-813-2000
Monday through Friday, 8:30 a.m. to 4:30 p.m.
Optical Center ....................... 503-353-7300
Monday through Friday, 8 a.m. to 6 p.m.
Saturday, 8 a.m. to 5 p.m.
Closed Federal Holidays and the Saturday prior
Optometry ....................... 503-813-2000
Monday through Friday, 7:30 a.m. to 6 p.m.
Saturday, 8 a.m. to 5 p.m.
Closed Federal Holidays and the Saturday prior

Other services
Main switchboard ............... 503-653-1442
Information (TTY) ................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Specialty care
Monday through Friday, 8 a.m. to 6 p.m.
Saturday, 8 a.m. to 5 p.m.
Gateway Medical Office
1700 NE 102nd Ave, Portland, OR 97220

Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 8 a.m. to 5 p.m.
To cancel an appointment during office hours, call the specialty department.
After hours, call .................. 1-800-813-2000

Dietitian ......................... 971-229-5033
Imaging Services (X-ray, Ultrasound, Mammography)
For results, contact your physician.
Appointments ..................... 1-888-810-7499
TTY ................................. 711
Pediatric Lactation Program
Social Services
Appointments ..................... 503-571-4750

Other services
Laboratory ....................... 503-777-5429
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 8 a.m. to 6 p.m.
Nurse Treatment Center
Monday through Friday, 8 a.m. to 5 p.m.
Pharmacy
Monday through Friday, 8 a.m. to 6 p.m.
Mail delivery ..................... 1-800-548-9809
Pharmacy services ................ 1-866-279-4581
TTY ................................. 1-800-735-2900
Nearest Urgent Care ................ see page 12

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

Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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

Other services
Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 8 a.m. to 5 p.m.
Information ....................... 503-547-1277
Pharmacy
Mail delivery ..................... 1-800-548-9809
Pharmacy services ................ 1-855-718-7759
TTY ................................. 1-800-735-2900
Nearest Urgent Care ................ see page 12
Specialty care
Monday through Friday, 8 a.m. to 5 p.m.
Check for department specific hours
To cancel an appointment, 7 a.m.–6 p.m.:
All areas ........................................ 1-800-813-2000

Dermatology
Advice/appointments/messages
Portland area .................................. 503-331-3060
All other areas .............................. 1-855-512-5983

Endocrinology
Advice/Messages ............................ 503-331-6026
Appointments .................................. 1-855-238-5631

Hearing Aid Center
Portland area .................................. 503-331-3060
All other areas .............................. 1-855-512-5983

Hematology/Oncology
Advice ............................................. 503-331-6510
Central Interstate chemotherapy .... 503-332-6520
Central Interstate office ............... 503-331-6520
Longview area appointments ........ 360-636-6290
Salem area appointments ............. 503-316-2322
Vancouver area appointments ......... 360-256-0556

Hepatology
Monday through Friday, 9 a.m. to 5 p.m.
Advice/appointments .................... 503-331-6170

Magnetic Resonance Imaging (MRI)
For results, contact your physician.
MRI Appointments ........................ 503-280-4305

Occupational Therapy/Physical Therapy
The following phone numbers are for the Regional Appointment Center
Monday through Friday, 9 a.m. to 5 p.m.
Oregon (Portland area) .................... 503-571-4910
Oregon (Salem area) ...................... 503-763-3654
Washington .................................. 360-619-4260
Return appointments .................... 503-331-3080

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 Disease (TMD)
Appointments
Portland area ............................... 503-331-3060
All other areas ............................ 1-855-512-5983

Vision Essentials by Kaiser Permanente
Contact lenses
Weekdays, 8 a.m. to 6 p.m. ............... 503-249-3449

Ophthalmology
Weekdays, 8:30 a.m. to 4:30 p.m.
Advice/appointments ..................... 1-800-813-2000

Optical Center
Weekdays, 8 a.m. to 6 p.m. ............... 503-249-3429

Optometry appointments
Weekdays, 8 a.m. to 4:30 p.m. ........... 503-813-2000

Other services
Information (TTY) ......................... 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Cancer Counseling Center
Appointments ............................... 503-331-6550

Clinical Research Support Services – Center for Health Research
Information .................................. 503-249-3315

Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 5:30 p.m.
Information .................................. 503-331-6580

Pharmacy
Served by Interstate Medical Office East Main Pharmacy
Monday through Friday, 8 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Mail delivery ................................ 1-800-548-9809
Pharmacy services ......................... 1-866-279-6122
TTY ............................................. 1-800-735-2900

Nearest Urgent Care ....................... see page 12
Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 8 a.m. to 5 p.m.
To cancel an appointment during office hours, call the department.
After hours, call:
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

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

Genetics
Appointments .................. 503-813-2000

Immune Deficiency Clinic
Monday through Friday,
9 a.m. to 12:30 p.m. and 1:30 p.m. to 5 p.m.
Advice/messages .................. 503-249-5536
Appointments .................. 1-855-238-5631

Mental Health
Appointments .................. 503-249-3434
Appointment cancellations/messages 503-249-5285
Emergency Psychiatric Services (24 hours)
Portland area .................. 503-331-6425
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
After-hours cancellations
Portland area .................. 503-813-2000
All other areas ............ 1-800-813-2000

Obstetrics/Gynecology (Ob-Gyn)
Appointments / Cancellations / Information / Messages .................. 503-813-2000

Pediatric Development/Behavioral
Advice .................. 503-331-5040
Appointments .................. 503-249-5526
After-hours cancellations
Portland area .................. 503-813-2000
All other areas ............ 1-800-813-2000

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

Pediatric Lactation Program

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
Adult appointments .................. 503-331-6449
Pediatric/adolescent appointments .................. 503-571-4750

Other services
Information (TTY) .................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 6 p.m.
Information .................. 503-331-6140

Nurse Treatment Center
Monday through Friday, 8 a.m. to 5 p.m.
Information .................. 503-331-6478

Pharmacy
Monday through Friday, 8 a.m. to 9 p.m.
Weekends, 9 a.m. to 6 p.m.
Mail delivery .................. 1-800-548-9809
Pharmacy services .................. 1-866-279-6122
TTY .................. 1-800-735-2900

Nearest Urgent Care .................. see page 12
Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 9 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Open on a walk-in basis – no appointment necessary. For more information, see page 11.

Specialty care
Monday through Friday, 8 a.m. to 5 p.m.
To cancel an appointment during office hours, call the specialty department.
After hours, call ......................... 1-800-813-2000

Emergency Psychiatric Services (24 hours)
Portland area ............................. 503-331-6425
All other areas ........................... 1-866-453-3932

Endocrinology
Advice/messages ....................... 503-331-6062
Appointments ......................... 1-855-238-5631 (toll free)

Imaging Services
For results, contact your physician.
X-ray, Fluoroscopy, Bone Density (DEXA), CT Scan, Mammography, Nuclear Medicine appointments ................. 1-888-810-7499
Ultrasound Appointments ............. 503-331-6193
TTY for the hearing/speech impaired .... 711

Minor Injury Clinic

Occupational Health
Monday through Friday, 9 a.m. to 5 p.m.
Advice/appointments
Portland area ......................... 503-571-3366
All other areas ...................... 1-888-414-3531

Orthopedics/Cast Room
Monday through Friday, 9 a.m. to 5 p.m.
Advice .................................. 503-203-2140
Appointments ..................... 503-281-2056
Vancouver area ..................... 360-256-0556

Pain Management Clinic
Monday through Friday, 9 a.m. to 5 p.m.
Appointments ...................... 503-331-6131

Pediatric Lactation Program
Physiatry
Appointments ...................... 503-331-6131

Pulmonary Function Laboratory
Appointments ..................... 503-571-3793

Pulmonology
Advice .................................. 503-571-2727
New appointment referrals ........... 503-571-3161

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

Other services
Information (TTY) ..................... 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Ambulatory/Day Surgery
Information ............................. 503-331-6127

Infusion Center
Information ............................. 503-331-6118

Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 10 p.m.
Saturday and Sunday, 9 a.m. to 6 p.m.
Information ............................. 503-331-6140

Pharmacy
Served by Interstate Medical Office East Main Pharmacy
Monday through Friday, 8 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Mail delivery ......................... 1-800-548-9809
Pharmacy services .................. 1-866-279-6122
TTY ................................. 1-800-735-2900
**Interstate Medical Office West**

3325 N Interstate Ave, Portland, OR 97227

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

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

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

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**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 .......................... 1-800-813-2000
TTY ............................................... 711
Center for Health Research ............ 503-335-2400
Nearest Urgent Care ...................... see page 12

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**Interstate Radiation Oncology Center**

3620 N Interstate Ave, Portland, OR 97227

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

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

**Radiation Oncology**
Monday through Friday, 7:30 a.m. to 5 p.m.

Advice/appointments/cancellations . 503-280-2931
Keizer Station Medical Office
5940 Ulali Dr, Keizer, OR 97303

Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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.
Appointments/Information........... 1-800-813-2000

Other services
Imaging (X-ray)
For results, contact your physician.
Monday through Friday, 9 a.m. to 5:30 p.m.
Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 8 a.m. to 5 p.m.
Appointments/Information........... 1-800-813-2000
Nurse Treatment Center
Monday through Friday, 8 a.m. to 5 p.m.
Appointments/Information........... 1-800-813-2000
Pharmacy
Monday through Friday, 8 a.m. to 5:30 p.m.
Mail Order Pharmacy............. 1-800-548-9809
Pharmacy services............... 1-844-854-9346
TTY............................. 1-800-735-2900
Nearest Urgent Care............. see page 12

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

Specialty care
Monday through Friday, 8 a.m. to 5 p.m.
Nephrology
Appointments............... 1-855-238-5631
Advice......................... 503-786-1158
After-hours advice/cancellations:
Portland area.................. 503-813-2000
All other areas............... 1-800-813-2000
Information.................. 503-249-3442
TTY............................. 1-800-735-2900
Longview-Kelso Medical Office
1230 7th Ave, Longview, WA 98632

Primary care
Family Medicine, Internal Medicine, and Pediatrics
Monday through Thursday, 7 a.m. to 7 p.m.
Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 12 p.m. to 9 p.m.
Saturdays and holidays, 9 a.m. to 6 p.m.
(closed Sundays, Thanksgiving and Christmas)
Open on a walk-in basis – no appointment necessary.
For more information, see page 11.

Specialty care
Monday through Friday, 9 a.m. to 5 p.m.
To cancel an appointment during office hours, call the department.
After hours, call
Longview area . 360-636-2400
All other areas . 1-800-257-2001

Addiction Medicine . 1-855-632-8280

Anti-Coagulation Care
Management Program . 1-877-452-2525

Dermatology . 360-636-2400

Dietitian . 360-636-2400

General Surgery . 360-636-2400

Imaging Services (X-ray, CT Scan, Mammography, Ultrasound) For results, contact your physician.
Appointments . 360-636-2400

Mental Health
First appointment . 1-855-632-8280
Return appointments/messages . 1-855-632-8280
Emergency Psychiatric Services (24 hours)
Portland area . 503-331-6425
All other areas . 1-866-453-3932

Nursing Foot Care Services . 360-636-2400

Obstetrics/Gynecology (OB/Gyn)
Appointments/Cancellations/Information/Messages . 503-813-2000

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

Occupational Therapy . 360-944-4880

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

Pediatric Lactation Program . 360-636-6262

Pulmonology . 360-636-2400

Rheumatology . 360-636-2400

Sleep Lab . 1-855-878-6411

Social Services . 360-636-6267

Urology . 360-636-2400

Vision Essentials by Kaiser Permanente
Contact Lenses . 360-636-6232
Monday, Wednesday, Thursday, Friday, 8 a.m. to 6 p.m.
Ophthalmology advice/appts . 1-800-813-2000
Monday through Friday, 8:30 a.m. to 4:30 p.m.
Optical Center . 360-636-6238
Monday through Friday, 8 a.m. to 6 p.m.
Optometry advice/appts . 1-800-813-2000
Monday through Friday, 7 a.m. to 6 p.m.

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

Wound Clinic (chronic)
Messages . 503-499-5714

Other services
Main switchboard
Longview-Kelso . 360-636-2400
All other areas . 1-800-257-2001

TTY . 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory . 360-636-6223
Monday through Friday, 7:30 a.m. to 9 p.m.
Saturday, 9 a.m. to 6 p.m.

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

Pharmacy
Monday through Friday, 7 a.m. to 9 p.m.
Saturday, 9 a.m. to 6 p.m.
(Closed Sunday, Thanksgiving and Christmas Day)
Mail delivery . 1-800-548-9809
Pharmacy services . 1-866-279-8943
TTY . 1-800-735-2900
Mill Plain One Medical Office
203 SE Park Plaza Dr, Suite 140, Vancouver, WA 98684

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

Audiology
Appointments .................. 1-855-512-5983
Advice .................... 1-855-512-5983

Imaging (X-ray)
For results, contact your physician.
Monday through Friday, 7:30 a.m. to 5:30 p.m.

Occupational Health
Monday through Friday, 8 a.m. to 5:30 p.m.
Advice/appointments
Portland area ....................... 503-571-3366
All other areas ................... 1-888-414-3531

Orthopedics
Appointments .................. 1-855-248-0051
Advice .................... 360-449-7042
After-hours advice/cancellations ........ 1-800-813-2000

Podiatry
Appointments .................. 1-855-248-0051
Advice .................... 360-449-7033
After-hours advice/cancellations ........ 1-800-813-2000

Workers Compensation
Monday through Friday, 9 a.m. to 5 p.m.
Information ................... 1-888-238-1255
Inquiries/claims/billing ........ 503-721-3849
X-ray records (For loan of films) ...... 503-571-8451

Other services
Information (TTY) .................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)
Nearest Urgent Care .................. see page 12
Mt. Scott Medical Office
9800 SE Sunnyside Rd, Clackamas, OR 97015

Primary care
Monday through Friday, 7 a.m. to 6 p.m.
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
Monday through Friday, 8 a.m. to 5 p.m.
Dietitian
Appointments .................. 503-813-2000
Messages .................. 503-571-3040
Imaging Services (X-ray)
For results, contact your physician.
Monday through Friday, 7 a.m. to 7 p.m.
Pediatric Lactation Program .................. 503-571-4636

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

Other services
Main switchboard .................. 503-652-2880
Information (TTY) .................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)
Laboratory .................. 503-571-3401
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7 a.m. to 6 p.m.
Nurse Treatment Center .................. 503-571-3420
Monday through Friday, 8 a.m. to 5 p.m.
Pharmacy
Monday through Friday, 8 a.m. to 6 p.m.
Mail Order Pharmacy .................. 1-800-548-9809
Pharmacy services .................. 1-866-280-0801
TTY .................. 1-800-735-2900
Nearest Urgent Care .................. see page 12
Mt. Talbert Medical Office
10100 SE Sunnyside Rd, Clackamas, OR 97015

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

Specialty care
Monday through Friday, 8 a.m. to 5 p.m.
To cancel an appointment during office hours, call the department.
After hours, call:
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
ICD Clinic ........................................ 503-571-6166
Pacemaker Clinic ................................ 503-571-2662

Imaging Services (X-ray, Mammography, Ultrasound)
Appointments ................................... 1-888-810-7499

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

Obstetrics/Gynecology (OB/Gyn)
Monday through Friday, 9 a.m. to 5 p.m.
Appointments / Cancellations /
Information / Messages ........................ 503-813-2000

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

Physical Therapy
Appointments ................................. 503-571-3607

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

Vascular Surgery
Advice ............................................. 503-571-4213
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
Information (TTY) ............................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory
Call requesting practitioner for test results or check
lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 10 p.m.
Saturday and Sunday, 9 a.m. to 6 p.m.
Information ...................................... 503-571-2636

Pharmacy
Monday through Friday, 8 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Mail Order Pharmacy ....................... 1-800-548-9809
Pharmacy services ............................ 1-866-280-1228
TTY ................................................. 1-800-735-2900
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

Other services
Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 8 a.m. to 5:30 p.m.
Information ........................................ 503-590-2195

Pharmacy
Monday through Friday, 8 a.m. to 5:30 p.m.
Mail Order Pharmacy ......................... 1-800-548-9809
Pharmacy services .................. 1-866-331-8041
TTY ........................................ 1-800-735-2900

Nearest Urgent Care ...................... see page 12
Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 9 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Open on a walk-in basis – no appointment necessary. For more information, see page 11.

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

Addiction Medicine/Mental Health
Appointments/First contact .................................. 503-316-2300
Information .............................................. 503-588-5955
Messages recorder ........................................ 503-588-5956
(non-urgent after-hours)
Emergency Psychiatric Services (24 hours)
Portland area ............................................. 503-331-6425
All other areas ...................................... 1-866-453-3932

Allergy
Advice .................................................. 503-763-5958
Appointments ........................................ 1-855-238-5631

Imaging Services (X-ray, Mammography, Ultrasound)
Appointments ........................................ 503-370-4852
TTY ...................................................... 711

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

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

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

Physical Therapy
Monday through Friday, 9 a.m. to 5 p.m.
The following phone numbers are for the Regional Appointment Center
Portland area ............................................. 503-571-4910
Salem area .............................................. 503-763-3654
Washington ............................................. 360-619-4260
Return appointments ................................ 503-588-6575

Pulmanology
Advice .................................................. 503-571-2727
New appointments ................................... 503-571-3161

Vision Essentials by Kaiser Permanente
Ophthalmology ........................................... 1-800-813-2000
Monday through Friday, 8:30 a.m. to 4:30 p.m.
Optical Center ......................................... 503-370-4851
Monday through Friday, 8 a.m. to 6 p.m.
Optometry .............................................. 1-800-813-2000
Monday through Friday, 7 a.m. to 6 p.m.

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 ...................................................... 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory .............................................. 503-370-4909
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 9 p.m.
Weekends, 9 a.m. to 6 p.m.

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

Pharmacy
Monday through Friday, 8 a.m. to 9 p.m.
Weekends and holidays, 9 a.m. to 6 p.m.
Mail order pharmacy ................................ 1-800-548-9809
Pharmacy services ................................... 1-866-280-1563
TTY ...................................................... 1-800-735-2900
One Town Center
10163 SE Sunnyside Rd, Suite 490, Clackamas, OR 97015

Specialty care
Monday through Friday, 8 a.m. to 5 p.m.

Main switchboard/messages. 503-249-3434
TTY 1-800-735-2900 (toll-free TTY for the hearing/speech impaired)

Addiction Medicine
Appointments 503-249-3434
Cancellations 503-513-4446

Mental Health
Appointments/First contact 503-249-3434
Cancellations 503-513-4446
Return visits/messages 503-513-4400

Emergency Psychiatric Services (24 hours)
Portland area 503-331-6425
All other areas 1-866-453-3932
Orchards Medical Office
7101 NE 137th Ave, Vancouver, WA 98682

Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 8 a.m. to 5 p.m.
Allergy
Advice ................................................. 360-944-2780
Appointments ....................................... 1-855-238-5631

Dietitian
Appointments ....................................... 1-800-813-2000
Messages .............................................. 360-992-4167

Imaging (X-ray)
Monday through Friday, 8 a.m. to 6 p.m.

Neurology
Advice .................................................. 503-571-7211
Appointment / Cancellations / Information ........................................... 1-844-364-4807

Occupational Therapy/Physical Therapy
Monday through Friday, 7:30 a.m. to 5:30 p.m.
The following phone numbers are for the Regional Appointment Center
Portland area ...................................... 503-571-4910
Salem area ............................................ 503-763-3654
Return appointments ................................ 360-944-4880
Washington .......................................... 360-619-4260

Optometry
Pain Clinic
Appointments ........................................ 503-331-6131

Pediatric Lactation Program
Information .......................................... 855-206-0302

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

Speech Pathology
Monday through Friday, 8:15 a.m. to 4:45 p.m.
Appointments ........................................ 503-571-5367

Other services
Main switchboard .................................... 360-418-6000
TTY ....................................................... 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory ............................................. 360-944-4894
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 6 p.m.

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

Pharmacy
Monday through Friday, 8 a.m. to 6 p.m.
Mail order pharmacy ................................ 1-800-548-9809
Pharmacy services ................................... 1-866-525-0582
TTY ....................................................... 1-800-735-2900

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

Specialty care
Monday through Friday, 8 a.m. to 5 p.m.
To cancel an appointment during office hours, call the specialty department.
After hours, call .................... 1-800-813-2000

Dietitian
Appointments/cancellations .................. 503-813-2000
Messages ................................ 503-669-3971

Imaging Services (X-ray, Mammography)
For results, contact your physician.
Appointments .......................... 1-888-810-7499
TTY .................................... 711

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

Optometry
Monday–Friday, 7 a.m.–6 p.m.

Pediatric Lactation Program

Social Services
Appointment/messages
Adults .................................... 503-669-5002
Pediatrics/Adolescents/Obstetrics/
Gynecology ............................. 503-674-4750

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

Other services
Main switchboard ........................ 503-669-3900
TTY ..................................... 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)
Laboratory ................................. 503-669-3959
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 6 p.m.
Nurse Treatment Center .......................... 503-669-3900
Monday through Friday, 8 a.m. to 5 p.m.
Pharmacy
Monday through Friday, 8 a.m. to 6 p.m.
Mail Order Pharmacy ....................... 1-800-548-9809
Pharmacy services ........................ 1-866-280-2123
TTY ..................................... 1-800-735-2900
Nearest Urgent Care ......................... see page 12

Parking
SE Stark
SE 202nd
SE 181st
Ruby Junction
Light Rail
SE 194th
SE 181st
SE 202nd

Rockwood Medical Office
19500 SE Stark St, Portland, OR 97233
Salmon Creek Medical Office
14406 NE 20th Ave, Vancouver, WA 98686

Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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
Monday through Friday, 8 a.m. to 5 p.m.

Imaging Services (X-ray, CT Scan, Bone Density [DEXA], Mammography, MRI, Ultrasound)
For results, contact your physician.
Appointments:
Bone Density, Mammography .......................... 1-888-810-7499
MRI ..................................... 503-571-2685
Ultrasound .................................... 360-571-3050
TTY ......................................... 711

Nephrology
Monday through Friday, 9 a.m. to 5 p.m.
Advice/Messages ................................. 1-877-786-1600
Appointments .................................. 1-855-238-5631
Kidney Department Nurse Line .................. 1-877-786-1600

Obstetrics/Gynecology (OB/Gyn)
Appointments/Cancellations/
Information/Messages ....................... 503-813-2000

Pediatric Lactation Program
Information ........................................ 360-571-3017

Social Services
Appointments/Messages ....................... 360-571-4241

Vision Essentials by Kaiser Permanente
Contact lenses ................................. 360-571-3081
Monday through Friday, 8 a.m. to 6 p.m.
Ophthalmology ................................. 1-800-813-2000
Monday through Friday, 8:00 a.m. to 5 p.m.
Optical Center ......................... 360-571-3084
Monday through Friday, 8 a.m. to 6 p.m.
Optometry .................................. 1-800-813-2000
Monday through Friday, 7 a.m. to 6 p.m.

Wound Clinic (Chronic)
Monday through Friday, 9 a.m. to 5 p.m.
Appointments/Messages ....................... 503-499-5714

Other services

Main switchboard ............................... 1-800-813-2000
TTY ................................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 7:30 a.m. to 6 p.m.
Information .................................. 360-571-3061

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

Pharmacy
Monday through Friday, 8 a.m. to 6 p.m.
Mail delivery ................................. 1-800-548-9809
Pharmacy services ....................... 1-866-280-2736
TTY ......................................... 1-800-735-2900

Nearest Urgent Care ......................... see page 12
Primary care
Monday through Friday, 8 a.m. to 5 p.m.
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.
Portland area ........................................ 503-813-2000
All other areas ..................................... 1-800-813-2000

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

Dietitian
Appointments ........................................ 503-361-5400
Messages ............................................. 503-763-3636

Gastroenterology (GI)
Appointments/Information ........................ 503-763-3676

General Surgery
Monday through Friday, 7 a.m. to 6 p.m.
Advice/appointments .............................. 503-370-4854

Hematology
Services offered the third Wednesday of the month.
Appointments ........................................ 503-249-5503

Imaging Services (X-ray, Fluoroscopy, Bone Density [DEXA], CT Scan, Mammography, MRI, Ultrasound)
For results, contact your physician.
Fluoroscopy, Bone Density, CT Scan, Mammography .......................... 503-588-5985
MRI .................................................. 503-763-3690
Ultrasound .......................................... 503-566-4547
TTY .................................................. 711

Mental Health
Appointments (First contact) ...................... 503-316-2300
Emergency Psychiatric Services (24 hours)
Portland area ........................................ 503-331-6425
All other areas ..................................... 1-866-453-3932

Information ........................................... 503-588-5955
Messages recorder 
(non-urgent after-hours) ......................... 503-588-5956
Mother-Baby Program .............................. 503-566-4569
Nursing Foot-Care Services
Appointments ........................................ 503-361-5400
Obstetrics/Gynecology (OB/Gyn)
Appointments / Cancellations /
Information / Messages ......................... 503-813-2000
Occupational Therapy/Physical Therapy
The following phone numbers are for the Regional Appointment Center
Portland area ........................................ 503-571-4910
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

Sleep Medicine

Social Services
Appointments/messages ......................... 503-566-4556

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

Wound Clinic
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 ................................................ 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

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

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

Pharmacy
Monday through Friday, 8 a.m. to 6 p.m.
Mail delivery ...................................... 1-800-548-9809
Pharmacy services ............................... 1-866-280-4583
TTY ................................................ 1-800-735-2900

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

Specialty care
Monday through Friday, 7:30 a.m. to 6:30 p.m.
To cancel an appointment during office hours, call the specialty department.
After hours, call 1-800-813-2000

Ambulatory/Day Surgery
Admitting 503-571-9393
Monday through Friday, 6 a.m. to 4:30 p.m.
Recovery room 503-571-9194

Audiology
Appointments 1-855-512-5983

Dermatology
Appointments 1-855-512-5983

Gastroenterology
Advice/appointments/consults 503-571-8240

General Surgery
Appointments 1-855-802-6755
Messages:
Portland area 503-571-8242
Vanvouver area 360-256-0556

Imaging (X-ray)
For results, contact your physician.

Infectious Disease
Appointments/messages 503-571-3165

Nursing Foot-Care Services
Appointments 503-571-2479

Occupational Therapy/Physical Therapy
The following phone numbers are for the Regional Appointment Center
Portland area 503-571-4910
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 HNS (Head and Neck Surgery)
Advice 503-571-3995
Appointments 1-855-512-5983

Physiatry/Electrodiagnosis
Advice/messages 503-571-4229
Appointments 503-571-8007

Plastic Surgery
Advice 503-571-3162
Monday through Friday, 8 a.m. to 5 p.m.
Appointments 1-855-802-6755

Podiatry
Advice 503-571-8168
Appointments 1-855-248-0051
Monday through Friday, 8 a.m. to 5 p.m.

Thoracic Surgery
Advice 503-571-3162
Monday through Friday, 8 a.m. to 5 p.m.
Appointments 503-571-8251

Urology
Advice/appointments/messages 503-571-3488

Wound Clinic
Appointments/messages 503-499-5714
Monday through Friday, 8 a.m. to 5 p.m.

Other services
Main switchboard 503-652-2880
TTY 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 8 a.m. to 5:30 p.m.

Pharmacy
Monday through Friday, 9:30 a.m. to 5:30 p.m.
Mail delivery 1-800-548-9809
Pharmacy services 1-866-525-0581
TTY 1-800-735-2900

Nearest Urgent Care see page 12
Sunnyside Medical Office
10180 SE Sunnyside Rd, Clackamas, OR 97015

Specialty care
Monday through Friday, 8 a.m. to 5 p.m.
Also, refer to Kaiser Permanente Sunnyside Medical Center department listings on page 40.

To cancel a specialty care appointment during office hours, call the specialty department.
To cancel after hours, call:
All areas ........................................... 1-800-813-2000

Imaging Services (X-ray, Fluoroscopy, Bone Density (DEXA), CT Scan, Mammography, Ultrasound, MRI, Nuclear Medicine)
For results, contact your physician.
Appointments:
Fluoroscopy, Bone Density,
CT Scan, Mammography,
Ultrasound, Nuclear Medicine .... 1-888-810-7499
MRI ............................................... 503-571-2685
TTY ................................................. 711

Mental Health
Emergency Psychiatric Services (24 hours)
Portland area ......................... 503-331-6425
All other areas ......................... 1-866-453-3932

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

Occupational Therapy/Physical Therapy
Appointments .............................. 503-571-4190

Pulmonary Function Laboratory
Appointments .......................... 1-855-878-6411
Respiratory Case Management
Messages ................................. 503-571-4772

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

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

Other services
Main switchboard ...................... 503-652-2880
Vancouver area ......................... 360-256-0556
TTY ............................................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)
Nearest Urgent Care .................. see page 12
Sunset Medical Office
19400 NW Evergreen Pkwy, Hillsboro, OR 97124

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

Dietitian
Appointments ...................... 503-813-2000
Messages .......................... 971-310-2328

Imaging (X-ray)
Monday through Friday, 8 a.m. to 6 p.m.

Optometry .......................... 503-813-2000
Monday-Friday, 7 a.m.-6 p.m.

Pediatric Lactation Program

Social Services
Appointments/information ........ 971-310-2538

Sports Medicine
Appointments
Portland area ...................... 503-813-2000
All other areas .............. 1-800-813-2000
TTY Appointments/Advice ........ 1-800-735-2900

Other services
Main switchboard .................. 1-800-813-2000
TTY ................................. 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

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

Nearest Urgent Care ................. see page 12
Tanasbourne Medical and Dental Office
10315 NE Tanasbourne Dr, Hillsboro, OR 97124

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

Addiction Medicine
Appointments/Cancellations/Information .................. 1-855-632-8280

Dermatology
Advice/appointments/messages
Portland area .......................... 503-331-3060
All other areas .......................... 1-855-512-5983
After-hours cancellations
Portland area .......................... 503-813-2000
All other areas .......................... 1-800-813-2000

Mental Health
Monday through Friday, 7:30 a.m. to 6 p.m.
Appointments/Cancellations/Messages .................. 503-249-3434
Emergency Psychiatric Services (24 hours)
Portland area .......................... 503-331-6425
All other areas .......................... 1-866-469-3932

Occupational Therapy
Monday, 8:30 a.m. to 5 p.m.
Tuesday and Thursday, 7:30 a.m. to 6 p.m.
Wednesday, 8 a.m. to 6 p.m.
Friday, 7:30 a.m. to 4 p.m.
Advice/Appointments .................. 503-571-4910

Ophthalmology
Appointments .................. 503-813-2000

Physical Therapy
Monday through Friday, 9 a.m. to 5 p.m.
Advice/Appointments .................. 503-571-4910

Speech Therapy
Monday through Friday, 7:30 a.m. to 5:30 p.m.
Advice/Appointments .................. 503-571-4910

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

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

Addiction Medicine
Appointments/cancellations ........ 503-249-3434

Allergy
Advice ............................... 503-612-3375
Appointments ....................... 1-855-238-5631

Dietitian
Appointments ....................... 503-813-2000
Messages ............................ 503-885-7328

Imaging Services (X-ray, Mammography)
For results, contact your physician.
Appointments ........................ 1-888-810-7499
TTY ...................................... 711

Mental Health
Appointments/cancellations ........ 503-249-3434
Emergency Psychiatric Services (24 hours)
Portland area ........................ 503-331-6425
All other areas ........................ 1-866-453-3932

Occupational Therapy/Physical Therapy
The following phone numbers are for the Regional Appointment Center
Monday through Friday, 9 a.m. to 5 p.m.
Portland area ........................ 503-571-4910
Salem area ............................ 503-763-3654
Washington ........................... 360-619-4260
Return appointments ................ 503-885-7320

Pediatric Lactation Program
Information ........................... 855-206-0302

Sleep Lab – Overnight Sleep Studies
Appointments ....................... 1-855-878-6411
Messages .............................. 503-612-3355
After-hours cancellations .......... 503-612-3352

Social Services
Appointments/information .......... 503-885-7329

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

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

Other services
Main switchboard ........................ 971-310-1000
Information (TTY) .................... 1-800-735-2900
(toll-free TTY for the hearing/speech impaired)

Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 8 a.m. to 6 p.m.
Information ........................... 503-885-7331

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

Pharmacy
Monday through Friday, 8 a.m. to 6 p.m.
Mail delivery .......................... 1-800-548-9809
Pharmacy services ................... 1-866-280-8818
TTY ..................................... 1-800-735-2900

Nearest Urgent Care ...................... see page 12
West Salem Medical Office
1160 Wallace Rd NW, Salem, OR 97304

Primary and specialty care
Monday through Friday, 8 a.m. to 5 p.m.
To make or cancel an appointment in Family Medicine, Internal Medicine, or Pediatrics, or to leave a message, call Monday through Friday, 7 a.m. to 6 p.m.:
Salem area ........................................... 503-361-5400
All other areas ...................................... 1-800-813-2000
Audiology
Monday through Friday, 8:30 a.m. to 5 p.m.
Information ............................................ 503-361-5400

Other services
Main switchboard
Salem area ........................................... 503-361-5400
All other areas ...................................... 1-800-813-2000
TTY ......................................................... 711
Laboratory
Call requesting practitioner for test results or check lab results online at kp.org.
Monday through Friday, 8 a.m. to 5:30 p.m.
Pharmacy
Monday through Friday, 8 a.m. to 5:30 p.m.
Mail delivery ....................................... 1-800-548-9809
Pharmacy services ................................. 1-866-525-0583
TTY ....................................................... 1-800-735-2900
Nearest Urgent Care .............................. see page 12
Westside Medical Office
2875 NE Stucki Ave, Hillsboro, OR 97124

Specialty care
Also, refer to Kaiser Permanente Westside Medical Center department listings on page 41.

Audiology .................. 1-855-512-5983
Cardiology (Echo, Monitors, Treadmill) ........... 971-310-3240
Foot Care ................. 971-310-3240
Gastroenterology (GI) .......... 503-331-6170
General Surgery ............ 971-310-3935
Genetics ................... 503-331-6593
Imaging Services (X-ray, Fluoroscopy, CT Scan, Mammography, MRI, Ultrasound, Nuclear Medicine)
For results, contact your physician.
Appointments .................. 1-888-810-7499
MRI Appointments ........... 503-571-2685
TTY .......................... 711

Infectious Disease
Nephrology
Advice ....................... 503-786-1158
Appointments .............. 1-855-238-5631
TTY .......................... 1-800-735-2900

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

Neurosurgery
Obstetrics/Gynecology (Ob/Gyn) ........ 503-813-2000
Oncology .................... 971-310-3240
Otolaryngology HNS (Head and Neck Surgery)
Advice ....................... 971-310-2840
Appointments .............. 503-331-3060
1-855-512-5983

Palliative Care/Hospice ........ 971-310-1000
Pediatric Lactation Program 855-206-0302
Plastic Surgery
Podiatry ...................... 971-310-3240

Pre-Op Clinic ......................... 503-571-5780
1-855-802-6577

Pulmonology
Sleep
Social Services ................ 971-310-4750
Urology .................... 971-310-4385

Vascular Surgery — Access Team 971-310-4385

Other services
Appointments/Cancellations/
Information .................. 503-813-2000
Main Phone .................. 971-310-1000

Laboratory
Pharmacy - Westside Medical Center Outpatient
Monday through Friday, 7 a.m. to 7 p.m.
Saturday and Sunday, 9 a.m. to 6 p.m.
Mail Order Pharmacy 1-800-548-9809
Pharmacy services 1-866-280-0511
TTY 1-800-735-2900

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 97006
503-646-0161
Monday through Friday, 8 a.m. to 5 p.m.

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

* 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
Monday through Friday, 7 a.m. to 5:30 p.m.

The Portland Clinic – South
6640 SW Redwood Ln, Portland, OR 97224
503-620-7358
Monday through Friday, 8 a.m. to 5 p.m.
The Portland Clinic – Tigard
9250 SW Hall Blvd, Tigard, OR 97223
503-293-0161
Monday through Friday, 8 a.m. to 5 p.m.

All services ......................... 503-293-0161
Audiology
Gastroenterology
Manual Medicine
Orthopedics & Sports Medicine
Otolaryngology (ENT)
Physical Therapy
Podiatry
Radiology
Surgery
Urology
Urgent Care.. Monday through Friday, 8 a.m. to 8 p.m.
and Saturday, 9 a.m. to 5 p.m.
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**
Monday and Tuesday, 8 a.m. to 7 p.m.
Wednesday through Friday, 8 a.m. to 5 p.m.

**Orchid Health – Oakridge Clinic**
47815 Hwy 58, Oakridge, OR 97463
**541-782-8304**
Monday through Wednesday, 8 a.m. to 7 p.m.
Thursday and Friday, 8 a.m. to 5 p.m.
OTHER SERVICES FOR MEMBER CARE

Hours are Monday through Friday, 8 a.m. to 5 p.m., 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)
Monday through Friday, 8:30 a.m. to 5 p.m.
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, Monday through Friday, 8 a.m. to 6 p.m., 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. to 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
Monday through Friday, 7:30 a.m. to 4:30 p.m.
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 .......................................................... 1-888-238-1255
All other areas ...................................................... 503-721-3849
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
Nondiscrimination Notice

Kaiser Foundation Health Plan of the Northwest (Kaiser Health Plan) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We also:

- Provide no cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide no cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call 1-800-813-2000 (TTY: 711)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at: Member Relations, Attention: Kaiser Civil Rights Coordinator, 500 NE Multnomah St. Ste 100, Portland, OR 97232, telephone number: 1-800-813-2000.


Help in Your Language

Attention: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-813-2000 (TTY: 711).

Arabic (Arabic) ملاحظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان.


Farsi (Farsi) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-813-2000 (TTY: 711) تماس بگیرید.


German (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-813-2000 (TTY: 711).

Japanese (Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-813-2000 (TTY: 711) まで、お電話にてご連絡ください。

Khmer (Khmer) បញ្ហាដែល អាចមានសំលេង សម្រាប់អ្នកក្នុងការប្រឈម គឺអាចមានសំលេង សម្រាប់អ្នកក្នុងការប្រឈម ប្រែប្រួល ប្រការអំពីការប្រឈម គឺអាចមានសំលេង សម្រាប់អ្នកក្នុងការប្រឈម ប្រការអំពីការប្រឈម ដែលត្រូវបានផ្តល់ឱ្យ គឺអាចមានសំលេង សម្រាប់អ្នកក្នុងការប្រឈម ប្រការអំពីការប្រឈម ដែលត្រូវបានផ្តល់ឱ្យ នៅ ទូរស័ព្ទ 1-800-813-2000 (TTY: 711)។
ONLINE PRACTITIONER AND PARTICIPATING PROVIDER DIRECTORY

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/choosetheyourdoctor. 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.