

Your Guidebook

to Kaiser Permanente Services



Your Quick Reference Tool

Grab a pen! Use the grid below to keep track of your and your family's health care information in one convenient place. To make an appointment for yourself or a family member, or to get health advice by phone, call **1-800-954-8000** or **711** (TTY for the hearing/speech impaired).

Name	Medical record number	Physician	Facility

Kaiser Permanente medical centers and offices

The following locations provide primary care in your area. For details about the departments and services available at these locations, simply go to the page listed. At the end of this book, you'll find a list of other Kaiser Permanente medical centers in your region.

Culver Marina Medical Offices	44	Pasadena Medical Offices	56
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The information in *Your Guidebook to Kaiser Permanente Services* is updated periodically and is current as of April 2012. Plan hospitals, plan physicians, and other plan providers, and the services available at plan facilities, are subject to change at any time without notice. If you have questions about *Your Guidebook*, please call our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. Closed holidays; closed at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve. Or visit kp.org/facilities for the latest updated information.

Member and Marketing Communications publishes *Your Guidebook* once a year for Kaiser Permanente members. We welcome your comments. Please write to us: Kaiser Permanente, 300 Lakeside Drive, 13th Floor, Oakland, CA 94612-3429; e-mail: guidebook@kp.org.

About Our Member Service Call Center

Have questions about your benefits or coverage? Need to replace a lost ID card or get copies of *Your Guidebook* for other service areas? With your medical record number handy, call us on a touch-tone phone to access our automated system or speak to a representative.

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects **1-800-757-7585**

TTY for the hearing/
speech impaired **1-800-777-1370**

Senior Advantage (HMO) and
Medicare members (English) **1-800-443-0815**

Our automated system is available anytime, day or night. Representatives are available 24 hours a day, seven days a week, except holidays, and until 5 p.m. on the day after Thanksgiving, Christmas Eve, and New Year's Eve.

You can access telephone interpreter services in more than 140 languages. Please tell us what language you need when you connect to a representative.

For Member Services phone numbers across the country, go to the inside back cover.



Care Basics

Choosing your doctor

The choice is yours.

Developing a relationship with your personal physician is an important part of your total health. Whether providing preventive care exams, helping you find a healthy lifestyle program, treating you when you're sick, or coordinating your care with specialists, your personal physician can be an effective advocate for your health needs and goals.

Please take a moment to select a personal physician.

Step 1.

Choose a Kaiser Permanente facility

Although you can get care at any Kaiser Permanente facility, we recommend that you choose the medical facility that you'll visit most often.

Step 2.

Choose the type of care that's right for you and your family

You can choose a personal physician from one of the departments listed next.

Family Medicine (Family practitioners)

For members of all ages, including children. Family practitioners may also provide general gynecologic care for women.

Adult Medicine or Internal Medicine (Internists)

For members 18 and older.

Obstetrics-Gynecology (Ob-Gyn)

Because women have unique health needs and questions, we encourage women who are between 18 and 64 to select an Ob-Gyn in addition to an internist or family practitioner. Sexually active teens who are younger than 18 are also encouraged to select an Ob-Gyn.

Pediatrics

For children and youth from birth through 17.

Step 3. Make your choice

Online

- Have your Kaiser Permanente ID card handy.
- Go to kp.org/chooseyourdoctor.
- Click on the "Doctors" link.
- "Select an area" where you are seeking a Doctor.
- Click on the "Clinical staff directory" link.
- Search the directory by clicking on the link for "Primary care practitioners accepting new patients."
- Select the primary care medical specialty and medical office location you desire.
- Find information on the available physicians by clicking on their names and visiting their home pages.

- Choose your personal physician by clicking on the “Select me” button on the physician’s home page (you must be registered on our website to access this secure feature, to register visit kp.org/registernow).
- Complete and submit the online physician selection form.

Phone

Call the physician selection service at **1-888-956-1616**.

Your health care team

Your health care team may include nurse practitioners (NPs), physician assistants (PAs) or certified nurse midwives (CNMs).

- **Nurse practitioners** are registered nurses who’ve completed advanced education and training. NPs can diagnose and treat a wide variety of medical conditions, write prescriptions, order and interpret lab and medical imaging tests, and educate and counsel members and their families. They practice with physician supervision and support according to standardized procedures.
- **Physician assistants** are licensed health care professionals who’ve completed a specialized training program. PAs work under physician supervision to provide diagnostic and therapeutic services for a variety of medical conditions that include writing prescriptions and ordering and interpreting lab and medical imaging tests.

- **Certified nurse midwives** are nurses who’ve completed specialized education and training in both nursing and midwifery. CNMs are certified by the California Board of Registered Nursing and nationally by the American College of Nurse Midwives. They work closely and in collaboration with physicians to provide care to healthy women from puberty through menopause; including prenatal care, intrapartum and postpartum care, immediate newborn care, family planning, and well-woman gynecological care.

Referrals for specialty care

Your primary care physician will refer you to a Plan specialist when he or she believes that you require specialty care. Some specialty departments such as Obstetrics-Gynecology, Psychiatry, and Chemical Dependency or Addiction Medicine don’t require a referral. There may be instances when you require the services of a non-Plan physician. These services may be covered only when authorized in writing by the Medical Group. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information.

Getting a second medical opinion

If you want a second opinion, you can either ask your Plan physician to help you arrange one, or you can make an appointment with another Plan physician. The second opinion will be provided by an appropriately qualified medical practitioner. An appropriately qualified medical practitioner is a physician who is acting within his or her area of expertise and who possesses a clinical background related to the illness or condition associated with the second opinion request. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information about second opinions.

Making an appointment

Routine appointments. If you need the following services, you can schedule an appointment at your convenience.

- Preventive care (services that protect against disease, promote health, or detect disease at its earliest stages, before noticeable symptoms develop).
- Periodic follow-up care (regularly scheduled follow-up care such as visits to monitor a chronic condition).
- Other care that is not urgent care.

Urgent care appointments are for when you are sick or injured and require prompt medical attention but don't have an emergency medical condition. See page 6 for emergency services information.

Online

You can make appointments with your primary care practitioner at **kp.org/appointments**. You can also view or cancel appointments anytime at this website. (You must be registered on our website to access these secure features. To register, visit **kp.org/registernow**.)

See page 16 for more online resources and tools such as My Health Manager.

Phone

To schedule routine, nonurgent, and urgent care appointments, call the Appointment and Advice Call Center or your physician's department. If you are a new member, you can make your first appointment by calling **1-888-956-1616**. See the Facility Directory beginning on page 39.

Timely access to scheduled appointments

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

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

Type of care	Appointment offered
Urgent care appointment (<i>urgent care</i> is defined on page 6)	Within 48 hours
Nonurgent primary care appointment (including adult/internal medicine, pediatrics, and family medicine)	Within 10 business days
Nonurgent mental health care appointment with a practitioner other than a physician	Within 10 business days
Nonurgent specialty care appointment with a physician	Within 15 business days

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

The standards for appointment availability don't apply to preventive care services. Your practitioner may recommend a specific schedule for these types of services, depending on your needs. Preventive care services may include physical exams, vision and hearing tests, immunizations, health education, and

prenatal care. The standards also do not apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

Timely access to telephone assistance

In addition, the following standards for answering telephone inquiries were developed by the DMHC. These standards require health plans to answer the following telephone inquiries within specified time frames.

- For telephone advice about whether you need to get care and where to get care, plans must answer within 30 minutes, 24 hours a day, seven days a week.
- For customer service inquiries, plans must answer within 10 minutes during normal business hours.

About our Appointment and Advice Call Center

If you're not sure what kind of care you need, want advice on a health care question, or have questions about how to make an appointment, call our center on your touch-tone phone.

Getting health care advice 24 hours a day, 7 days a week

We have licensed health care professionals available to assist you by phone anytime. Here are some of the ways they can help you:

- Answer your questions about a health concern and if appropriate, instruct you on self-care at home.
- Advise you about seeking medical care, and how and where to get care. (For example, if you're not sure that your condition is an emergency medical condition, they can help you decide whether you need emergency or urgent care, and how and where to get that care.)

- Let you know what to do if you need care and a Plan medical office is closed.

Assistance with appointments

Our Appointment and Advice Call Center can help you with appointments for primary care and minor injury departments in addition to answering your questions.

Contacting our Appointment and Advice Call Center

You can reach a licensed health care professional by calling the appointment or advice telephone number for Adult Medicine, Pediatrics, and Women's Health listed in medical centers and offices in this *Guidebook* on the inside front cover. When you call, a trained support person will ask you questions to help determine how to direct your call. Be sure to have your medical record number handy.

Accessing urgent care

When you are sick or injured, you may have an urgent care need. An urgent care need is one that requires prompt medical attention but is not an emergency medical condition. If you think you may need urgent care, call the appropriate appointment or advice telephone number at a Plan facility. Please refer to this *Guidebook* for appointment and advice telephone numbers.

If you are temporarily outside of the Kaiser Permanente service area and have an urgent care need due to an unforeseen illness, injury, or complication of an existing condition (including pregnancy), we cover the medically necessary services you receive from a non-Plan provider if you reasonably believed that your (or your unborn child's) health would seriously deteriorate if you delayed treatment until you returned to our service area.

Accessing emergency services

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

An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in any of the following:

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

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

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

To contact the Emergency Department, see the Facility Directory beginning on page 39.

Emergency care coverage

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

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

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

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

Post-stabilization care

Post-stabilization care is medically necessary care related to your emergency medical condition that you receive after your treating physician determines that this condition is stabilized. Kaiser Permanente covers post-stabilization care from a non-Plan provider, including inpatient care at a non-Plan

hospital, only if we provide prior authorization for the care or if otherwise required by applicable law (“prior authorization” means that we must approve the service in advance). To request authorization for post-stabilization care from a non-Plan provider, you must call us before you receive the care or as soon as it is reasonably possible.

For non-Plan admissions or post-stabilization care authorization, call us at 1-800-225-8883 (you can find this telephone number on your Kaiser Permanente ID card).

After we are notified, we will discuss your condition with the non-Plan provider. If we decide you require post-stabilization care, and the care would be covered if you received it from a Plan provider, we will authorize your care from that provider or arrange to have a Plan provider or other designated provider administer care. Be sure to ask the non-Plan provider to tell you what care (including any transportation) we have authorized because we will not cover unauthorized post-stabilization care or related transportation provided by non-Plan providers, except as otherwise described in the *Evidence of Coverage* or *Certificate of Insurance*.

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

When you call:

- **Request authorization for post-stabilization care before you obtain the care from a non-Plan provider or as soon as it is reasonably possible.** We understand that extraordinary circumstances can delay your ability to call us to request authorization for post-stabilization care from a non-Plan provider, for example, if a young child is without a parent or guardian present, or you

are unconscious. In these cases, you must call us as soon as reasonably possible. Please keep in mind that anyone can call us for you. We do not cover any care you receive from non-Plan providers after your emergency medical condition is stabilized unless we authorize it or if otherwise required by law. If you don’t call as soon as reasonably possible, you increase the risk that you will have to pay for this care.

- **Notify us that you have been admitted to a non-Plan hospital.** Please notify us of any admission as soon as it is reasonably possible.

Traveling outside your area

If you’re planning to travel outside of your Kaiser Permanente service area, you can order a *Travel Kit*. The kit has information on how to get care, what kind of care is covered, and what to do if you are admitted to a non-Kaiser Permanente facility. To order the *Travel Kit*, contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. Closed holidays; closed at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year’s Eve. Order your kit at least two weeks before you travel to make sure you receive it in time. Always carry your Kaiser Permanente ID card when you travel.

Filling your prescriptions

Save time, energy, and maybe even lower your costs.

Prescriptions (and prescription refills) can be paid for with a current, valid credit card (American Express, Discover Card, MasterCard, or Visa). You can also pay with a debit card that has the Visa or MasterCard logo. Here are some convenient ways to order your prescription refills:

- **Online.** Visit kp.org/rxrefill or use our kp.org mobile app to order and to check the status of your refills. (To access the secure features on our website, all you need to do is register online at kp.org/registernow.)
- **Through our automated telephone system.** For prescription refills, call the pharmacy phone number highlighted on your prescription label. Have your medical record number, prescription number, home telephone number, and credit or debit card information handy.

Use our convenient mail-order service for prescription refills. When you select the mail-order option online or via mobile app or by phone, you don't pay any extra cost for standard U.S. postage. We can mail most prescriptions to you anywhere in the United States in 7 to 10 days.

Most medications can be mailed, but there are some restrictions. Please see your *Evidence of Coverage* or *Certificate of Insurance* for information about your drug coverage, or check with your local pharmacy if you have a question about mailing.

Or if you prefer, you can get your prescriptions filled in person at any of our pharmacies. Find the pharmacy nearest you in the Facility Directory beginning on page 39.

Out of refills?

If you have no prescription refills left when you place your order, we can contact your physician to request additional refills for you. Please allow two additional working days to process your order when you have no refills remaining.

Who to call?

We're here to answer your pharmacy questions. Call the pharmacy number printed at the top of your prescription label or find a local pharmacy in the Facility Directory beginning on page 39. If you have questions about your benefits, contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. Closed holidays; closed at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve.

Transferring prescriptions

- **From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy.** To transfer a prescription from a non-Kaiser Permanente pharmacy to any of our pharmacies, call the Kaiser Permanente pharmacy that you want to go to and give the pharmacist the non-Kaiser Permanente prescription number and phone number. Your Kaiser Permanente pharmacist will handle the rest. Please allow two or more working days to process the transfer.
- **From one Kaiser Permanente pharmacy to another Kaiser Permanente pharmacy.** Visit kp.org/rxrefill or call the Kaiser Permanente pharmacy where you would like to pick up your prescription. Enter your current prescription number when prompted. Our pharmacy staff will then transfer your prescription to the Kaiser Permanente pharmacy location you requested.

Prescription benefits

Most of our plans cover only prescriptions written by Kaiser Permanente or affiliated practitioners, a practitioner we have referred you to, or a dentist. You'll generally pay full price for all other prescriptions. If your coverage doesn't include a prescription benefit, you can still use a Kaiser Permanente pharmacy but you'll need to pay the full price for your prescriptions. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information.

Prescription drug formulary

Our formulary is a list of covered drugs that have been carefully evaluated and approved by our Pharmacy and Therapeutics (P&T) Committee made up of Kaiser Permanente (Plan) physicians and pharmacists. The committee thoroughly reviews the medical literature and determines which drugs to include on the formulary based on a number of factors, including safety and effectiveness. The P&T Committee reviews and updates the formulary throughout the year to ensure that it continues to include the safest, most effective drugs.

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

A generic drug is a chemical copy of a brand-name drug and is equivalent to the brand-name drug in action, quality, and safety but usually costs less. Generic drugs contain the same active ingredients in the same dosage as their brand-name counterparts and are approved by the U.S. Food and Drug Administration. They become available only after the patent on a brand name drug expires, at which point

other companies are allowed to make the drug at cost savings ranging from 30 to 80 percent.

Generally, when a new generic becomes available, it is added to the formulary and the brand name equivalent is removed. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generics for the formulary. Today, generic drugs account for nearly 70 percent of all United States prescriptions.

If you have a prescription drug benefit and are prescribed a formulary drug, that drug will be covered under the terms of your benefits. Non-formulary brand medications may not be covered under the terms of your prescription drug benefit unless your doctor determines through an exception process that one is medically necessary—for example, in the highly unusual situation that you do not tolerate or respond well to a generic drug. If your plan doesn't have a prescription drug benefit, you will be charged full price for both formulary and non-formulary drugs.

Over-the-counter (OTC) offerings

Kaiser Permanente pharmacies carry a variety of popular OTC nonprescription medications and supplements, including vitamins, antacids, and cough and cold medicines. In some cases, our OTC medications may cost less than what other retail pharmacies charge.

Due to the health care reform law, members who contribute to a Health Savings Account (HSA) or a Health Reimbursement Arrangement (HRA), may purchase eligible over-the-counter (OTC) medicines with these funds, if accompanied by a doctor's prescription. For more information on this new law, please contact your HSA/HRA financial administrator.

Preparing for your visit

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.

- 1 **Prepare for your office or hospital visit. Write down questions and notes beforehand.** Arrive a few minutes early to allow time for check-in. Bring your Kaiser Permanente ID card and a photo ID. Bring a friend or family member with you when you meet with your physician; he or she can help you ask questions, remember answers, and speak up for you if you're having trouble communicating.
- 2 **Check in.** There are now two ways to check in for appointments—at the receptionist desk or at our self-service kiosk. To use the kiosk, simply insert your Kaiser Permanente ID card or enter your name to begin the check-in process. At the kiosk, you can pay deductibles and copayments with a debit or credit card, update certain personal information, and get directions to your appointment—now available in several languages. Kiosks may not be available at all locations.
- 3 **Bring a list of all the medications you're currently taking,** including over-the-counter medications such as aspirin, ibuprofen (for example, Advil or Motrin¹), vitamins, and herbal supplements. If you have any concerns about your medication, notify your practitioner or the pharmacy. Make sure you understand how to take your medications (ask about side effects and which foods, drinks, over-the-counter drugs, or herbal supplements to avoid). Ask your doctor whether you should avoid certain activities. And read the medication labels to make sure you

have the medication ordered. Learn more about your medications at [kp.org/medications](https://www.kp.org/medications).

¹Kaiser Permanente does not endorse any medications or products mentioned. Trade names listed are for easy identification only.

- 4 **Speak up when you have questions or concerns.** If you have questions, make a list and bring the list to your appointment. After your questions are answered, summarize the information in your own words to help ensure that the information is clear. It's a good idea to ask questions before a medical test, when prescribed medication, and before you begin any medical treatment.

What to ask:²

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

²Adapted with permission from "Ask Me 3" by the Partnership for Clear Health Communication.

- 5 **Be patient with questions from your health care team.** Different members of your health care team may ask you the same questions several times, such as what is your name or do you have allergies. Asking these questions is one way to make sure that you are getting the right care.
- 6 **Wash your hands often to reduce the spread of germs.** Ask us if we have washed our hands—cleaning our hands before and after contact with every patient greatly reduces the risk of infection. And remember to wash your hands after you use the bathroom, and before you eat, using soap and water or an alcohol-based hand sanitizer.

- 7 **Cover your cough.** When you sneeze or cough, cover your mouth and nose with a tissue. Put the used tissue in the waste basket. If you do not have a tissue, cough or sneeze into your upper sleeve, not your hands. Clean your hands often with soap and water or an alcohol-based sanitizer.
- 8 **Make sure that all medical professionals involved in your care have important health information about you.** Tell your health care team about any complementary or alternative treatments you use such as herbs, acupuncture, or chiropractic care or any care that you receive outside of Kaiser Permanente.
- 9 **Compare expectations.** Tell your physician what you expect from a treatment and ask whether your expectations are realistic.
- 10 **Before you leave the medical office or hospital,** know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your health care team if you are unsure about anything. If you have concerns about your safety or your care, please discuss them with your health care team. If you don't understand the answers you receive, ask for more information. Our goal is to provide you with the safest care possible.
- 11 **Know your test results.** Ask your doctor how and when to get your test results, and make sure you understand what the results mean. View recent test results and learn more about them at kp.org/myhealthmanager. Call your doctor or nurse if you need more information or have any questions.

- 12 **If your plan includes a cost share (deductible, copay, or coinsurance), be prepared to pay it when you check in.** You may pay by cash, check, American Express, Discover Card, Visa, MasterCard, or debit card (with the Visa or MasterCard logo) at the reception desk. Keep in mind that that this payment may cover only a portion of the total charges for the services you receive during your visit. In some cases, we may bill you for your cost share, or for any balance due. You can ask the receptionist for details or refer to your *Evidence of Coverage* or *Certificate of Insurance*.

Protecting you

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

If you notice potential signs of misconduct such as someone using another's ID card or information improperly, a statement listing charges for care you didn't receive, or your prescription medications have changed unexpectedly, contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. Closed holidays; closed at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve. For more information about how we are working to protect you, visit kp.org/protectingyou.

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

Help in your language

Interpreter services, including American Sign Language (ASL), are available during business hours at no cost to you.

This means that qualified interpreter services will be offered even when you are accompanied by a family member or friend who can interpret, as we have language assistance services available at no cost. We discourage the use of minor children as interpreters.

When you call us or come in for your appointment, we will try to speak to you in the language you are most comfortable with.

Our call centers have interpreters who speak Spanish, Cantonese, and Mandarin as well as other Chinese dialects. Most of our offices and hospitals have people who speak more than one language as well as American Sign Language (ASL) interpreters who are specially trained to interpret and explain medical terms and procedures. Many of our practitioners also speak more than one language. If you visit one of our facilities and no one speaks your language, we have interpreters for more than 140 languages available to you by phone.

In addition to interpreters, we can also provide you and your family with any special assistance you need to access our facilities and services, including providing you with assistive listening devices, audio CDs, most large print documents, and most translated materials. When needed, we also provide referrals to appropriate community-based resources, considering cultural, linguistic, and any other special needs. Just let us know how we can help.

For more information on the services we offer, contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. Closed holidays; closed at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve. If you are deaf, hard of hearing, or speech impaired, we have telephone-based services you can use to make appointments or get advice. When you call one of our TTY phone numbers, our staff will respond using a TTY telephone. The TTY telephone and the California Relay Service allows TTY and non-TTY users to communicate with each other.

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

Cómo usar los servicios de intérprete

Se ofrecen servicios de intérprete, incluido el Lenguaje de Signos Americano (American Sign Language, ASL), durante el horario normal de atención sin costo alguno para usted.

Esto significa que no es necesario que dependa de un familiar o un amigo para que actúe como intérprete ya que tenemos servicios de ayuda con el idioma sin costo para usted. No recomendamos usar menores de edad como intérpretes.

Cuando nos llame o acuda a su cita, trataremos de hablar con usted en el idioma en el que se sienta más cómodo.

Nuestras centrales de llamadas cuentan con intérpretes que hablan español. En la mayoría de nuestros consultorios y hospitales tenemos personas que hablan más de un idioma, además de intérpretes del Lenguaje de Signos Americano, que están capacitados especialmente para interpretar y explicar términos y procedimientos médicos. Muchos de nuestros profesionales también hablan más de un idioma. Si visita uno de nuestros centros y nadie habla su idioma, contamos con servicios de interpretación por teléfono en más de 140 idiomas.

Además de los servicios de interpretación, también podemos proporcionarles a usted, a su familia y amigos cualquier tipo de asistencia especial que necesiten a la hora de acceder a nuestras instalaciones y servicios, ya sea dispositivos de ayuda auditiva, grabaciones de audio en CD, la mayoría de los documentos impresos en letra grande y la mayoría de las publicaciones traducidas. Si fuera necesario, también podemos ofrecerle referencias para usar los recursos comunitarios que se consideren apropiados de acuerdo con las necesidades culturales,

lingüísticas u otras necesidades especiales. Simplemente díganos de qué manera podemos ayudarle.

Si desea más información sobre los servicios que ofrecemos, llame a nuestro Centro de Llamadas para Servicios a los Miembros al **1-800-788-0616** o al **1-800-777-1370** (TTY para personas con problemas auditivos y del habla), las 24 horas, los siete días de la semana. Cerramos los festivos y a las 5 p. m, los días de Acción de Gracias, Nochebuena y Nochevieja. Si tiene problemas auditivos o del habla, contamos con servicios telefónicos que puede usar para hacer citas y obtener consejos. Cuando llame a uno de nuestros números de teléfono TTY, nuestro personal le contestará utilizando un teléfono TTY. El teléfono TTY y el Servicio de Interpretación Indirecta de California permiten que los usuarios de TTY y las personas que no son usuarias de TTY se comuniquen entre sí.

Hay operadores capacitados especialmente en el servicio de interpretación indirecta que actúan como intérpretes entre la persona que escucha, la cual usa un teléfono estándar de voz, y la persona sorda o con problemas auditivos o del habla. Si usted es usuario de TTY y necesita ponerse en contacto con una instalación de Kaiser Permanente que no tiene un número de teléfono directo de TTY, marque el **711** y pida que el operador interprete la conversación.

語言的協助

我們在辦公時間內免費為您提供傳譯服務，亦包括美式手語傳譯。

這表示您不必依靠家人或朋友當傳譯員，因為我們提供免費的語言協助服務。同時，我們不鼓勵未成年子女充當傳譯員。

當您致電預約時間或應診時，我們都會盡量用您最熟識的語言與您溝通。

我們的電話傳譯中心有說西班牙語，粵語，普通話及其他華語方言的傳譯員。我們大多數的診所及醫院有說超過一種語言的人員及會美式手語的傳譯員，他們受過特殊訓練為您解釋醫學名詞及醫療程序。我們大多數的醫護人員都能說超過一種語言。如您到訪我們其中一所的醫療設施時而沒有職員能說您的語言，我們可以透過電話提供超過 140 種語言傳譯服務。

除了傳譯員之外，我們亦為您及家人，在使用我們設施或服務時提供所需的特殊協助，包括提供輔助聆聽裝置，錄音光碟，大多數的大字體文件，以及大多數的翻譯文件等。當有需要時，我們還提供社區轉介到適當的區內資源，迎合文化、語言、以及任何其他特殊需要。如需協助，請告知我們。

欲知更多有關我們服務的詳情，請致電會員服務電話中心 **1-800-757-7585** (華語)，或聽力與語言障礙者電傳專線 (TTY) **1-800-777-1370** 查詢；電話服務時間，每週 7 天，每天 24 小時。假日休息；感恩節翌日、聖誕節前夕、及新年前夕下午 5 時後休息。如您是失聰，有聽力或語言障礙，我們有電傳服務可為您預約時間或獲得醫療建議。當您致電我們的電傳專線 (TTY Phone) 服務時，我們的接線員亦會用 TTY Phone 給您回應。聽力與語言障礙者電傳專線 (TTY) 及 The California Relay Service (加州電傳接駁服務)，方便聽障 / 語障者 (TTY users)，及非聽障 / 語障者 (non-TTY users) 互相溝通。

受過特殊電傳接駁訓練的接線員，為使用普通電話者與失聰、聽障或語障者之間擔任傳遞談話的訊息。如您是電傳專線使用者，欲致電沒有直接電傳專線設備的 Kaiser Permanente 醫療設施，請撥 **711**，接線員將為您傳遞訊息。

Managing chronic conditions

Complex Case Management Program

provides short-term intensive case management support by telephone for members who have difficulty managing multiple chronic conditions that could result in emergency or urgent care visits.*

This program is available to:

- Members who have had a heart, liver, or lung transplant.
- Members with a Medi-Cal plan assigned to Kaiser Permanente.
- Members enrolled in a Special Needs Plan. (Kaiser Permanente Senior Advantage member who also has a Medi-Cal plan.)

Specially trained RN case managers and social workers work directly with caregivers and members along with their primary care physician to promote wellness. The case manager can assist you in understanding and managing your health condition(s) by helping you find ways to follow prescribed treatment and plan personal health care goals.

Complex case management services are provided at no extra cost to members.

To learn more call **1-866-551-9619**.

*See pages 6–8 for urgent and emergency care information.

Health Resources

Online tools and features

The shortest distance between you and better health.

My Health Manager at kp.org

With My Health Manager, not only can you view your health information online, you can actively manage care for you and your family, securely and conveniently, when receiving care or refilling prescriptions at a Kaiser Permanente facility.*

And now, you can manage your health with your mobile device. Check it out at kp.org. Go to kp.org/registernow to register—once you've registered, you can:

- Email your doctor's office or your child's doctor's office with routine medical questions.
- Find results of most lab tests.
- Schedule and cancel routine appointments, view future appointments, and view past office visit information.
- Refill most prescriptions and have them mailed to you at home, at no extra charge.
- View your or your child's recent immunization records.
- View information about your eligibility and benefits.

- View portions of an adult member's health information and use certain secure features on their behalf (for adult members 18 and older, when you're authorized by that individual).
- Receive our monthly e-newsletter *Partners in Health*.

Take an active role in your health at kp.org/myhealthmanager. To learn more about My Health Manager, take a quick tour at kp.org/experience.

And you can always take advantage of a variety of our online health tools, resources, and information:

- Browse our drug and health encyclopedias.
- Find facility locations and information.
- Use our health calculators.
- Research thousands of health topics.
- Get health plan information.
- And much more!

*Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.

Go digital with e-newsletter *Partners in Health*

Did you know you can choose to receive *Partners in Health* electronically as an e-newsletter instead of receiving a print version through the mail? You can help save paper while enjoying all the benefits our digital edition has to offer.

Every issue is delivered to you instantly via email. E-newsletter subscribers also enjoy new content every month, compared to three times a year with the print version. And the e-newsletter has links in the articles that take you directly to related features and resources found on **kp.org**.

Simply go to **kp.org/registernow**. By registering, you'll receive the monthly *Partners in Health* e-newsletter full of health tips and local facility news you can use—but you'll no longer get the print version. If you're already registered at **kp.org**, you'll automatically be switched from the print to the digital version.

Healthy living programs

We stand for health. Your health.

At Kaiser Permanente, you can take advantage of a wide variety of healthy living resources, including classes, online programs, telephone programs, and brochures.

Get help online

Visit **kp.org/healthyliving** to learn more about how you can improve your total health and the quality of your life. You will find links to health resources like our health encyclopedia, information on drugs and natural medicines, and classes and other programs for members. Some classes are open to the public and some classes may require a fee.

Give your lifestyle a healthy boost with online health coaching

Personalized online healthy lifestyle programs, offered in collaboration with HealthMedia[®], are free to members, and each one provides you with a tailored plan that can give you extra help in meeting your health and fitness goals. Go to **kp.org/healthylifestyles** (English) or **kp.org/vidasana** (Spanish).

We can help you:

- Assess your total health with Succeed[®] and have your results included as part of your electronic medical record.
- Lose weight with Balance[®].
- Reduce stress with Relax[®].
- Develop healthy eating habits with Nourish[®].
- Stop smoking with Breathe[®].
- Manage chronic health conditions with Care[®] for Your Health.*
- Manage pain with Care[®] for Pain.*
- Manage diabetes with Care[®] for Diabetes.*
- Manage depression with Overcoming[™] Depression.*
- Get a good night's sleep with Overcoming[™] Insomnia.*
- Take steps to lessen your back pain with Care[®] for Your Back.*

*Only available in English.

Live well and be well

Stop by your nearest Health Education Department or Healthy Living Store to find out about classes we offer, watch videos, pick up health information, and get answers to your health questions. At some locations, you can borrow or buy educational materials and health products.

Get help by phone: talk to a wellness coach

Call **1-866-402-4320** to learn about our wellness coaching programs and see if an appointment with a coach is right for you. A wellness coach can give you strategies and resources to help you quit tobacco, eat healthy, get active, reduce stress, or manage your weight. Available in English or Spanish to Kaiser Permanente members, Monday through Friday, 6 a.m. to 7 p.m.

Get fit online


Everyone can pursue the goal of fitness. Best of all, you can use any kind of exercise. As long as you do it regularly, any physical activity—walking, gardening, even doing laundry—can be part of helping you to look and feel your best, become stronger, and feel healthier. Whether you're 5 or 65, it's never too early—or too late—to get started. Go to kp.org/fitness for more information.

La guía en español

Your kp.org guide to bilingual health information.

If you prefer reading in Spanish, or if you're looking for health information in Spanish for a family member, start with *La guía en español*, our guide to health information in Spanish online.

We've added health information in Spanish throughout our site, and *La guía* can help you find it more easily. You can search our health and drug encyclopedias, read health topics of special interest to Latinos, view health videos about children and diabetes, or search for a health class in Spanish near you.

Visit kp.org/espanol for *La guía en español*, or click on the symbol  when it appears on our Web pages to go directly to the corresponding Spanish page.

Preventive care guidelines

These guidelines are for people who are generally healthy. If you have ongoing health problems, special health needs or risks, or if certain conditions run in your family, your preventive care plan may be different. Talk with your personal physician or practitioner about a set of guidelines that fit your needs.

To learn about which preventive care services are covered under your health plan, consult your *Evidence of Coverage*, *Certificate of Insurance*, *Disclosure Form*, or call our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired). To learn more about how you can make healthy lifestyle choices, visit our Health and Wellness page at kp.org/healthyliving. And bookmark your practitioner's home page at kp.org/chooseyourdoctor for quick links to health information, programs, and other resources.

Preventive care guidelines for children and teens

AGE	BIRTH TO 12 YEARS	AGES 13 TO 18 YEARS Share these guidelines with your teenagers.
Recommended Lifestyle Practices		
Alcohol and drugs		Don't drink alcohol or use drugs, and never drive under the influence.
Dental care	Prevent baby bottle tooth decay—don't leave a bottle with your baby at nap or nighttime. Brush your baby's teeth with water. Starting at age 2 , use a small amount of toothpaste and teach your child to brush and floss his or her teeth. Take your child to the dentist regularly.	Visit the dentist regularly.
Diet and nutrition	Breastfeed your baby. Breast milk is the best food for your baby and contains all the nutrition your baby needs for the first year of life. Give your child at least five servings of fruits and vegetables every day. Emphasize iron-enriched foods that contain calcium. Limit fat, cholesterol, sugar, and milk after age 2. Limit high-fat, non-nutritious foods such as fast foods, chips, sweets, and soda.	Choose foods low in fat, with five or more servings of fruits and vegetables every day.
Emotional health		Eat healthy foods and get plenty of sleep. If you're depressed, thinking of suicide, or are being hurt by someone, talk to your physician or another adult you can trust.
Environmental safety	Use hats and sunscreen to protect your child from sun exposure. Protect your child from crime and violence by not allowing your child to play outside alone. If your house was built before 1978, ask your physician about signs of lead toxicity.	
Exercise	Make sure your child plays actively every day. Walk, run, and play with your child whenever possible. Limit TV, video games, and computer use.	Try to be physically active every day.
Medical care	Bring your child to all well-child visits. These visits are generally scheduled every few months from birth to age 2 , then every year or two until age 12 . Your physician will let you know when to bring your child in.	Attend all well-child visits at age 13 to 15 and 16 to 17 , or more often as directed by your health care team.
Safety	Keep children out of the front seat of the car. Use safety seats for children age 8 or younger or who are less than 4' 9" in height. Wear seat belts. Use helmets when riding bikes. Do not leave children unattended inside motor vehicles. Put medicines out of reach. Keep the Poison Control Center telephone number (1-800-222-1222) handy. Install fences and gates around pools, and use guards on windows and stairs. Put your baby to sleep on his or her back (the "back to sleep" position).	Use seat belts, helmets, and safety gear.
Sexuality		Postpone sex. If you are sexually active, talk with your physician about birth control and safer sex.

AGE	BIRTH TO 12 YEARS	AGES 13 TO 18 YEARS Share these guidelines with your teenagers.
Smoking	Don't allow anyone to smoke around your child.	Avoid or quit smoking and chewing tobacco. Visit kp.org/healthylifestyles .
Recommended Screening Tests		
Autism	Your pediatrician will screen your toddler for signs of autism spectrum disorder.	
Blood pressure	Every well-child visit starting at age 3 .	
Chlamydia		Sexually active girls need an annual chlamydia test.
Head circumference	Every well-child visit from birth to age 2 .	
Hearing	Audiogram at birth, between 3 and 5 , and at each well-child visit; and as recommended by your physician through age 17 .	
Height, weight, and body mass index (BMI)	Every well-child visit. Starting at age 3 , check body mass index (BMI). BMI is calculated to help determine if your child is at a healthy weight.	
Vision	Once at age 3 , and at every well-child visit between age 4 and 17 , as recommended by your physician.	
Additional tests	Your child is tested at birth for thyroid deficiencies, intolerance to milk sugar (galactosemia), hemoglobinopathies, and phenylketonuria. Your physician will let you know if your child needs additional tests for problems such as diabetes, high cholesterol, tuberculosis, anemia, or lead exposure.	Your physician will let you know if you need additional tests for problems such as high cholesterol, tuberculosis, diabetes, or sexually transmitted diseases.
Immunizations		
	Make sure your child gets his or her immunizations in a timely manner (see chart on page 23).	
Influenza (flu shot)	For all children 6 months through 18 years and everyone in your household. This is especially important for children with chronic illnesses like asthma or diabetes. This year's flu vaccine provides protection against seasonal and H1N1 influenza.	
Pertussis	A recent state law requires all students entering 7th grade in the 2012–2013 school year show proof of Tdap (tetanus-diphtheria-pertussis), a booster vaccination that protects against pertussis.	

Preventive care guidelines for adults

Recommended Lifestyle Practices	
Dental health	Floss daily and use fluoride toothpaste. See a dentist regularly.
Diet and nutrition	Limit fats, especially saturated fat and cholesterol. Eat fruits, vegetables, and whole grains. Make sure you are getting enough vitamin D and calcium. Recommended: (including diet and supplementation) adults younger than 50—1,000 mg/day of calcium and 600 IU/day of vitamin D; adults 50 and older—1,200 mg/day of calcium and 600 IU/day of vitamin D. Until menopause, women should take a daily folic acid supplement of at least 0.4 mg.
Emotional health	Talk to your personal physician or other health care professional to get help if you're depressed, anxious, thinking of suicide, or are being threatened, abused, or hurt by someone.
	Loneliness and isolation increase your risk of illness. Spend time with your friends and family, and participate in activities that interest you.
Exercise	Try to be physically active on most days. Walk and do weight-bearing and muscle-building exercises. For adults 65 and older , talk to your physician before starting a vigorous exercise program.
Medical care	Talk with your physician about an advance health care directive, which makes your health care wishes known if you are unable to speak for yourself.
Medication	Discuss with your physician all medications you're taking, to be sure that there are no dangerous interactions.
Safety	Use seat belts and helmets. If you drink, always have a designated driver. Install and check smoke detectors. Lock up guns and keep ammunition separate. Set water heater temperature to between 120 and 130 degrees Fahrenheit. Learn CPR. Avoid climbing ladders if you have trouble walking or keeping your balance.
Sexual practices	Use birth control to prevent unintended pregnancies. To prevent sexually transmitted diseases (STDs), use condoms and avoid having sex with high-risk partners such as known drug users. Discuss with your physician how often you should be tested for STDs, based on your personal risk factors.
Skin protection	Always protect your skin from the sun when outdoors. Wear a hat and sunscreen to reduce your risk of skin cancer.
Smoking	If you smoke or chew tobacco, talk with your physician about how to quit or call the Kaiser Permanente Healthy Living Helpline at 1-866-402-4320 .
Substance abuse	Avoid using drugs and abusing alcohol. If drinking or using drugs is causing problems for you or others, talk with your physician.


Recommended Screening Tests		
Abdominal aortic aneurysm (for men)	Have an abdominal ultrasound once between age 65 and 75 for men who have smoked more than 100 cigarettes in their lifetime.	
Blood pressure	Check at each health care visit.	
Breast cancer (for women)	We offer mammograms at least every two years for women between 40 and 49 ; talk to your personal physician about whether you need to be screened.	We strongly encourage women to get a mammogram at least every two years between 50 and 74 .
	At 75 and older , we encourage you to make a personal decision in collaboration with your physician about mammograms.	
	Contact your physician immediately if you find a lump in your breast.	
Cervical cancer (for women)	Get a Pap test every three years starting at age 21 .	At age 30 , have a Pap and human papillomavirus (HPV) test every 3 years up to age 65 .
Cholesterol	Have your first cholesterol test at age 20 or at your first Kaiser Permanente visit .	Get tested every five years, starting at age 35 for men and 45 for women .
Colorectal cancer	Have a fecal immunochemical test (FIT) every year, and/or a flexible sigmoidoscopy every 5 years (with or without annual FIT); or a colonoscopy every 10 years starting at 50 . Screening may end at age 75 with a routine history of screening; patients with no screening history should end screening at age 80 .	
Diabetes	Get tested every five years starting at 45 .	
HIV and other STDs	Get tested for HIV and other STDs if you have had unprotected sex, are pregnant, or have any other reason to think you may be at risk. Have a yearly chlamydia test if you're sexually active and are 24 or younger .	
Osteoporosis	Have a bone density test once at age 65 for women and 70 for men .	
Overweight and obesity	Have your body mass index calculated periodically.	
Prostate cancer (for men)	Between age 50 and 75 , discuss the benefits and risks of prostate cancer screening with your physician. Screening is not recommended for men 75 or older.	
Immunizations		
	Get your immunizations in a timely manner (see chart on page 23 and on page 24).	
Influenza (flu shot)	All adults 18 and older should get an annual flu vaccination. This is especially important for pregnant women, people with chronic conditions such as asthma, diabetes, kidney or heart disease, and anyone 50 or older . This year's flu vaccine provides protection against seasonal and H1N1 influenza.	
Pertussis	You should get a Tdap (tetanus-diphtheria-pertussis) vaccination if you have close contact with a newborn or infant, might become pregnant, are in the postpartum period, or haven't had a tetanus booster vaccination.	

Recommended immunizations for children and teens*

Schedule for birth to 6 years

Age ► Vaccine ▼	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos	18 mos	19–23 mos	2–3 yrs	4–6 yrs
Hepatitis B (HepB)	HepB	HepB			HepB							
Rotavirus (RV)			RV	RV	RV							
Diphtheria, tetanus, pertussis (DTaP)			DTaP	DTaP	DTaP			DTaP				DTaP
Haemophilus influenzae type b (Hib)			Hib	Hib	Hib		Hib					
Pneumococcal (PCV/PPSV)			PCV	PCV	PCV		PCV				PPSV	
Inactivated poliovirus (IPV)			IPV	IPV	IPV							IPV
Influenza					Influenza (yearly)							
Measles, mumps, rubella (MMR)							MMR					MMR
Varicella							Varicella					Varicella
Hepatitis A (HepA)							HepA (dose 1)			HepA (series)		
Meningococcal (MCV4)						MCV4						

 Range of recommended ages for all children


 Range of recommended ages for all children and certain high-risk groups


 Range of recommended ages for certain high-risk groups

Schedule for 7 to 18 years

Vaccine ▼	Age ►	7–10 yrs	11–12 yrs	13–18 yrs
Tetanus, diphtheria, pertussis (Tdap)		Tdap 1 dose (if indicated)	Tdap (1 dose)	Tdap 1 dose (if indicated)
Human papillomavirus (HPV)			HPV (3 doses)	HPV (complete 3-dose series)
Meningococcal (MCV4)		MCV4	MCV4 (dose 1)	MCV4 Booster at age 16
Influenza		Influenza (yearly)		
Pneumococcal		PCV		
Hepatitis A (HepA)		HepA (complete 2-dose series)		
Hepatitis B (HepB)		HepB (complete 3-dose series)		
Inactivated poliovirus (IPV)		IPV (complete 3-dose series)		
Measles, mumps, rubella (MMR)		MMR (complete 2-dose series)		
Varicella		Varicella (complete 2-dose series)		

 Range of recommended ages for all children

 Range of recommended ages for catch-up immunization

 Range of recommended ages for certain high-risk groups

*Centers for Disease Control and Prevention. Recommended immunization schedules for persons age 0 to 18 years, United States, 2012. These charts are summaries only. For complete statements by the Advisory Committee on Immunization Practices, visit cdc.gov/vaccines/pubs/acip-list.htm.

Recommended immunizations for adults*

Schedule for 19 years and older						
Age ► Vaccine ▼	19–21 yrs	22–26 yrs	27–49 yrs	50–59 yrs	60–64 yrs	65+ yrs
Influenza	1 dose (yearly)					
Tetanus, diphtheria, pertussis (Td/Tdap)	Substitute 1-time dose of Tdap for Td booster, then boost with Td every 10 years					Td/Tdap
Varicella	2 doses					
Human papillomavirus (HPV), female	3 doses					
Human papillomavirus (HPV), male	3 doses	3 doses				
Zoster					1 dose	
Measles, mumps, rubella (MMR)	1 or 2 doses			1 dose		
Pneumococcal (PPSV)	1 or 2 doses					1 dose
Meningococcal	1 or more doses					
Hepatitis A	2 doses					
Hepatitis B	3 doses					

- For all persons in this category who meet the age requirements and who lack documentation of vaccination or have no evidence of previous infection
- Recommended if some other risk factor is present (based on medical, occupational, lifestyle, or other indications)
- Tdap is recommended for adults ≥ 65 who are in close contact with infants ≤ 12 months. Either Td or Tdap can be used if no close contact with infants
- No Recommendation

*Centers for Disease Control and Prevention. Recommended adult immunization schedule, United States, 2012. This chart is a summary only. For complete statements by the Advisory Committee on Immunization Practices, visit cdc.gov/vaccines/pubs/acip-list.htm.

Additional Information

Your rights and responsibilities

Kaiser Permanente is your partner in total health care.

Active communication between you and your physician as well as others on your health care team helps us to provide you with the most appropriate and effective care. We want to make sure you receive the medical information you need about your Health Plan, the people who provide your care, and the services available, including important preventive care guidelines. Having this information contributes to your being an active participant in your own medical care.

We also honor your right to privacy and believe in your right to considerate and respectful care.

This section details your rights and responsibilities as a Kaiser Permanente member and gives you information about member services, specialty referrals, privacy and confidentiality, and the dispute-resolution process.

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

You have the right to:

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

We want you to participate in decisions about your medical care. You have the right, and should expect, to receive as much information as you need to help you make decisions. This includes information about:

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

We will make this information as clear and understandable as possible. When necessary, we will provide interpreter services.

Participate in a candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.

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

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

Medical emergencies or other circumstances may limit your participation in a treatment decision. However, in general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.

Participate with practitioners and providers in making decisions about your health care.

You have the right to choose an adult representative, known as your agent, to make medical decisions for you if you are unable to do so, and to express your wishes about your future care. Instructions may be expressed in advance directive documents such as an advance health care directive. See pages 36–38 for more information about advance directives.

For more information about these services and resources, please contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. The Call Center is closed holidays, and closes at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve.

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

Receive personal medical records.

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

To review, receive, or release copies of your medical records, you'll need to complete and submit an appropriate written authorization or inspection request to our Medical Secretaries Department at the facility where you get your care. They can provide you with these forms and tell you how to request your records. Check your medical facility in this *Guidebook* or visit **kp.org** to find addresses and phone numbers for these departments. If you need help getting copies of your medical records, call our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY).

Receive care with respect and recognition of your dignity. We respect your cultural, psychosocial, spiritual, and personal values, your beliefs, and your personal preferences.

Kaiser Permanente is committed to providing high-quality care for you and to building healthy, thriving communities. To further this effort we are collecting race, ethnicity, and language preferences. This data can help us develop ways to improve care for our members and communities.

Use interpreter services. When you call or come in for an appointment or call for advice, we will make every effort to communicate with you in the language you are most comfortable using. For more about our interpreter services, see page 13 or call our Member Service Call Center at **1-800-464-4000**.

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

Kaiser Permanente has strict policies and procedures regarding the collection, use, and disclosure of member PHI that includes the following:

- Kaiser Permanente’s routine uses and disclosures of PHI.
- Use of authorizations.
- Access to PHI.
- Internal protection of oral, written, and electronic PHI across the organization.

- Protection of information disclosed to Plan sponsors or employers.

Please review the section titled “Privacy practices” on page 32.

For more information about your rights regarding PHI as well as our privacy practices, please refer to our *Notice of Privacy Practices* on our website, **kp.org**, or call our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY).

Participate in physician selection without interference. You have the right to select and change your personal physician within the Kaiser Permanente Medical Care Program without interference, subject to physician availability. To learn more about nurse practitioners, physician assistants, and selecting a primary care practitioner, see pages 3–4 in this *Guidebook*.

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

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

A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Member Services Department to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy of your *Evidence of Coverage* booklet or *Certificate of Insurance*. When necessary, we will provide you with interpreter services, including American Sign Language (ASL), at no cost to you.

For more information about our services and resources, please contact our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY).

Make recommendations regarding Kaiser Permanente's member rights and responsibilities policies. If you have any comments about these policies, please contact our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY).

You are responsible for the following:

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

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

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

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

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

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

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

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

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

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

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

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

Knowing about and using the member satisfaction resources available, including the dispute-resolution process. For more about the dispute-resolution process, see pages 33–36 of this *Guidebook*. A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Health Plan office to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy of your *Evidence of Coverage* booklet or *Certificate of Insurance*. Our Member Service Call Center can also give you information about the various resources available to you and about Kaiser Permanente’s policies and procedures.

If you have any recommendations or comments about these policies, please contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired).

Policies and procedures

This section discusses the prescription drug formulary and policies on specialty referrals, new technology, confidentiality, and privacy practices. It also describes the dispute-resolution process and the procedures for decisions about coverage and medical treatment. Some common questions about treatment decisions and advance directives are answered beginning on page 36.

To speak with a representative about our policies and procedures, including benefits and coverage, contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. The Call Center is closed holidays, and closes at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year’s Eve. Senior Advantage and Medicare members can contact our Member Service Call Center at **1-800-443-0815** (English), seven days a week, 8 a.m.–8 p.m.

Disability access

It’s our policy to make our facilities and services accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides (1) access to service-animal users except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-related disabilities, including qualified interpreter services and informational materials in alternative formats; (3) accessible exam rooms for individuals with disabilities; and (4) wheelchair-accessible weight scales.

About your Kaiser Permanente identification (ID) card

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

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

Whenever you receive a new ID card, destroy all old cards and begin using the new card. If you lose your ID card, or if we inadvertently issue you more than one medical record number, please call our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY).

Referrals for specialty care

Your primary care physician will refer you to a Plan specialist when he or she believes that you require specialty care. Some specialty departments such as Obstetrics-Gynecology, Psychiatry, and Chemical Dependency or Addiction Medicine don't require a referral. There may be instances when you require the services of a non-Plan physician. These services may be covered only when authorized in writing by the Medical Group. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information.

Notice of availability of Contracted Practitioners and Providers List

Kaiser Permanente is required by California law to provide members and prospective members, upon request, a list of medical practitioners and providers contracted to provide health care services to our members in a general geographic area. The list

includes certain information about these contracted health care practitioners and providers, including which primary care practitioners may be accepting new patients. The Contracted Practitioners and Providers List is not intended to replace other Kaiser Permanente physician directories, provider lists, or *Guidebooks*. To receive a copy of this list, call our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY) and ask for the Contracted Practitioners and Providers List. Or receive the Contracted Practitioners and Providers List by writing to:

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

New technology

Kaiser Permanente has an ongoing process for monitoring and evaluating the scientific evidence for new medical technologies, including medical procedures, behavioral health procedures, pharmaceuticals, and medical devices. For new technologies that have been evaluated in scientific studies and shown to be effective and safe, Kaiser Permanente's physicians determine whether the procedures, drugs, or devices are medically appropriate for their patients.

Coordination of Benefits (COB)

You and your family may be able to save on medical expenses if you are covered by more than one medical plan through an employer group. Through our COB program, you may qualify for reimbursement of your cost share and out-of-pocket expenses. Through COB, your health care organizations and insurance companies work together to pay for your medical care. If you have coverage in addition to Kaiser Permanente through an employer group and would like to find out if you qualify for COB, call one of our

representatives. They are available Monday through Friday, 8:30 a.m. to 4:30 p.m., at **1-800-924-6468**.

Claims status information

You have the right to track the status of a claim in the claims process and obtain the following information in one telephone contact with a representative from Member Services—the stage of the process, the amount approved, amount paid, member cost, and date paid (if applicable). To inquire about the status of a claim, please contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. The Call Center is closed holidays, and closes at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve.

Coverage or service decisions

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

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

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

At Kaiser Permanente, we make UM decisions based only on appropriateness of care and service and the existence of coverage. Our physicians and other practitioners may use criteria or guidelines (information, tools, and other decision-making aids) to assist in service determinations. In the event of service-denial determinations in which criteria may have been used to assist in the determination, these criteria will be disclosed and provided to you. Also, we do not specifically reward practitioners or individuals conducting a utilization review for issuing denials of coverage or service. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

For more information about policies regarding financial incentives and how we control utilization of services and expenditures, contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired).

Assistance with Utilization Management (UM) issues and processes

For calls regarding UM issues or processes, call the Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY for the hearing/speech impaired). Call anytime, day or night. Representatives are available 24 hours a day, seven days a week except holidays, and until 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve.

Member Services representatives and UM staff at each medical center are available during normal business hours and can answer your questions or concerns about UM issues. Call your local medical center number and request the Member Services or Utilization Management Department. Business hours are

Monday through Friday (excluding holidays), 9 a.m. to 5 p.m. You can also inquire about UM processes or specific UM issues by leaving a voice mail after hours. Please leave your name, medical record number and/or birth date, telephone number where you can be reached, and your specific question. Messages will be responded to no later than the next business day.

Quality

At Kaiser Permanente, we're proud of our delivery of high-quality health care and services to our members. Our commitment to quality is demonstrated through the recognition we've received from independent organizations for our internal improvement program and for our use of advanced technologies in providing medical care. You can request a free copy of *Quality Program at Kaiser Permanente*, a document that explains our quality programs, by calling our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), 24 hours a day, seven days a week. The Call Center is closed holidays, and closes at 5 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve.

You can also read this document online at **kp.org/measuringquality**. Click on "Measuring Quality." Then click on the link "Southern California" and scroll to the middle of the page. Click on the link "Kaiser Permanente Southern California's quality report for members."

We also participate in various activities in the community to improve patient safety—one of our top priorities. For example, we participate in the Leapfrog Group survey. The Leapfrog Group is composed of Fortune 500 companies and other public and private organizations throughout the country that provide health care benefits. The group's goal is to improve

the safety and quality of health care in the United States. One of its main programs is a voluntary, Web-based survey used to gather information about medical care in urban hospitals. All Kaiser Permanente medical centers in California and the majority of our contracted hospitals participated in the most recent survey. To see the survey results, visit **leapfroggroup.org**.

Privacy practices

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

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. In addition, if you have coverage through an employer group, PHI is shared with your group only with your authorization or as otherwise permitted by law. We will not use or disclose your PHI for any other purpose without your (or your representative's) written authorization, except as described in our *Notice of Privacy Practices* (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, is available and will be furnished to you upon request. To request a copy, please call our Member

Service Call Center at 1-800-464-4000 or 1-800-777-1370 (TTY). You can also find the notice at your local Plan facility or on our website at kp.org.

Dispute resolution

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

We will send you our decision within 30 days of receiving a written or verbal complaint and we will make every attempt to resolve your issue promptly. We will respond in less than 30 days in the case of an expedited review as described in this section. We will send you a letter confirming our receipt of your complaint, grievance, or appeal within five days.

If Member Services can resolve your grievance to your satisfaction by the end of the following business day, we will not provide any written communications relating to your issue.

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

If you have a complaint about your quality of care or service, or access to facilities or services, please contact a patient assistance

coordinator or a Member Services representative at your local Plan facility, or call our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY) to discuss your issue. Our representatives will advise you about our resolution process and ensure that the appropriate parties review your complaint.

The Joint Commission contact information

The Joint Commission is responsible for accreditation of health care organizations—for example, Kaiser Foundation Hospitals and Home Care and Hospice programs. Kaiser Permanente encourages the public to report any patient safety or quality of care concerns to hospital management. If the concerns cannot be resolved through the hospital, we encourage you to contact The Joint Commission's Office of Quality Monitoring at **630-792-5636**. The Joint Commission complaint email address is **complaint@jointcommission.org**. For more information about The Joint Commission, go to The Joint Commission website, **jointcommission.org**. You can send mail to:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Expedited review

You or your physician may ask that we make an expedited review (within three days) of your request when you submit a grievance or appeal if you are requesting services and supplies that you have not received; believe the services or supplies requested are medically urgent; or believe that we should provide, arrange, or continue the service or supply.

Who may file

The following persons may file a grievance:

- You may file for yourself.
- You may appoint someone as your authorized representative by completing our authorization form. Authorization forms are available from Member Services at a Plan facility or by calling our Member Service Call Center at **1-800-464-4000** or **1-800-777-1370** (TTY for the hearing/speech impaired). Your completed authorization form must accompany the grievance.
- You may file for your dependent children, except that they must appoint you as their authorized representative if they have the legal right to control release of information that is relevant to the grievance.
- You may file for your ward if you are a court-appointed guardian, except that they must appoint you as their authorized representative if they have the legal right to control release.
- You may file for your conservatee if you are a court-appointed conservator.
- You may file for your principal if you are an agent under a currently effective health care proxy, to the extent provided under state law.
- Your physician may request an expedited grievance as described under "Expedited review" on page 33.

Binding arbitration

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

We require that members use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. It is a legal proceeding that provides members with a fair, cost-effective, and confidential means of resolving disputes. The Office of the Independent Administrator is the neutral entity that administers Health Plan arbitrations. Typically, an arbitrator decides disputes within 18 to 24 months, and often in less than one year. The arbitrator's decision is binding for both members and the Health Plan. For more information about binding arbitration, please refer to your *Evidence of Coverage* or *Certificate of Insurance*. If you need a current copy, call our Member Service Call Center at **1-800-464-4000**. English-speaking members in Coachella Valley and western Ventura County may call **1-800-777-1256** or **1-800-777-1370** (TTY).

Independent Medical Review (IMR)

If you qualify, you or your authorized representative may have your issue reviewed through the independent medical review (IMR) process managed by the California Department of Managed Health Care (DMHC). The DMHC determines which cases qualify for IMR. This review costs you nothing. If you decide not to request an IMR, you may give up the right to pursue some legal actions against us.

You may qualify for IMR if your issue has been denied or is unresolved after 30 days (or three days if the request meets expedited review criteria), and/or one of the following criteria applies:

- Your request for a service that would otherwise be eligible for coverage has been denied, modified, or delayed based in whole or in part on a decision that the service is not medically necessary.

- The service you requested is for the treatment of a life-threatening or seriously debilitating condition and has been denied on the basis that it is experimental or investigational, and your treating physician certifies that you have a condition for which the standard therapies have not been effective for this condition or would not be medically appropriate for you, or we do not cover a standard therapy more beneficial than the one proposed by you or your physician.

If you request IMR for this reason, the DMHC requires that you submit the following information to them:

- A written statement from your treating physician that includes one or more of the following: a statement that you meet these criteria and that standard therapies have not been effective in treating your condition; a description of the clinical reasons why standard therapies would not be appropriate; or a statement that there is no covered standard therapy that is more beneficial than the one being requested.
- If your treating physician is a Plan physician, he or she must also include a statement verifying that the requested therapy is likely to be more beneficial to you than any available standard therapies. If your treating physician is not a Plan physician, please contact our Member Service Call Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **1-800-777-1370** (TTY for the hearing/speech impaired), or the DMHC regarding non-Plan physician supporting documentation requirements for the IMR process.

If the DMHC determines that your case is eligible for independent medical review, it will ask us to send your case to the DMHC's independent medical review organization. The DMHC will promptly notify you of its

decision after it receives the independent medical review organization's determination. If the decision is in your favor, we will contact you to arrange for the service or payment.

Independent Medical Review (IMR) for Exclusive Provider Organization (EPO) plans

Please note that the Independent Medical Review (IMR) process managed by the California Department of Managed Health Care does not apply to coverage under an EPO plan. Our EPO plans are underwritten by Kaiser Permanente Insurance Company (KPIC), an insurance company regulated by the California Department of Insurance (CDI). For EPO plans, you may have the right to an IMR through the CDI. For more information about how to request an IMR, please call KPIC at **1-800-464-4000**, or contact the California CDI at **1-800-927-HELP (1-800-927-4357)** or at its website, insurance.ca.gov.

California Department of Managed Health Care

The California Department of Managed Health Care (DMHC) is responsible for regulating health care service plans. If you have a grievance against Kaiser Foundation Health Plan, Inc., call us at **1-800-464-4000** or **1-800-777-1370** (TTY) and use our grievance process before contacting the DMHC. Utilizing our grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that we have not satisfactorily resolved, or a grievance that has remained unresolved for more than 30 days, call the DMHC for assistance. In some cases, the DMHC also provides independent medical review (IMR).

The IMR process provides an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. You can call the DMHC at **1-888-HMO-2219 (1-888-466-2219)** or **1-877-688-9891** (TTY for the hearing/speech impaired). Go to the DMHC's website, **hmohelp.ca.gov**, for complaint forms, IMR application forms, and instructions.

Your medical treatment

The following information explains your right to make health care decisions and how to plan for what should be done if you can't speak for yourself. The information is based on text prepared by the California Consortium on Patient Self-Determination. The text has been adopted by the California Department of Health Care Services to implement Public Law 101-508.

The California Health Care Decision Law lets you control the kind of health care you receive if you lose the ability to speak for yourself. Under the federal Patient Self-Determination Act, we are required to provide you with written information about your right to make decisions regarding your medical care. But we won't place conditions on the provision of your care or discriminate in any way based on whether or not you have an advance directive or *Physician Orders for Life Sustaining Treatment* (POLST) document stating your preferences.

We hope this information will help increase your control over your medical treatment.

Treatment decisions

Your physician will give you information about treatment options. But you have the right to choose. You can say yes to the treatment. Or you can say no to the treatment—even if the treatment might keep you alive longer. To help you know what you may want, your physician will tell you about your medical condition and what different treatments (and their side effects) can do for you. Your physician must tell you about any serious problems that a particular medical treatment is likely to cause. Your beliefs and values about the quality of life you find acceptable can guide your treatment choices.

Second opinions

If you want a second opinion, you can either ask your Plan Physician to help you arrange one, or you can make an appointment with another Plan Physician. The second opinion will be provided by an appropriately qualified medical practitioner. An appropriately qualified medical practitioner is a physician who is acting within his or her area of expertise and who possesses a clinical background related to the illness or condition associated with the second opinion request. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information about second opinions.

Medical treatment documents

There are two types of documents for stating your preferences: an advance directive and a *Physician Orders for Life Sustaining Treatment* (POLST). Anyone who is 18 or older and of sound mind can complete them; you don't need legal help to fill them out. Your physician completes the POLST form with your or your agent's help.

- **An advance directive**, sometimes called an advance health care directive, is a document stating your specific instructions about your future medical care if you lose the ability to

make decisions for yourself. You can also name someone as your decision-maker (agent) to make health care decisions for you. You can choose an adult relative or friend you trust to act as your agent and to speak for you if you're too sick to make your own decisions. Choose someone who knows you well and can support your choices. Or you can just fill out the form without naming an agent. Your health care instructions let you express your wishes about receiving life support and other types of treatment.

We will follow your wishes as stated in your advance directive in accordance with the law. If your physician is unable to follow your stated wishes, responsibility for your care will transfer to another physician who can comply with your instructions. We recommend you use an advance health care directive form, available from the Member Services, Patient Assistance, and Health Education Departments at your local Kaiser Permanente medical center or medical offices. You can also download a form at kp.org/healthdecisions.

After you complete the directive:

- Give a copy of the original to your authorized agent.
- Ask your physician to attach your advance directive to your permanent medical record.
- Keep a copy of your advance directive in a safe place where it can be easily found if needed.
- Keep a card in your wallet or purse stating that you have an advance directive.

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

- **A POLST or Physician Orders for Life Sustaining Treatment** form is a document that your physician completes with your (or your agent's) input. It documents your choices about resuscitation, medical interventions, use of antibiotics, and use of artificially administered fluids and nutrition.

A POLST outlines a plan of care that reflects your wishes concerning end-of-life care. It's voluntary and is intended only for people who are seriously ill. It can be revoked by you at any time. This form assists physicians, nurses, health care facilities, and emergency personnel in honoring your wishes about life-sustaining treatment.

A POLST complements your advance directive and is not intended to replace it. Once it's completed, it becomes a part of your medical record. For more information, visit finalchoices.org.

Do I have to fill out an advance directive or POLST?

No. You can just talk with your physicians and ask them to write down what you've said on your medical record. And you can talk with your family. But people will be clearer about your treatment wishes—and your wishes are more likely to be followed—if you write them down.

You can also tell your doctor what you prefer and have it documented on your medical record, or you can put it in writing, sign it, and have that document made a part of your medical record. Your physicians and family can use what you've written to decide on your treatment.

A physician must follow your wishes about limiting treatment or turn your care over to another physician who will. Your physicians are also legally protected when they follow your wishes. If there is uncertainty, physicians can ask for guidance from the hospital's Bioethics/Ethics Committee.

What if I'm too sick to decide?

If you can't make treatment decisions for yourself, your physician will talk with your family and significant others to help decide what is best for you. Usually this works. But there may be times when not everyone agrees on what to do. That's why it's helpful to choose an agent and state in advance what you want to happen if you can't speak for yourself by filling out an advance directive and completing a POLST.

Some treatment decisions are hard to make, and knowing what you want helps your family and your physicians. The advance health care directive also gives them legal protection when they follow your wishes.

What if I change my mind?

You can change or revoke an advance directive or POLST at any time, as long as you can communicate your wishes.

Will I still be treated if I don't fill out an advance directive or POLST?

Yes. You will still get medical treatment. We just want you to know that if you become too sick to make decisions for yourself, someone else will have to make them for you. Remember the following:

- An advance directive lets you name someone to make treatment decisions for you. That person can make most medical decisions—not just those about life-sustaining treatment—when you can't speak for yourself. Besides naming an agent, you can also use the form to say when you would and would not want particular kinds of treatment.
- A POLST is individual health care instructions that express your wishes about receiving life support and other treatments. You can express your wishes to your provider and have them documented on your medical record, or you can put them in writing and have that made a part of your medical record.

Where can I find more information about an advance directive and POLST?

Ask your physician, nurse, or social worker for more information. Or visit your local facility's Member Services Department.

What if I want to be an organ donor?

A question on the advance health care directive form asks whether you want to be an organ donor. In addition, you can get a sticker for your driver's license that conveys your wishes or you can carry an organ donor card. For information about organ donation, visit donatelifecalifornia.org or call **1-866-797-2366**.

Facility Directory




About this section

The facility listings are full of useful information about the medical centers, medical offices, and other facilities in your area. For each facility, we generally list:

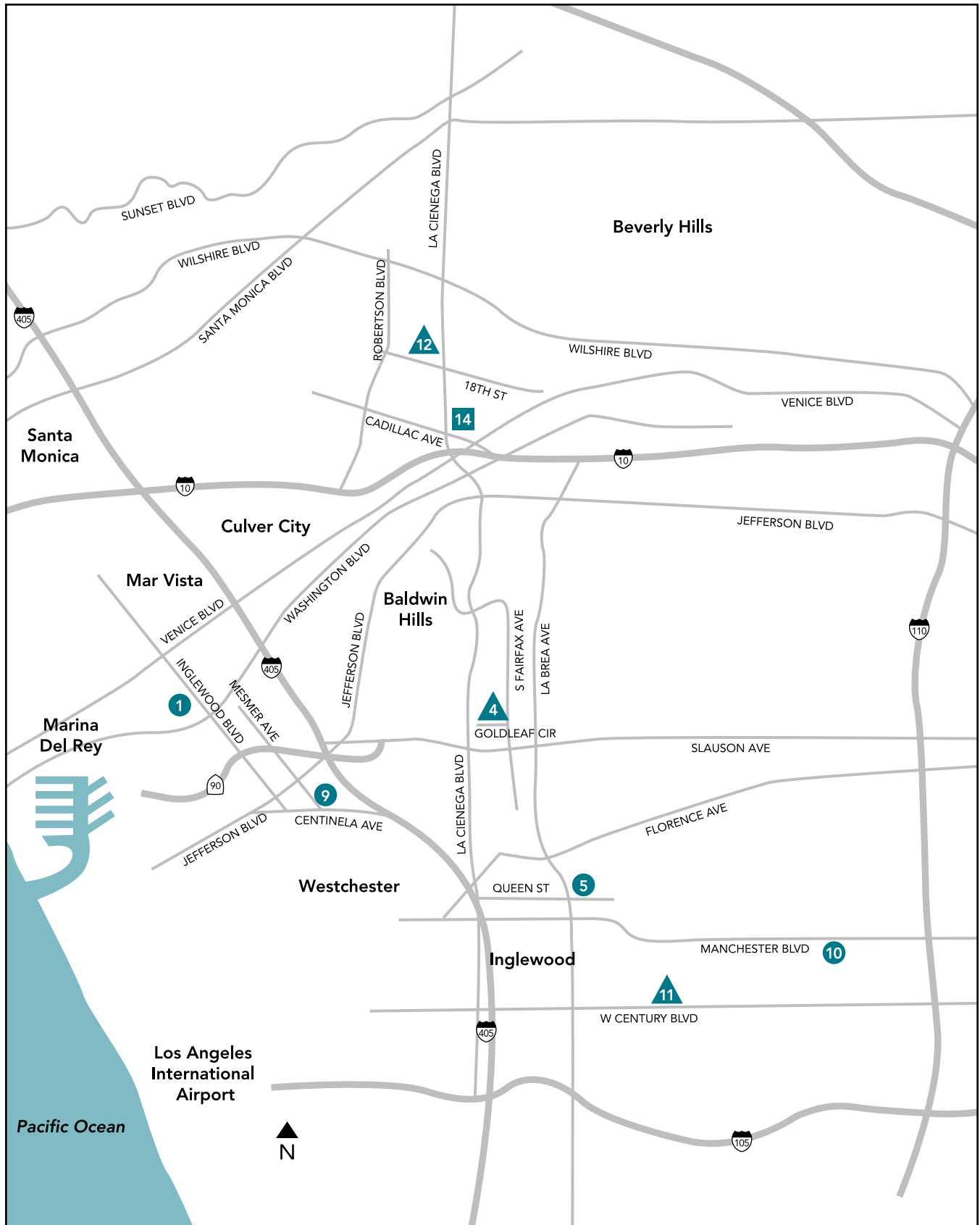
- Location
- Departments and services
- Hours
- Phone numbers

To find a facility:

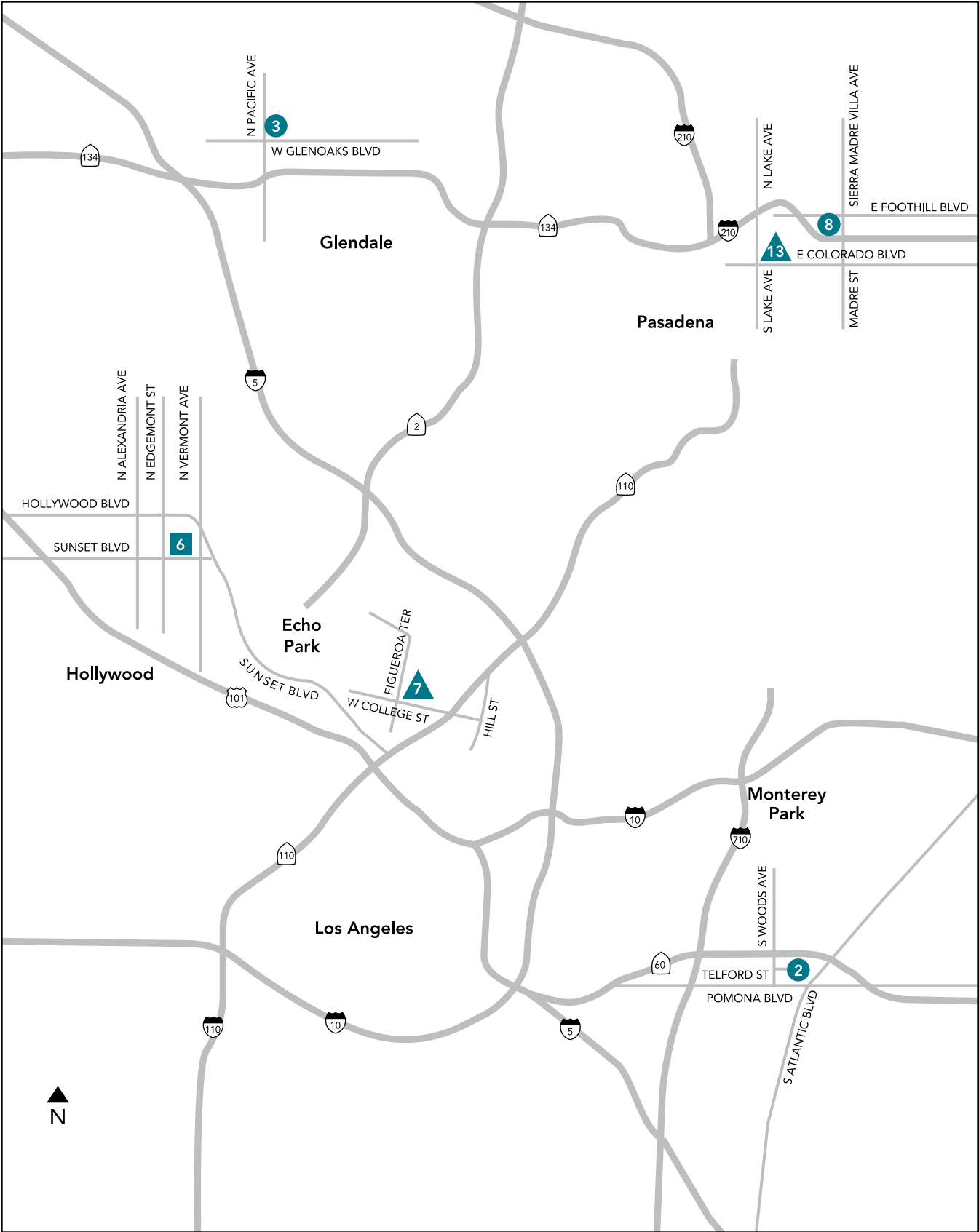
- **Look it up alphabetically.** All facilities in the Metropolitan Los Angeles area are listed alphabetically.
- **Look it up by facility number.** Each facility has a number. For example, the Los Angeles Medical Center is **6** on the map (page 41), in the addresses and directions (page 42), and in the listings.
- **Look it up on your smartphone.** Now you can locate the closest Kaiser Permanente facility and the services offered there on your web-enabled phone. Just bookmark **kp.org** or download the Android™ app from the Android Market.

-  **Medical centers**
-  **Medical offices**
-  **Specialty facilities**

Maps and locations—West Los Angeles area



Los Angeles area



Addresses and directions

1 Culver Marina Medical Offices

12001 W. Washington Blvd.
Los Angeles, CA 90066

Located on the northwest corner of Washington and Inglewood Blvds.

From the 405 Fwy. north: Take the Venice/Washington exit.

From the 405 Fwy. south: Take the Washington/Culver exit.

2 East Los Angeles Medical Offices

5119 Pomona Blvd.
Los Angeles, CA 90022

Located between Atlantic Blvd. and Woods Ave., 1 block south of the 60 Fwy.

3 Glendale Medical Offices

444 W. Glenoaks Blvd.
Glendale, CA 91202

Located on the corner of Glenoaks Blvd. and Pacific Ave., just north of the 134 Fwy.

4 Health Education and Psychiatry Offices

Wateridge Office Park
5105 W. Goldleaf Circle
Los Angeles, CA 90056

From West Los Angeles Medical Center: Go south on La Cienega Blvd., 3½ miles to the Slauson Ave. off-ramp. Turn left on Slauson and left to enter Wateridge Office Park. Park in the designated areas.

From the 405 Fwy. north: Take 405 Fwy. south to the 90 Fwy. east, exit Slauson Ave. Turn right on Slauson Ave. and going approximately 1 mile. Turn left on Goldleaf Cir. and enter Wateridge Office Park.

5 Inglewood Medical Offices

Urgent care

No emergencies

110 N. La Brea Ave.
Inglewood, CA 90301

Located on La Brea Ave., between Manchester Blvd. and Florence Ave.

6 Los Angeles Medical Center

Emergency

4867 W. Sunset Blvd.

Adult urgent care

1526 N. Edgemont St., 1st Floor

Pediatric urgent care

4700 W. Sunset Blvd., 4th Floor

Enter the medical offices north of 1526 N. Edgemont St. Enter the hospital on Barnsdall Ave., north of W. Sunset Blvd.

Public transportation

The MTA Vermont station is on the corner of Vermont Ave. and W. Sunset Blvd.

Sunset shuttle

The Sunset shuttle runs approximately every 30 minutes, Monday to Friday, 7:30 a.m. to 10:30 p.m.; Saturday and Sunday, 8:30 a.m. to 10:30 p.m. We also provide shuttle service on holidays. Catch the shuttle from any medical center parking lot. For special pickup during regular business hours, call **3-5965** from any medical center phone.

Construction hotline

Call our construction hotline for the most up-to-date information at **323-783-FIND (323-783-3463)**, or **3-FIND** when dialing from a campus phone.

- 7 Mental Health Center**
765 W. College St.
Los Angeles, CA 90012
Located at the intersection of College St. and Figueroa Terrace, north of the 101 Fwy. and west of the 110 Fwy.
- 8 Pasadena Medical Offices**
3280 E. Foothill Blvd.
Pasadena, CA 91107
Located off the 210 Fwy., at the Madre St. exit.
- 9 Playa Vista Medical Offices**
5620 Mesmer Ave.
Culver City, CA 90230
Located west of the 405 Fwy., at the Jefferson Blvd. exit.
- 10 South Los Angeles Medical Offices**
1550 W. Manchester Ave.
Los Angeles, CA 90047
Located on Manchester Ave., between Western Ave. and Normandie Ave.
- 11 Vision Essentials by Kaiser Permanente, Inglewood**
The Marketplace at Hollywood Park
3451 W. Century Blvd., Ste. B-3
Inglewood, CA 90303
Located between Target and Staples.
- 12 Vision Essentials by Kaiser Permanente, La Cienega**
1843½ La Cienega Blvd.
Los Angeles, CA 90035
Located 2 blocks north of the West Los Angeles Medical Center, at the corner of Sawyer St. and La Cienega Blvd.
- 13 Vision Essentials by Kaiser Permanente, Pasadena**
1055 E. Colorado Blvd., Ste. 100
Pasadena, CA 91106
Located at the corner of Colorado Blvd. and Wilson Ave.
- 14 West Los Angeles Medical Center**
6041 Cadillac Ave.
Los Angeles, CA 90034
Emergency
Hospital West Tower, 1st Floor
Adult urgent care
Medical Offices Building, 1st Floor
Pediatric after-hours care
Venice Medical Offices, 1st Floor
The West Los Angeles Medical Center is located 1 block north of the 10 Fwy., on the corner of Venice Blvd. and Cadillac Ave. Take the 10 Fwy. to the Venice/La Cienega exit and go north. The medical center and parking lot are on your right. To get to the Venice Medical Offices, take the 10 Fwy. to the Washington/Fairfax exit, turn right (north) to Venice Blvd., and then turn left. The offices and parking lot are on your right.

Facility listings

1

Culver Marina Medical Offices

12001 W. Washington Blvd.
Los Angeles, CA 90066

Addiction Medicine

Hours: M–Th, 8:30 a.m.–9 p.m.;
F, 8:30 a.m.–5:30 p.m.; Sa, 9 a.m.–1 p.m.
Advice/Appts./Cancel/Msgs. **310-915-4515**
Adolescents, couples, day treatment,
detoxification, dual-diagnosis, family/
individual/group therapy, parenting, significant
other, and codependency programs. Spanish-
speaking groups by arrangement.

- **Behavioral Health Care
Member Help Line**

After-hours, weekends,
and holidays **1-800-900-3277**

Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;
Sa, 7 a.m.–noon) **1-800-954-8000**

- **KP OnCall**

After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL
(1-888-576-6225)**

Diagnostic Imaging/Radiology

- **Mammography**

Hours: M–F, 8 a.m.–12:30 p.m.
and 1:30–3:30 p.m.
Appts./Cancel/Info./Msgs. **1-800-954-8000**

- **Radiology** *By referral only*

Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1–4:30 p.m.
Appts./Cancel/Info./Msgs. **1-800-954-8000**

- **X-ray, Bone Densitometry** *By referral only*

Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Cancel/Info./Msgs. **323-857-2421**

Family Medicine/Internal Medicine

Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **1-800-954-8000**

Laboratory

Hours: M–F, 8 a.m.–5 p.m.
Information **310-915-4420**
Results **1-888-4KPTEST
(1-888-457-8378)**

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Occupational Health Center (Kaiser On-the-Job®)

Medical treatment for work-related
injuries and illnesses
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **310-915-4400**

Pain Management

By referral only

Hours: M–F, 8 a.m.–4 p.m.
Appts./Cancel/Info./Msgs. **323-857-4213**

Personal Physician Selection

Information **1-888-956-1616**
Website **kp.org/chooseyourdoctor**
Select or change a personal physician or get
information about practitioners and services.

Pharmacy

Hours: M–F, 9 a.m.–5:30 p.m.
Info./Refills by phone **1-866-391-2677**
Mail-order Pharmacy **1-866-206-2982**
Online refills **kp.org/rxrefill**

Physical Medicine and Rehabilitation

By referral only
Hours: Wednesday only, 1:30–4:45 p.m.
Advice/Appts./Cancel/Msgs. **323-857-3373**
After-hours cancel **323-857-3682**

Physical Therapy

By referral only

Hours: M, Tu, Th, F, 8:30 a.m.–noon
and 1–4:30 p.m.;
W, 8:30 a.m.–noon and 2–4:30 p.m.
Information **323-857-2476**
After-hours cancel **323-857-2476**

Podiatry

By referral only

Hours: M–F, 8:15 a.m.–4:45 p.m.
Appts./Cancel/Info./Msgs. **323-857-4034**

Radiology

See Diagnostic Imaging/Radiology.

Security (Lost and Found)Information **310-915-4444****TTY for the Hearing or Speech Impaired**California Relay Service **711****2****East Los Angeles
Medical Offices**5119 Pomona Blvd.
Los Angeles, CA 90022
kp.org/losangeles**Advice Nurse**Advice (M–F, 7 a.m.–7 p.m.;
Sa, 7 a.m.–noon) **1-800-954-8000**• **KP OnCall**After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)**Diagnostic Imaging/Radiology**• **Bone Density/Mammography**Hours: M–F, 9 a.m.–4 p.m.
Appts./Cancel/Msgs. **1-800-954-8000**• **Radiology** *By referral only*X-ray hours: M–F, 9 a.m.–6 p.m.;
Sa, 8 a.m.–noon
Appts./Cancel/Msgs. **1-800-954-8000****Family Medicine**Hours: M–Sa, 8 a.m.–4:30 p.m.
Advice/Appts./Cancel/Msgs. **1-800-954-8000**
or **323-881-5516**• **After-hours Clinic** *By appointment only*Hours: M–Th, 5–7 p.m.; Sa, 8 a.m.–noon
Advice/Appts. **1-800-954-8000**
or **323-881-5516****Laboratory**Hours: M–Th, 8 a.m.–6:30 p.m.;
F, 8 a.m.–5 p.m.; Sa, 8–11:45 a.m.
Results **1-888-4KPTEST**
(1-888-457-8378)Call requesting practitioner for test results
or check lab results online at kp.org.**Nurse Clinic**Hours: M–Th, 8 a.m.–5:30 p.m.;
F, 8:30 a.m.–3:30 p.m.; Sa, 8–11:30 a.m.
Information **1-800-954-8000****Obstetrics-Gynecology** *By appointment only*Hours: M–F, 8:30 a.m.–5 p.m.;
Sa, 8:30 a.m.–noon
Appts./Info. **1-800-954-8000****Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

PediatricsHours: M–F, 8 a.m.–4:30 p.m.
Advice/Appts./Cancel/Msgs. **1-800-954-8000**
or **323-881-5516**• **After-hours Clinic** *By appointment only*Hours: M–Th, 5–7 p.m.; Sa, 8 a.m.–noon
Advice/Appts. **1-800-954-8000**
or **323-881-5516**• **School/Camp forms**Hours: M–F, 8:30–11:30 a.m.
and 1:30–4:30 p.m.
Information **1-800-954-8000**
Fees may apply.**Personal Physician Selection**Information **1-888-956-1616**
Website **kp.org/chooseyourdoctor**
Select or change a personal physician or get
information about practitioners and services.**Pharmacy**Hours: M–F, 8:30 a.m.–6:30 p.m.;
Sa, 8:30–11:30 a.m.
Mail-order Pharmacy **1-866-206-2982**
Online refills **kp.org/rxrefill****Podiatry** *By referral only*Hours: W, F, 8 a.m.–5 p.m.
Advice/Appts./Cancel/Msgs. **1-800-954-8000****Radiology**

See Diagnostic Imaging/Radiology.

Social MedicineHours: M, 8:30 a.m.–5:30 p.m.;
Tu, Th, 8 a.m.–4:30 p.m.; W, 8:30 a.m.–5 p.m.;
F, 7:30 a.m.–3 p.m.
Information **323-881-5516**

TTY for the Hearing or Speech Impaired

California Relay Service **711**

Vision Essentials by Kaiser Permanente

• **Optical Center**

Eyeglasses
Hours: M–Th, 8 a.m.–5:30 p.m.;
F, 8 a.m.–5 p.m.; Sa, 8 a.m.–noon
Appts./Cancel **323-881-5582**
Website **kp2020.org**

• **Optometry**

Hours: M–Th, 8 a.m.–5:30 p.m.;
F, 8 a.m.–5 p.m.; Sa, 8 a.m.–noon
Appts./Cancel **323-881-5582**

3

**Glendale
Medical Offices**

444 W. Glenoaks Blvd.
Glendale, CA 91202
kp.org/losangeles

Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;
Sa, 7 a.m.–noon) **1-800-954-8000**

• **KP OnCall**

After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Diagnostic Imaging/Radiology

By referral only
Hours: M–F, 9 a.m.–5:30 p.m.

• **Mammography** *Self-referral accepted*
Hours: M–F, 9:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **1-800-954-8000**

Family Medicine *By appointment only*

Hours: M–Th, 8 a.m.–5:30 p.m.;
F, 8 a.m.–4 p.m.; Sa, 8 a.m.–noon
Appts./Cancel/Info./Msgs. **1-800-954-8000**

• **After-hours** *By appointment only*

Hours: Sa, 8 a.m.–noon
Advice/Appts. **1-800-954-8000**

Laboratory

Hours: M, Th, 8 a.m.–6 p.m.;
Tu, W, F, 8 a.m.–4:30 p.m.; Sa, 8 a.m.–noon
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Nurse Clinic *Walk-in and by appointment*

Hours: M–Th, 8 a.m.–5:30 p.m.;
F, 8:30 a.m.–3:30 p.m.; Sa, 8–11:30 a.m.
Information **1-800-954-8000**

Obstetrics-Gynecology

Hours: M–Th, 8:30 a.m.–5 p.m.;
F, 8:30 a.m.–4:30 p.m.
Advice/Appts./Cancel/Msgs. **1-800-954-8000**

Pediatrics *By appointment only*

Hours: M–Th, 8 a.m.–5:30 p.m.;
F, 8 a.m.–4 p.m.; Sa, 8 a.m.–noon
Appts./Cancel/Info./Msgs. **1-800-954-8000**

• **After-hours** *By appointment only*

Hours: Sa, 8 a.m.–noon
Advice/Appts. **1-800-954-8000**

• **School/Camp forms**

Information **1-800-954-8000**
Fees may apply.

Personal Physician Selection

Information **1-888-956-1616**
Website **kp.org/chooseyourdoctor**
Select or change a personal physician or get
information about practitioners and services.

Pharmacy

Hours: M–F, 8:30 a.m.–6 p.m.; Sa, 8 a.m.–noon
Info./Refills by phone **1-866-352-8964**
(call 48 hours in advance for refills)
Mail-order Pharmacy **1-866-206-2982**
Online refills **kp.org/rxrefill**

Physical Therapy *By referral only*

Hours: M–F, 7:30 a.m.–5 p.m.
Appts./Cancel **818-552-3040**

Radiology

See Diagnostic Imaging/Radiology.

TTY for the Hearing or Speech Impaired

California Relay Service **711**

4

Health Education and Psychiatry Offices

Wateridge Office Park
5105 W. Goldleaf Circle
Los Angeles, CA 90056

Health Education

Hours: M–F, 8:30 a.m.–5 p.m.
Information **323-298-3300**
Healthy Living Helpline **1-866-402-4320**

Psychiatry

Hours: M–Th, 7 a.m.–7 p.m.;
F, 7 a.m.–5:30 p.m.; Sa, 8 a.m.–noon
Appts./Info. **323-298-3100**

- **Behavioral Health Care Member Help Line**

After-hours, weekends,
and holidays **1-800-900-3277**

5

Inglewood Medical Offices

Urgent care

(Monday–Thursday)

No emergencies

110 N. La Brea Ave.
Inglewood, CA 90301

Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;
Sa, 7 a.m.–noon) **1-800-954-8000**

- **KP OnCall**

After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Diagnostic Imaging/Radiology

- **Mammography**

Hours: M–Th, 7:30 a.m.–2:45 p.m.
and 5–9 p.m.; F, 7:30 a.m.–2:45 p.m.;
walk-in mammograms available
Appts./Cancel/Info./Msgs. **1-800-954-8000**

- **Radiology** *By referral only*

Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Appts./Cancel/Info./Msgs. **1-800-954-8000**

Family Medicine/Internal Medicine

Adults and children
Office hours: M–F, 8:30 a.m.–5 p.m.
Phone hours: M–F, 7 a.m.–7 p.m.;
Sa, 7 a.m.–noon
Appts./Cancel **1-800-954-8000**

- **After-hours urgent care**

By appointment only
Hours: M–Th, 5–8 p.m.
Advice/Appts. **1-800-954-8000**

Laboratory

Hours: M–Th, 7:30 a.m.–9 p.m.;
F, 7:30 a.m.–5 p.m.
Information **310-419-3314**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Occupational Health Center (Kaiser On-the-Job®)

Medical treatment for work-related
injuries and illnesses
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **310-915-4400**

Pediatrics/Teenage Medicine

Hours: M–F, 8:30 a.m.–4 p.m.
Appts./Cancel **1-800-954-8000**

Personal Physician Selection

Information **1-888-956-1616**
Website **kp.org/chooseyourdoctor**
Select or change a personal physician or get
information about practitioners and services.

Pharmacy

Hours: M–F, 8:30 a.m.–6 p.m.
Info./Refills by phone **1-866-391-2678**
Mail-order Pharmacy **1-866-206-2982**
Online refills **kp.org/rxrefill**

Physical Therapy *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.–noon
and 1–4:30 p.m.;

W, 8:30 a.m.–noon and 2–4:30 p.m.

Information **323-857-2476**

After-hours cancel **323-857-2476**

Radiology

See Diagnostic Imaging/Radiology.

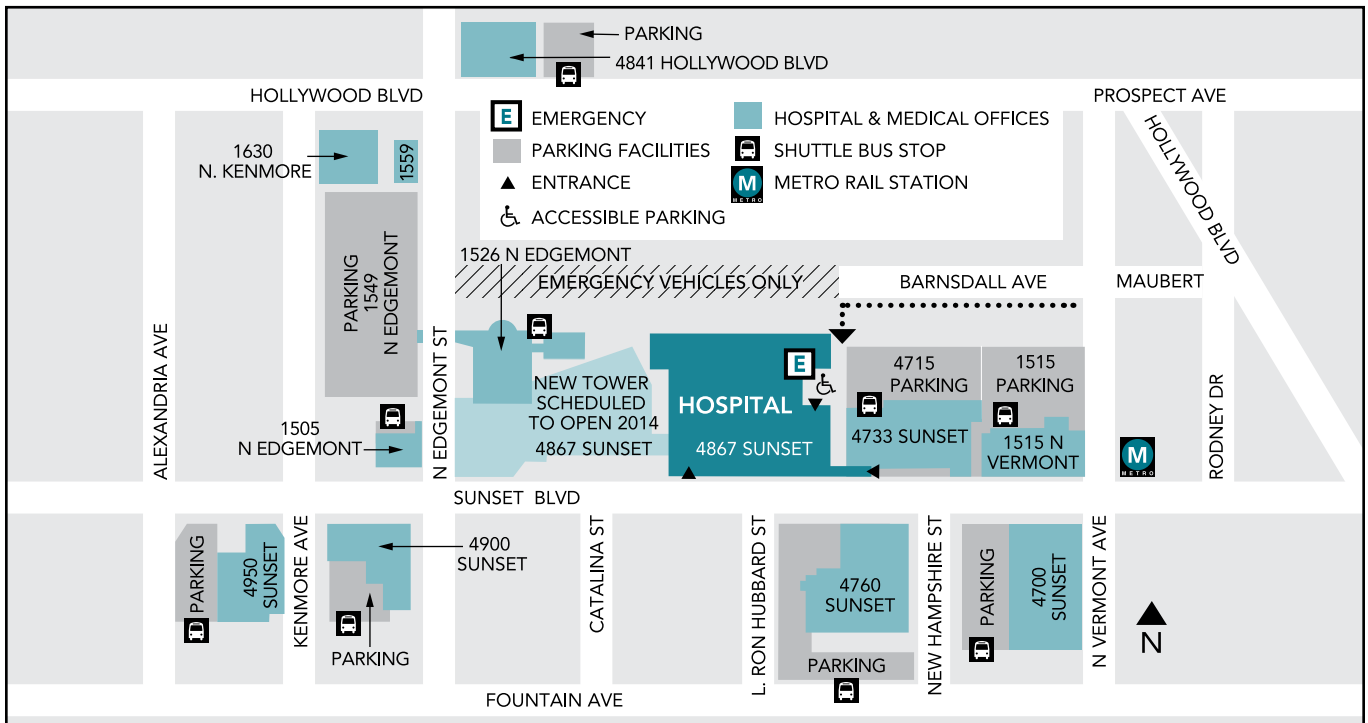
Security (Lost and Found)

Information **310-419-3333**

TTY for the Hearing or Speech Impaired

California Relay Service **711**

Los Angeles Medical Center (hospital and medical offices)



Map not to scale

6

Los Angeles Medical Center

Hospital and Medical Offices
4867 W. Sunset Blvd.
Los Angeles, CA 90027
kp.org/losangeles

- **Emergency**
4867 W. Sunset Blvd.
- **Adult urgent care**
1526 N. Edgemont St., 1st Floor
- **Pediatric urgent care**
4700 W. Sunset Blvd., 4th Floor
Enter the medical offices north of 1526 N. Edgemont St. Enter the hospital on Barnsdall Ave., north of Sunset Blvd.

Emergency

4867 W. Sunset Blvd.

Hours: 7 days, 24 hours

Information

323-783-4011

TTY for the hearing/speech impaired **711**

Hospital parking located west of Vermont Ave.

Poison Control

1-800-222-1222

Some services are also available at the following locations:

- **1505 N. Edgemont St.**
Adjacent parking for people with disability.
Use parking lot at 1549 N. Edgemont St.
- **1526 N. Edgemont St.**
Use parking lot at 1549 N. Edgemont St.
- **4700 W. Sunset Blvd.**
Adjacent parking
- **4760 W. Sunset Blvd.**
Adjacent parking (limited).
Parking also available at 4700 W. Sunset Blvd.
- **4867 W. Sunset Blvd.**
Use parking lot at 1549 N. Edgemont St.
- **4900 W. Sunset Blvd.**
Adjacent parking (limited).
Parking also available at 1549 N. Edgemont St.

- **4950 W. Sunset Blvd.**

Adjacent parking

- **1515 N. Vermont Ave.**

Adjacent parking

- **3699 Wilshire Blvd.**

Underground parking

Addiction Medicine

4700 W. Sunset Blvd., 1st Floor

Walk-in: M–F, 8:30 a.m.–4 p.m.

Group meetings: M–Th, 8 a.m.–9 p.m.;

F, 8 a.m.–5:30 p.m.;

Sa, Su, 8:30 a.m.–12:30 p.m.

Advice/Appts./Cancel/Msgs. **323-783-8206**

- **Behavioral Health Care**

Member Help Line

After-hours, weekends,

and holidays **1-800-900-3277**

Admitting

4867 W. Sunset Blvd., 1st Floor

Hours: 7 days, 24 hours

Information **323-783-5941**

Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;

Sa, 7 a.m.–noon) **1-800-954-8000**

- **KP OnCall**

After-hours advice (M–F, 7 p.m.–7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

After-hours Care

See Urgent Care/After-hours.

Allergy *By referral only*

1515 N. Vermont Ave., 5th Floor

Hours: M, 9 a.m.–7 p.m.;

Tu–F, 9 a.m.–5:30 p.m.

Advice/Appts./Cancel/Msgs. **1-800-954-8000**

Audiology *Self-referrals accepted*

4900 W. Sunset Blvd., 6th Floor

Hours: M–F, 8 a.m.–6 p.m.

Appointments **1-800-954-8000**

Blood Donor Center

1515 N. Vermont Ave., 1st Floor

Hours: M–F, 9 a.m.–5 p.m.

Advice/Appts./Cancel/Msgs./

Platelet appointments **323-783-6667**

Bone Marrow Transplant (BMT) Clinic

By referral only

1515 N. Vermont Ave., 8th Floor

Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.

Information **323-783-5414**

After-hours: call Urgent Care at City of Hope,

626-256-4673, ext. 65200, and ask for Kaiser Permanente BMT physician on call.

Cafeteria

Sunset Café

4900 W. Sunset Blvd., 1st Floor

Hours: M–F, 11:30 a.m.–1:30 p.m.

Cancer Information

4867 W. Sunset Blvd.

Patient information **1-888-606-0068**

Cardiac Catheterization

Laboratory (Regional) *By referral only*

4867 W. Sunset Blvd., 3rd Floor

Hours: M–F, 6:30 a.m.–8 p.m.

Appts./Info. **323-783-4079**

Cardiac Surgery *By referral only*

1526 N. Edgemont St., 3rd Floor

Hours: M–F, 7 a.m.–6 p.m.

Advice/Appts./Cancel/Msgs. **323-783-4595**

Cardiology *By referral only*

1526 N. Edgemont St., 2nd Floor

Hours: M–F, 8 a.m.–5 p.m.

Information **323-783-4585**

Cardiology Rehabilitation

By referral only

1515 N. Vermont Ave., 1st Floor

Hours: M, W, F, 7 a.m.–4 p.m.

Advice/Cancel **323-783-4302**

Conference Center

1515 N. Vermont Ave., 1st Floor

Dermatology *By referral only*

1515 N. Vermont Ave., 5th Floor

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

Advice/Appts./Cancel/Msgs. **1-800-954-8000**

Diabetes

See Endocrinology/Diabetes/Rheumatology.

Diagnostic Imaging/Radiology*By referral only*Appts./Cancel **323-783-2662**

- **1505 N. Edgemont St., 1st Floor**

Hours: M–F, 7:30 a.m.–5 p.m.

- **4760 W. Sunset Blvd., 1st Floor**

Hours: M–F, 8 a.m.–5:30 p.m.;

Sa, 8 a.m.–noon

Appts./Cancel **323-783-4567**

- **4950 W. Sunset Blvd., 2nd Floor**

Hours: M–F, 9 a.m.–6 p.m.

- **1515 N. Vermont Ave., 2nd Floor**

Hours: M–F, 8:30 a.m.–5 p.m.

- **CT and Ultrasound** *By referral only*

1526 N. Edgemont St., basement

Hours: 7 days, 7 a.m.–11 p.m.

Advice/Appts./Msgs. **323-783-2662**Automated cancel **1-800-954-8000**

- **Mammography**

1505 N. Edgemont St., 1st Floor

Hours: M–F, 8 a.m.–6 p.m.;

Sa, 8 a.m.–3:30 p.m.

Advice/Appts./Msgs. **323-783-7880**Automated cancel **1-800-954-8000**

- **MRI** *By referral only*

1526 N. Edgemont St., basement

1559 N. Edgemont St.

Hours: M–F, 8 a.m.–5 p.m.

Advice/Appts./Msgs. **323-783-2662****Dialysis Unit** *By referral only*

- **Inpatient**

4867 W. Sunset Blvd., 6th Floor

Hours: 7 days, 24 hours

Advice/Msgs. **323-783-9651**

- **Outpatient**

4700 W. Sunset Blvd., 2nd Floor

Hours: M–Sa, 5 a.m.–10 p.m.

Advice/Msgs. **323-783-5579****Durable Medical Equipment**

Hours: M–F, 8:30 a.m.–5 p.m.

Information **323-783-1166**Fax **323-783-8480****Endocrinology/Diabetes/Rheumatology***By referral only; consultations only*

4950 W. Sunset, 2nd Floor

Hours: M–F, 8:30 a.m.–4:30 p.m.

Information **323-783-3432**Messages **1-800-954-8000****Family Medicine**

4950 W. Sunset Blvd., 4th Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Advice/Appts./Cancel/Msgs. **1-800-954-8000****Financial Counseling**

4867 W. Sunset Blvd., 1st Floor

Hours: 7 days, 24 hours

Information **323-783-7163****Gastroenterology (GI)/Liver Clinic***By referral only*

1526 N. Edgemont St.

Gastroenterology (GI), 6th Floor

Liver Clinic, 7th Floor

Hours: M–F, 8 a.m.–5 p.m.

Advice/Appts./Msgs. **1-800-954-8000****Genetics** *Referral preferred*

4900 W. Sunset Blvd., 3rd Floor

Hours: M–F, 9 a.m.–5 p.m.

Appts./Info./Cancel/Msgs. **323-783-5756****Gift Shop**

4867 W. Sunset Blvd., 1st Floor

Information **323-783-1286****Gynecologic Oncology** *By referral only*

4900 W. Sunset Blvd., 3rd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Advice/Appts./Cancel **323-783-4018****Head and Neck Surgery** *By referral only*

Includes Maxillofacial Surgery

4900 W. Sunset Blvd., 6th Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Advice/Appts./Cancel/Msgs. **1-800-954-8000****Health Education**

1515 N. Vermont Ave., 4th Floor

Hours: M–F, 8 a.m.–5 p.m.

Appts./Info./Msgs. **323-783-4472**Healthy Living Helpline **1-866-402-4320**

HEARx West Hearing Care Centers

By appointments only

Hours: M–F, 9 a.m.–5 p.m.

- **HEARx West–Los Feliz**

2654 Griffith Park Blvd.
Los Angeles, CA 90039

Information **323-906-1275**

- **HEARx West–Pasadena**

3655 E. Foothill Blvd.
Pasadena, CA 91107

Information **626-351-0175**

HIV Clinic *By referral only*

1505 N. Edgemont St., 2nd Floor

Hours: M–F, 8:30 a.m.–4:30 p.m.

Advice/ Appts./Msgs. **1-800-954-8000**

Home Health Care *By referral only*

3699 Wilshire Blvd., 3rd Floor

Hours: M–F, 8 a.m.–5 p.m.

Information **323-783-4375**

Consultation and admission.

Hospice *By referral only*

3699 Wilshire Blvd., 3rd Floor

Hours: M–F, 8 a.m.–5 p.m.

Information **323-783-7416**

Consultation and admission.

Hospital Cashier Office

4867 W. Sunset Blvd., 1st Floor

Hours: M–F, 8:30 a.m.–8 p.m.

Information **323-783-7905**

Infectious Disease *By referral only*

1505 N. Edgemont St., 2nd Floor

Hours: M, W–F, 8:30 a.m.–5 p.m.;

Tu, 8 a.m.–noon

Advice/ Appts./Msgs. **1-800-954-8000**

Infusion Center (Outpatient)

By referral only

1505 N. Edgemont St., 1st Floor

Hours: M–F, 8 a.m.–5 p.m.

Appts./Cancel **323-783-3933**

Insurance

See Medical Correspondence/Insurance.

Internal Medicine (General)

4950 W. Sunset Blvd., 3rd, 5th, and 6th Floors

Hours: M–F, 8 a.m.–5 p.m.

Appts./Cancel **1-800-954-8000**

Hematology/Oncology *By referral only*

1515 N. Vermont Ave., 8th Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel **1-800-954-8000**

Interventional Radiology *By referral only*

Office hours: M–F, 6:30 a.m.–6:30 p.m.

Phone hours: M–F, 7:30 a.m.–5 p.m.

Appts./Cancel **323-783-6033**

Pre/post procedure advice

(M–F, 9 a.m.–5:30 p.m.) **323-783-6033**

Procedure/Surgery appts.

(M–F, 10 a.m.–5 p.m.) **323-783-5484**

Outpatient Clinic appts.

(M–F, 8 a.m.–3:30 p.m.) **323-783-6033**

Laboratory

Results **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results

or check lab results online at **kp.org**.

- **4700 W. Sunset Blvd., 1st Floor**

Hours: M–F, 8:30 a.m.–5 p.m.

Information **323-783-7959**

- **4900 W. Sunset Blvd., 3rd Floor**

Hours: M–F, 7 a.m.–6 p.m.

Information **323-783-3504**

- **4950 W. Sunset Blvd., 3rd Floor**

Hours: M–Sa, 7 a.m.–6 p.m.;

Su 7 a.m.–2 p.m.;

holidays, 7 a.m.–3:30 p.m.

Information **323-783-4049**

- **1515 N. Vermont Ave.**

2nd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Information **323-783-8219**

Long-term Care *By referral only*

3699 Wilshire Blvd., 3rd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Information **323-783-1490**

Mammography

See Diagnostic Imaging/Radiology.

Medical Correspondence/Insurance

- **Main Office**

3699 Wilshire Blvd., 3rd Floor
Hours: M–F, 9 a.m.–4 p.m.
Information **323-783-2400**

- **Satellite Office**

(drop box)
4733 W. Sunset Blvd., 2nd Floor
Hours: M–F, 9 a.m.–4 p.m.
Information **323-783-2400**

Medical Library

4733 W. Sunset Blvd., 1st Floor
Hours: M–F, 8 a.m.–5 p.m.
Information **323-783-4687**

Member Services

Benefits/Health Plan coverage information/
forms and brochures

- **Member Services Offices**

Hours: M–F, 9 a.m.–5 p.m.
• 1505 Edgemont St., G Floor
• 4950 W. Sunset Blvd., 1st Floor

- **Member Service Call Center**

Phone hours: 7 days, 24 hours.
Closed holidays; closed at 5 p.m.
the day after Thanksgiving,
Christmas Eve, and New Year's Eve
English **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY **1-800-777-1370**

Metabolic Clinic *By referral only*

4700 W. Sunset Blvd., 1st Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Information **323-783-6970**

Nephrology *By referral only*

4700 W. Sunset Blvd., 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel **1-800-954-8000**

Neurology *By referral only*

1505 N. Edgemont St., 5th Floor
Hours: M–F, 8 a.m.–5 p.m.
Appts./Cancel/Msgs. **1-800-954-8000**
EEG and Sleep Lab by referral only.

Neurosurgery *By referral only*

4867 W. Sunset Blvd., 5th Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Msgs. **1-800-954-8000**

Nuclear Medicine *By referral only*

4867 W. Sunset Blvd., 2nd Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Cancel/Msgs. **323-783-2233**
After-hours cancel **1-800-954-8000**

Obstetrics-Gynecology

4900 W. Sunset Blvd.
3rd, 4th, and 5th Floors
Hours: M–F, 8:30 a.m.–5 p.m.

- **After-hours Gynecology** *Walk-in only*

1526 N. Edgemont St.
Hours: M–F, 5:30–9 p.m.;
Sa, Su, 9 a.m.–9:30 p.m.
Information **1-800-954-8000**

- **Obstetrics Education (Women's Center)**

4900 W. Sunset Blvd., 5th Floor
Hours: M–F, 8:30 a.m.–5:30 p.m.
Appointments **1-800-954-8000**
Info./Msgs. **323-783-5300**

Occupational Health Center**(Kaiser On-the-Job®)**

Medical treatment for work-related
injuries and illnesses
1526 N. Edgemont St., 1st Floor
Hours: M–F, 7:30 a.m.–5 p.m.
Advice/Info./Msgs. **323-783-6621**

Occupational Therapy *By referral only*

1526 N. Edgemont St., 4th Floor
Hours: M–F, 8 a.m.–5 p.m.
Advice/Appts./Cancel **323-783-2700**

Oncology

See Hematology/Oncology.

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedics/Podiatry *By referral only*

Includes Spine Center
 4760 W. Sunset Blvd., 1st Floor
 Hours: M–F, 8 a.m.–5 p.m.
 Appts./Cancel/Msgs. **1-800-954-8000**

Outpatient Infusion Center

1505 N. Edgemont St., 1st Floor
 Hours: M–F, 8 a.m.–5 p.m.
 Appts./Cancel/Info. **323-783-3933**

Pain Management Center *By referral only*

4760 W. Sunset Blvd., 3rd Floor
 Hours: M–F, 8 a.m.–4 p.m.
 Appts./Cancel/Info. **323-783-0567**

Pediatrics/Teenage Medicine

Appointments preferred
 4700 W. Sunset Blvd.
 Pediatrics, 3rd and 4th Floors
 Teenage Medicine, 1st Floor
 Office hours: M–F, 8 a.m.–5 p.m.
 Urgent care hours: M–F, 5–8:30 p.m.;
 Sa, Su, holidays, 9 a.m.–4:30 p.m.
 Advice/Appts./Cancel/Msgs. **1-800-954-8000**
 School/Camp forms
 (fees may apply) **1-800-954-8000**

Personal Physician Selection

Information **1-888-956-1616**
 Website **kp.org/chooseyourdoctor**
 Select or change a personal physician or get
 information about practitioners and services.

Pharmacies

Mail-order Pharmacy **1-866-206-2982**
 Online refills **kp.org/rxrefill**

• **4700 W. Sunset Blvd.**

Pediatrics Pharmacy

1st Floor
 Hours: M–F, 9 a.m.–9 p.m.;
 Sa, Su, and holidays, 9 a.m.–4 p.m.
 Info./Refills by phone **1-866-352-8725**
 (call 48 hours in advance for refills)

• **4904 W. Sunset Blvd.**

Building M Pharmacy

1st Floor
 Hours: 7 days, 8:30 a.m.–10:30 p.m.
 Info./Refills by phone **1-866-352-8690**
 (call 48 hours in advance for refills)

• **4950 W. Sunset Blvd.**
Building M Pharmacy

Level M
 Hours: M–F, 8:30 a.m.–6 p.m.
 Info./Refills by phone **1-866-352-8669**
 (call 48 hours in advance for refills)

• **1515 N. Vermont Ave. Pharmacy**

2nd Floor
 Hours: M–F, 8:30 a.m.–6 p.m.
 Info./Refills by phone **1-866-352-9095**
 (call 48 hours in advance for refills)

• **Discharge Pharmacy**

4733 W. Sunset Blvd., 2nd Floor
 Hours: 7 days, 24 hours
 Info./Refills by phone **1-866-879-3408**

• **Infectious Disease Clinic Pharmacy**

1505 N. Edgemont St., 1st Floor
 Hours: M–F, 8:30 a.m.–5 p.m.
 Info./Refills by phone **1-866-352-8649**
 (call 48 hours in advance for refills)

Physical Medicine and Rehabilitation

By referral only
 1526 N. Edgemont St., 3rd Floor
 Hours: M–F, 7:30 a.m.–5 p.m.
 Advice/Appts./Cancel/Msgs. **1-800-954-8000**

Physical Therapy *By referral only*

1526 N. Edgemont St., 4th Floor
 Hours: M–F, 8:30 a.m.–5 p.m.
 Advice/Appts./Cancel **323-783-2700**

Plastic Surgery

4760 W. Sunset Blvd., 3rd Floor
 Hours: M–F, 9 a.m.–5 p.m.
 Information **323-783-1737**

Podiatry

See Orthopedics/Podiatry.

Psychiatry

4700 W. Sunset Blvd., 5th and 6th Floors
 Hours: M–Th, 7 a.m.–7 p.m.;
 F, 7 a.m.–5 p.m.; Sa, 8:30 a.m.–12:30 p.m.
 First-time appointments **323-783-2621**
 Advice/Cancel/Msgs. **323-783-2600**

• **Behavioral Health Care**

Member Help Line

After-hours, weekends,
 and holidays **1-800-900-3277**

Pulmonary Function Testing (PFT)*By referral only*

1526 N. Edgemont St.

Hours: M–F, 7 a.m.–5 p.m.

Advice/Appts./Cancel/Msgs. **323-783-5231****Pulmonary Rehabilitation** *By referral only*

1515 N. Vermont Ave., 1st Floor

Hours: M, W, F, 1:30–3:30 p.m.

Advice/Cancel **1-800-954-8000****Pulmonology** *By referral only*

1515 N. Vermont Ave., 1st Floor

Hours: M, W, F, 8:30 a.m.–5 p.m.;

Tu, 8:30 a.m.–noon

Information **323-783-4858****Radiation Oncology** *By referral only*• **4950 W. Sunset Blvd.**

Office hours: M–F, 7:30 a.m.–6 p.m.

Treatment hours: M–F, 8 a.m.–6 p.m.

Advice/Appts./Cancel/Msgs. **323-783-2841**• **Ontario Medical Offices**

2295 Vineyard Ave.

Ontario, CA 91761

Office hours: M–F, 7:30 a.m.–6 p.m.

Treatment Hours: M–F, 8 a.m.–6 p.m.

Advice/Appts./Cancel/Msgs. **909-724-2022****Radiology**

See Diagnostic Imaging/Radiology.

Rheumatology

See Endocrinology/Diabetes/Rheumatology.

Sigmoidoscopy*By referral only if 50 or younger*

1526 N. Edgemont St.

GI Department, 6th Floor

Hours: M–F, 7:30 a.m.–4 p.m.

Cancel/Msgs. **323-783-8898****Social Medicine**

1505 N. Edgemont St., 1st Floor

Hours: M–F, 8 a.m.–5 p.m.

After-hours (on-site social worker):

M–F, 4 p.m.–midnight;

Sa, 8 a.m.–midnight; Su, 10 a.m.–6:30 p.m.;

holidays, noon–8:30 p.m.

Information **323-783-4371****Speech and Language Pathology***By referral only*

1505 N. Edgemont St., 4th Floor

Hours: M–F, 8 a.m.–5 p.m.

Advice/Appts./Cancel **323-783-2700****Surgery** *By referral only*

4760 W. Sunset Blvd., 3rd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Msgs. **1-800-954-8000**• **Ambulatory Surgery**

4760 W. Sunset Blvd., 2nd Floor

Hours: M–F, 5 a.m.–6 p.m.

Information **1-800-954-8000**• **Discharge**

4760 W. Sunset Blvd., 2nd Floor

Recovery: M–F, 7:30 a.m.–5:30 p.m.

Discharge: M–F, 9:30 a.m.–6 p.m.

Information **323-783-3741**• **Preadmission Center (PAC)**

1505 N. Edgemont St., 1st Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Information **323-783-2555****Transplant Services** *By referral only*• **Blood and marrow**

1515 N. Vermont Ave., 8th Floor

Information **323-783-1958**• **Heart**

4733 W. Sunset Blvd.

1526 N. Edgemont St., 2nd Floor

Information **323-783-8945**• **Liver**

1526 N. Edgemont St., 7th Floor

Information **323-783-5138**or **323-783-6830**• **Lung**

4733 W. Sunset Blvd, 1st Floor

Information **323-783-8945**After-hours call **323-783-2712** for transplant coordinator or on-call transplant physician.

Travel Advisory

4950 W. Sunset Blvd.
 Atrium level, Nurse Clinic
 Hours: M–F, 8:30 a.m.–5 p.m.
 Information **323-783-8818**

TTY for the Hearing or Speech Impaired

California Relay Service **711**

Urgent Care/After-hours

Walk-in and same-day appointment
 Advice/ Appts./Cancel/Msgs.
 (M–F, 7 a.m.–7 p.m.;
 Sa, Su, 7 a.m.–4 p.m.) **1-800-954-8000**
 After-hours advice
 (M–F, 7 p.m.–7 a.m.;
 Sa, Su, and holidays,
 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

• **Adult Medicine**

1526 N. Edgemont St., 1st Floor
 Hours: M–F, 4–9 p.m.;
 Sa, Su, and holidays, 8 a.m.–9 p.m.

• **Pediatrics**

4700 W. Sunset Blvd., 4th Floor
 Hours: M–F, 5–8:30 p.m.;
 Sa, Su, holidays, 9 a.m.–4:30 p.m.

Urology *By referral only*

4900 W. Sunset Blvd., 2nd Floor
 Hours: M–F, 9 a.m.–5 p.m.
 Appts./Cancel/Msgs. **1-800-954-8000**

Vision Essentials by Kaiser Permanente

• **Ophthalmology**

1515 N. Vermont Ave., 7th Floor
 Hours: M–F, 8:30 a.m.–12:30 p.m.
 and 1:30–5 p.m.
 Advice/ Appts./
 Cancel/Msgs. **1-800-954-8000**

• **Optical Center**

Eyeglasses
 1515 N. Vermont Ave., 6th Floor
 Hours: M–Th, 7:30 a.m.–6:30 p.m.;
 F, 7:30 a.m.–5:30 p.m.;
 Sa, 7:30 a.m.–4:30 p.m.
 Advice/Msgs. **323-783-4118**
 Website **kp2020.org**

• **Optometry**

1515 N. Vermont Ave., 6th Floor
 Hours: M–Th, 7:30 a.m.–6 p.m.;
 F, 7:30 a.m.–5:30 p.m.;
 Sa, 8 a.m.–5 p.m.
 Advice/ Appts./
 Cancel/Msgs. **1-800-954-8000**



Mental Health Center

765 W. College St.
 Los Angeles, CA 90012
kp.org/losangeles

By referral only

Visiting hours: M–F, 7–8 p.m.;
 Sa, Su, and holidays, 1–3 p.m. and 7–8 p.m.
 Information **213-580-7200**
 We don't encourage children younger
 than 14 to visit.



**Pasadena
 Medical Offices**

3280 E. Foothill Blvd.
 Pasadena, CA 91107
kp.org/losangeles

Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;
 Sa, 7 a.m.–noon) **1-800-954-8000**

• **KP OnCall**

After-hours advice (M–F, 7 p.m.–7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*

Hours: Tu, 9 a.m.–4:30 p.m.;
 Th, F, 1–4:30 p.m.
 Information **626-583-2325**

Dermatology *By referral only*

Hours: Th, 1:30–5 p.m.

Information **1-800-954-8000****Diagnostic Imaging/Radiology**Appts./Cancel/Msgs. **1-800-954-8000**• **Bone Density** *By referral only*

Hours: M–F, 8:30 a.m.–5 p.m.

• **Mammography**

Hours: M–F, 8:30 a.m.–5 p.m.

• **Radiology/X-ray***By referral only; walk-in and by appointment*

Hours: M–Th, 9 a.m.–7 p.m.;

F, 8:30 a.m.–5 p.m.; Sa, 8 a.m.–noon

Information **1-800-954-8000****Family Medicine** *By appointment only*

4th Floor

Hours: M–Th, 8:30 a.m.–7 p.m.;

F, 8:30 a.m.–5 p.m.; Sa, 8:30 a.m.–noon

Information **1-800-954-8000****Laboratory**

Hours: M–Th, 8 a.m.–6:30 p.m.;

F, 8 a.m.–5 p.m.; Sa, 8 a.m.–noon

Results **1-888-4KPTEST**
(1-888-457-8378)Call requesting practitioner for test results
or check lab results online at **kp.org**.**Mammography**

See Diagnostic Imaging/Radiology.

Nurse Clinic*Walk-in and by appointment*

Hours: M–F, 8:30 a.m.–4:30 p.m.;

Sa, 8:30 a.m.–noon

Information **1-800-954-8000****Obstetrics-Gynecology** *By appointment only*

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Registration **1-800-954-8000****Pediatrics** *By appointment only*

4th Floor

Hours: M–Th, 8:30 a.m.–7 p.m.;

F, 8:30 a.m.–5 p.m.; Sa, 8:30 a.m.–noon

Information **1-800-954-8000****Personal Physician Selection**Information **1-888-956-1616**Website **kp.org/chooseyourdoctor**Select or change a personal physician or get
information about practitioners and services.**Pharmacies**Mail-order Pharmacy **1-866-206-2982**Online refills **kp.org/rxrefill**• **Pasadena Foothill Pharmacy**

Hours: M–Th, 8:30 a.m.–7 p.m.;

F, 8:30 a.m.–5:30 p.m.;

Sa, 8:30 a.m.–12:30 p.m.

Info./Refills by phone **1-866-248-1408**

(call 48 hours in advance for refills)

• **Refill Annex**

470 N. Lake Ave.

Hours: M–F, 8:30 a.m.–6 p.m.;

Sa, 8:30 a.m.–2 p.m.

Info./Refills by phone **1-866-450-4941**

(call 48 hours in advance for refills)

Podiatry *By referral only*

Hours: Tu, 1:30–5 p.m.

Information **1-800-954-8000****Radiology**

See Diagnostic Imaging/Radiology.

TTY for the Hearing or Speech ImpairedCalifornia Relay Service **711**

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**Playa Vista
Medical Offices**

5620 Mesmer Ave.

Culver City, CA 90230

Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;

Sa, 7 a.m.–noon) **1-800-954-8000**• **KP OnCall**

After-hours advice (M–F, 7 p.m.–7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL****(1-888-576-6225)**

Diagnostic Imaging/Radiology

- **Mammography**

Hours: M, 8–11:30 a.m.
and 12:30–5 p.m.

Appts./Cancel/Info./Msgs. **1-800-954-8000**

- **Radiology** *By referral only*

Hours: M–F, 8 a.m.–12:30 p.m.
and 1:30–5 p.m.

Appts./Cancel/Info./Msgs. **1-800-954-8000**

Family Medicine

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel **1-800-954-8000**

Laboratory

Clinical laboratory

Hours: M–F, 8 a.m.–5 p.m.

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Obstetrics-Gynecology

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel **1-800-954-8000**

Personal Physician Selection

Information **1-888-956-1616**

Website **kp.org/chooseyourdoctor**

Select or change a personal physician or get
information about practitioners and services.

Pharmacy

Hours: M–F, 9 a.m.–5:30 p.m.

Info./Refills by phone **1-866-391-2679**

Mail-order Pharmacy **1-866-206-2982**

Online refills **kp.org/rxrefill**

Radiology

See Diagnostic Imaging/Radiology.

Security (Lost and Found)

Information **310-737-4911**

TTY for the Hearing or Speech Impaired

California Relay Service **711**

10

South Los Angeles Medical Offices

1550 W. Manchester Ave.

Los Angeles, CA 90047

Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;

Sa, 7 a.m.–noon) **1-800-954-8000**

- **KP OnCall**

After-hours advice (M–F, 7 p.m.–7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Diagnostic Imaging/Radiology

- **Mammography**

Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30 p.m.–5 p.m.

Appts./Cancel/Info./Msgs. **1-800-954-8000**

- **Radiology** *By referral only*

Hours: M–F, 8:30 a.m.–12:30 p.m.
and 1:30 p.m.–5 p.m.

Appts./Cancel/Info./Msgs. **1-800-954-8000**

Family Medicine

By appointment only

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel **1-800-954-8000**

Laboratory

Walk-in available

Clinical laboratory

Hours: M–F, 8 a.m.–5 p.m.

Results **1-888-4 KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Pediatrics

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel **1-800-954-8000**

Personal Physician Selection

Information **1-888-956-1616**

Website **kp.org/chooseyourdoctor**

Select or change a personal physician or get
information about practitioners and services.

Pharmacy

Hours: M–F, 9 a.m.–5:30 p.m.

Info./Refills by phone **1-866-699-9744**

Mail-order Pharmacy **1-866-206-2982**

Online refills **kp.org/rxrefill**

Radiology

See Diagnostic Imaging/Radiology.

TTY for the Hearing or Speech Impaired

California Relay Service **711**

11 Vision Essentials by Kaiser Permanente, Inglewood

The Marketplace at Hollywood Park
3451 W. Century Blvd., Ste. B-3
Inglewood, CA 90303

Optical Center

Contact lenses, eyeglasses
Hours: M–F, 7 a.m.–5:30 p.m.;
Sa, 7–11:30 a.m. and 12:30–3:30 p.m.
Appts./Cancel **1-800-954-8000**
Eyeglasses status **310-419-3365**
Website **kp2020.org**
Contact lens service Wednesday
and Thursday at this location only.

Optometry

Hours: M–F, 7 a.m.–5:30 p.m.;
Sa, 7–11:30 a.m. and 12:30–3:30 p.m.
Appts./Cancel **1-800-954-8000**

Security (Lost and Found)

Information **310-419-3365**

12 Vision Essentials by Kaiser Permanente, La Cienega

1843½ La Cienega Blvd.
Los Angeles, CA 90035

Optical Center

Contact lenses, eyeglasses
Hours: M–Th, 7 a.m.–6:45 p.m.;
F, 7 a.m.–5:15 p.m.;
Sa, 7–11:30 a.m. and 12:30–3:30 p.m.
Appts./Cancel **1-800-954-8000**
Contact lens **323-857-2836**
Eyeglasses status **323-857-2673**
Website **kp2020.org**
No contact lens service on Saturday.

Optometry

Hours: M–Th, 7 a.m.–6:45 p.m.;
F, 7 a.m.–5:15 p.m.;
Sa, 7–11:30 a.m. and 12:30–3:30 p.m.
Appts./Cancel **1-800-954-8000**

Security (Lost and Found)

Information **310-674-1351**

13 Vision Essentials by Kaiser Permanente, Pasadena

1055 E. Colorado Blvd.
Ste. 100
Pasadena, CA 91106
kp.org/losangeles

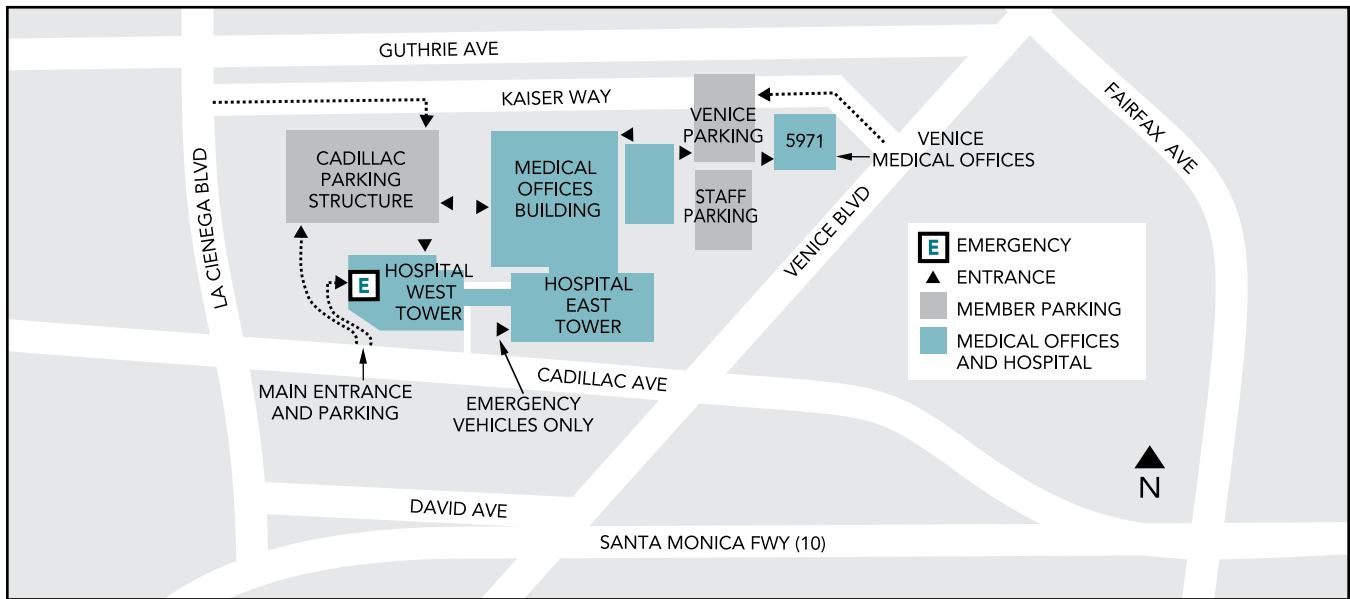
Optical Center

Contact lenses, eyeglasses
Hours: M–F, 7:30 a.m.–6 p.m.;
Sa, 7:30 a.m.–4 p.m.
Contact lens: M–F, 8 a.m.–5 p.m.
Eyeglasses status **626-440-5659**
Website **kp2020.org**

Optometry

Hours: M–F, 7:30 a.m.–6 p.m.;
Sa, 7:30 a.m.–3 p.m.
Appts./Cancel **626-440-5659**

West Los Angeles Medical Center (hospital and medical offices)



Map not to scale

14 West Los Angeles Medical Center

Hospital and Medical Offices
6041 Cadillac Ave.
Los Angeles, CA 90034

- **Emergency**
Hospital West Tower, 1st Floor
- **Adult urgent care**
Medical Offices Building, 1st Floor
- **Pediatric after-hours care**
Venice Medical Offices, 1st Floor

Emergency

Hospital West Tower, 1st Floor
Hours: 7 days, 24 hours
Information **323-857-2000**

Urgent Care/After-hours

Adult Medicine, Pediatrics
Medical Offices Building
Information **323-857-2000**

Poison Control

1-800-222-1222

Some services are also available at the following location:
Venice Medical Offices, 5971 Venice Blvd.
Parking available at Venice Parking Structure

Admitting

Hours: 7 days, 24 hours
Information **323-857-2141**

Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;
Sa, 7 a.m.–noon) **1-800-954-8000**

• **KP OnCall**

After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

After-hours Care

See Urgent Care/After-hours.

Allergy *By referral only*

Venice Medical Offices
3rd Floor, Department 360
Hours: M–F, 8:45 a.m.–12:15 p.m.
and 1:15–4:45 p.m.
Advice/Appts./Cancel/Msgs. **323-857-2646**
or **323-857-3610**

Ambulatory Treatment Center

By referral only
Medical Offices Building, 1st Floor
Department 130
Hours: M–Sa, 7:30 a.m.–5:30 p.m.
Appointments **323-857-2475**

Audiology *Self-referrals accepted*

Venice Medical Offices
4th Floor, Department 462
Hours: M–F, 8 a.m.–5 p.m.
Appts./Cancel/Msgs. **323-857-5505**

Cafeteria

Hospital West Tower, basement
Full service hours: M–F, 7–9:30 a.m.,
11 a.m.–2 p.m., and 3–4:30 p.m.
Grab–n–Go service hours: 4:30–6:45 p.m.
Self–service hours: Sa, Su, 7:30–9:30 a.m.,
11:30 a.m.–1:30 p.m., and 5–6:45 p.m.
Information **323-857-4336**

Cardiology *By referral only*

Medical Offices Building, 2nd Floor
Department 243
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs.
(routine) **1-800-954-8000**
Appts./Cancel/Info.
(procedures) **323-857-3290**

Dermatology *By referral only*

Venice Medical Offices
4th Floor, Department 460
Hours: M–Th, 9 a.m.–noon and 1:30–5 p.m.;
F, 9 a.m.–noon
Appts./Cancel/Msgs. **1-800-954-8000**

Diagnostic Imaging/Radiology

- **Bone Densitometry/X-ray** *By referral only*
Venice Medical Offices
Basement, Department 062
Hours: M–F, 8:30 a.m.–5 p.m.
Information **323-857-2421**
- **Mammography**
Department 120
Hours: M–F, 7:30 a.m.–6:45 p.m.
Appts./Cancel/Info./Msgs. **323-857-2425**
- **Nuclear Medicine** *By referral only*
Hospital East Tower, 1st Floor
Department 105
Hours: M–F, 8 a.m.–5:30 p.m.
Appts./Cancel/Info./Msgs. **323-857-2740**

- **Radiology** *By referral only*
Medical Offices Building, 1st Floor
Department 120
Hours: 7 days, 24 hours
Appts./Cancel/Info. **323-857-2421**

Durable Medical Equipment

Hours: M–F, 8:30 a.m.–5 p.m.
Information **323-783-1166**
Fax **323-783-8480**

Endocrinology *By referral only*

Medical Offices Building, 4th Floor
Hours: M–F, 8 a.m.–4:30 p.m.
Appts./Cancel/Info./Msgs. **1-800-954-8000**
Fax **323-900-7663**
Nurse **323-857-4035**

Family Medicine

Medical Offices Building, 1st Floor
Department 150
Hours: M–F, 8 a.m.–4:30 p.m.
Appts./Cancel/Info./Msgs. **1-800-954-8000**

Financial counselor

Hours: 7 days, 5 a.m.–11:30 p.m.
Information **323-857-3804**

Gastroenterology (GI) *By referral only*

Medical Offices Building, 2nd Floor
Department 240
Hours: M–F, 8:30 a.m.–5:30 p.m.
Appts./Msgs./Cancel (routine) **1-800-954-8000**
Appts./Cancel (procedures) **323-857-2067**

Genetic Counseling *Referral preferred*

Medical Offices Building, 4th Floor
Department 447
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info./Cancel/Msgs. **323-857-2074**

Gift Shop

Medical Offices Building, 1st Floor
Department 147
Hours: M–F, 9 a.m.–6 p.m.
Information **323-857-4022**

Head and Neck Surgery *By referral only*

Medical Offices Building, 4th Floor
Department 450
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Info./Msgs. **323-857-2735**
Appts./Cancel **323-857-5505**
Surgery scheduling **323-857-3340**

Health Education

Medical Offices Building, 1st Floor
Department 148
Hours: M–Th, 9 a.m.–1 p.m. and 2–4 p.m.;
F, 9 a.m.–2 p.m.
Information **323-857-2414**

Healthy Living Store

Hospital West Tower, 1st Floor
Hours: M–F, 9 a.m.–5 p.m.;
Sa, 9 a.m.–1 p.m.
Information **323-857-4065**

HEARx West Hearing Care Center

1268 S. La Cienega Blvd.
Los Angeles, CA 90035
Hours: M–F, 8:30 a.m.–5 p.m.;
evenings, by appointment only
Information **310-854-0473**

Hematology/Oncology *By referral only*

Medical Offices Building, 4th Floor
Department 420
Hours: M–F, 8 a.m.–5 p.m.
Appts./Cancel **323-857-4141**
Messages **1-800-954-8000**

Immunizations

• Adult

Medical Offices Building, 1st Floor
Department 154
Hours: M–F, 8 a.m.–noon and 1–4 p.m.
Appointments **1-800-954-8000**
Walk-in only for non-travel shots.
Appointments required for travel shots
and antimalarial medication.

• Child

No appointment needed
Venice Medical Offices, 1st Floor
Hours: M–F, 8:15–11:30 a.m.
and 1:15–4:15 p.m.
Information **1-800-954-8000**

Infectious Disease/HIV Clinic

By referral only
Medical Offices Building, 2nd Floor
Internal Medicine 2C
Hours: M–F, 8:30 a.m.–4:30 p.m.
Advice/Appts./Cancel/
Info./Msgs. **1-800-954-8000**
Fax **323-857-2474**

Insurance

Medical Offices Building, basement
Department B52
Hours: M–F, 9 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **323-857-2751**

Internal Medicine

Medical Offices Building, 1st and 2nd Floors
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **1-800-954-8000**

Laboratory

Clinical laboratory, outpatient services
Medical Offices Building, basement
Department B45
Hours: M–F, 6:30 a.m.–7 p.m.;
Sa, 6:30 a.m.–noon
Information **323-857-2792**

• Venice Laboratory

Venice Medical Offices
Hours: M–F, 8:30 a.m.–5 p.m.
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Medical Library

Medical Offices Building, basement
Department B55
Hours: M–F, 7 a.m.–5:30 p.m.
Information **323-857-2664**
or **323-857-3925**
Email **WLA.Library@kp.org**
The Medical Library offers educational and
informational materials and resources.

Member Services

Benefits/Health Plan coverage information/
forms and brochures

- **Member Services Office**

Medical Offices Building, 2nd Floor
Department 239
Hours: M–F, 9 a.m.–5 p.m.

- **Member Service Call Center**

Phone hours: 7 days, 24 hours.
Closed holidays; closed at 5 p.m.
the day after Thanksgiving,
Christmas Eve, and New Year's Eve

English	1-800-464-4000
Spanish	1-800-788-0616
Chinese dialects	1-800-757-7585
TTY	1-800-777-1370

Nephrology *By referral only*

Kidney specialist
Medical Offices Building, 4th Floor
Department 435
Hours: M–F, 8 a.m.–4 p.m.
Information **1-800-954-8000**

Neurology *By referral only*

Medical Offices Building, 4th Floor
Ste. 444
Hours: M–F, 8:30 a.m.–4:30 p.m.
Appts./Cancel **1-800-954-8000**

- **EEG** *By referral only*

Messages	323-857-2443
Fax	323-857-3721

Obstetrics-Gynecology

Medical Offices Building, 4th Floor
Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info./Msgs. **1-800-954-8000**
See also Women's Health Center.

Occupational Health Center**(Kaiser On-the-Job®)**

Medical treatment for work-related
injuries and illnesses
Venice Medical Offices
4th Floor, Department 462
Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./Cancel/
Info./Msgs. **310-915-4400**

Occupational Therapy *By referral only*

Medical Offices Building, 1st Floor
Department 140
Hours: M–F, 7:30 a.m.–5:45 p.m.
Advice/Info./Msgs. **323-857-2458**
Appts./Cancel (24 hours) **323-857-2476**

Oncology

See Hematology/Oncology.

Ophthalmology *By referral only*

Medical Offices Building, basement
Department B25
Office hours: M–F, 7:30 a.m.–5 p.m.
Phone hours: M–F, 7:30 a.m.–4 p.m.
Appts./Cancel/Msgs. **323-857-1163**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente,
Inglewood; and Vision Essentials by Kaiser
Permanente, La Cienega on page 59.

Orthopedics *By referral only*

Medical Offices, 1st Floor
Department 144
Office hours: M–F, 8 a.m.–4:30 p.m.
Phone hours: M–F, 8 a.m.–4:15 p.m.
Appts./Cancel/Msgs. **323-857-2731**

Pediatrics

Venice Medical Offices, 1st Floor
Department 161
Hours: M–F, 8:15 a.m.–4:45 p.m.
Appts./Cancel/Info. **1-800-954-8000**

Personal Physician Selection

Information **1-888-956-1616**
Website **kp.org/chooseyourdoctor**
Select or change a personal physician or get
information about practitioners and services.

Pharmacies

Mail-order Pharmacy **1-866-206-2982**
 Online refills **kp.org/rxrefill**

- **24-hour Pharmacy**

Medical Offices Building, 1st Floor
 Department 155
 Hours: 7 days, 24 hours
 Info./Refills by phone **1-866-391-2673**

- **2nd Floor Pharmacy**

Medical Offices Building, 2nd Floor
 Department 255
 Hours: M–F, 9 a.m.–5:30 p.m.
 Info./Refills by phone **1-866-391-2674**

- **4th Floor Pharmacy**

Medical Offices Building, 4th Floor
 Department 455
 Hours: M–F, 9 a.m.–1 p.m. and 2–5:30 p.m.
 Info./Refills by phone **1-866-391-2675**

- **Venice Pharmacy**

1st Floor, Department 165
 Hours: M–F, 9 a.m.–1 p.m. and 2–5:30 p.m.
 Info./Refills by phone **1-866-391-2676**

Physical Medicine and Rehabilitation

By referral only

Medical Offices Building, 1st Floor
 Department 142 and 103
 Hours: M–F, 8:30 a.m.–4:45 p.m.
 Cancel/Msgs. **323-857-3373**
 After-hours cancel **323-857-3682**

Physical Therapy *By referral only*

Medical Offices Building, 1st Floor
 Department 140
 Hours: M–F, 7:30 a.m.–5:45 p.m.
 Advice/Info./Msgs. **323-857-2458**
 Appts./Cancel (24 hours) **323-857-2476**

Plastic Surgery *By referral only*

Medical Offices Building, 1st Floor
 Department 156
 Hours: M–F, 8:30 a.m.–5 p.m.
 Advice/Info./Msgs. **323-857-2758**
 Appts./Cancel **323-857-2763**
 Surgery scheduling **323-857-2777**

Podiatry *By referral only*

Phone hours: M–F, 8 a.m.–4:15 p.m.
 Appts./Cancel/Info./Msgs. **323-857-4034**

Pulmonology *By referral only*

Medical Offices Building, 2nd Floor
 Department 248
 Hours: M–F, 8:30 a.m.–5 p.m.
 Appts./Cancel/Info./Msgs. **1-800-954-8000**
 Fax **323-857-2296**
 Nurse **323-857-3353**

Radiology

See Diagnostic Imaging/Radiology.

Release of Information/Subpoena

Basement, Room B-51
 Hours: M–F, 8 a.m.–5 p.m.
 Information **323-857-2695**

Respiratory Care *By referral only*

Medical Offices Building, 2nd Floor
 Department 248
 Hours: M–F, 8:30 a.m.–5 p.m.
 Respiratory Care **323-857-2381**
 Sleep Lab **323-857-2299**

Rheumatology *By referral only*

Medical Offices Building, 2nd Floor
 Hours: M, W–F, 8:30 a.m.–5 p.m.;
 Tu, 8:30 a.m.–12:30 p.m.
 Appts./Cancel/Info./Msgs. **1-800-954-8000**

Security (Lost and Found)

Cadillac Parking Structure, 1st Floor
 Hours: 7 days, 24 hours
 Information **323-857-3379**

Social Medicine

Medical Offices Building, 4th Floor
 Room 4900A
 Office hours: M–F, 8:30 a.m.–5 p.m.
 After-hours (on-site social worker):
 M–F, 5–11 p.m.;
 Sa, Su, 8:30 a.m.–11 p.m.;
 holidays, 8:30 a.m.–5 p.m.
 Appts./Info./Msgs.
 (M–F, 8:30 a.m.–5 p.m.) **323-857-2329**

Speech Therapy *By referral only*

Venice Medical Offices
 Basement, Department 066
 Hours: M–F, 8:30 a.m.–4:30 p.m.
 Appts./Cancel (24 hours) **323-857-2476**
 Messages **323-857-2815**

Subpoena

See Release of Information/Subpoena.

Surgery (General) *By referral only*

Medical Offices Building, 3rd Floor

Department 356

Hours: M–F, 8 a.m.–4:30 p.m.

Advice/Info./Msgs. **323-857-2118**

Appts./Cancel **323-857-1218**

Surgery Scheduling

Medical Offices Building, 3rd Floor

Department 347

Hours: M–F, 8 a.m.–4:30 p.m.

Scheduler **323-857-3919**

General Surgery **323-857-2046**

Gynecology **323-857-4200**

Head and Neck

and Vascular Surgery **323-857-3340**

Ophthalmology **323-857-3525**

Orthopedics/Podiatry **323-857-4186**

Plastic Surgery **323-857-2777**

Pre-op day surgery **323-857-2842**

Urology **323-857-2643**

TTY for the Hearing or Speech Impaired

California Relay Service **711**

Urgent Care/After-hours

- **Adult Medicine**

Walk-in only; urgent care available

Medical Offices Building, 1st Floor lobby

Department 150

Hours: M–F, 5–9 p.m.;

Sa, Su, and holidays, 8 a.m.–9 p.m.

- **Pediatrics** *After-hours care*

Venice Medical Offices, 1st Floor

Department 161

Hours: M–F, 5–8:30 p.m.;

Sa, Su, and holidays, 9 a.m.–6:30 p.m.

For care after these hours, call the

Emergency Department at **323-857-2000**.

Urology *By referral only*

Medical Offices Building, 3rd Floor

Department 344

Office hours: M–F, 9 a.m.–5 p.m.

Phone hours: M–F, 8:30 a.m.–4:50 p.m.

Appts./Cancel/Msgs. **323-857-2371**

Volunteer Services

Medical Offices Building, 3rd Floor

Department 33

Hours: M–F, 8 a.m.–4 p.m.

Information **323-857-2240**

Call us for hospital volunteer information, including pet therapy patient visit teams.

Women's Health Center

(Obstetrics-Gynecology)

Medical Offices Building, 4th Floor

Department 447

Hours: M–F, 7:30 a.m.–4:30 p.m.

Appts./Info./Msgs. **1-800-954-8000**

Emergency contraception, pregnancy testing, and prenatal registration.

- **High Risk Perinatal Services**

Medical Offices Building, 4th Floor

Department 446

Information **323-857-4040**

- **Lactation Clinic**

Hours: M–F, 9 a.m.–4:30 p.m.

Appts./Breastfeeding/

Info./Msgs. **323-857-4121**

Prenatal and postpartum lactation consultations. For childbirth, Lamaze, and breastfeeding classes, call Health Education at **323-298-3300**.

Wound Care Clinic *By referral only*

Medical Offices Building, 1st Floor

Department 154

Hours: M–Th, 7 a.m.–3:30 p.m.;

F, 7–11 a.m.

Advice/Info./Msgs. **323-857-3306**

Glossary

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

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

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

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

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

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

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

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

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

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

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

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

Obstetrics-Gynecology (Ob-Gyn): Provides women's health, family planning, pregnancy, and medical and surgical reproductive health services. Also listed as Women's Health in this *Guidebook*.

Pediatrics: Provides children's health care, usually from birth through age 17.

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

Plan: Kaiser Permanente.

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

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

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

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

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

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

Kaiser Permanente Medical Centers in Southern California

Baldwin Park, Downey, and South Bay

Baldwin Park Medical Center

Information 626-851-1011
TTY 1-800-800-7990

Downey Medical Center

Information 562-657-9000
TTY 1-800-800-7990

South Bay Medical Center

Information 310-325-5111
TTY 1-800-800-7990

Inland Empire and Coachella Valley

Fontana Medical Center

Information 909-427-5000
TTY 1-866-735-2922

Riverside Medical Center

Information 951-353-2000
TTY 951-353-3005

Kern County, Valleys, and western Ventura County

Panorama City Medical Center

Information 818-375-2000

Woodland Hills Medical Center

Information 818-719-2000

Metropolitan Los Angeles

Los Angeles Medical Center

Information 1-800-954-8000

West Los Angeles Medical Center

Information 1-800-954-8000

Orange County

Anaheim Medical Center

Information 714-279-4000

Irvine Medical Center

Information 949-932-5000

San Diego

San Diego Medical Center

Information 619-528-5000
TTY 619-528-5152

TTY phone numbers

Unless otherwise noted, most facilities use **711** for the deaf, hard of hearing, or speech impaired.

Kaiser Permanente Member Services Across the Country

California

Hours: Seven days, 24 hours; closed holidays;
closed at 5 p.m. the day after
Thanksgiving, Christmas Eve,
and New Year's Eve

Information

English	1-800-464-4000
Spanish	1-800-788-0616
Chinese dialects	1-800-757-7585
TTY for the hearing/ speech impaired	1-800-777-1370

Colorado

Denver/Boulder area

Hours: Mon–Fri, 8 a.m.–5 p.m.

Information

from Denver metro area	303-338-3800
from other areas	1-800-632-9700
TTY	303-338-3820

Southern Colorado area*

Hours: Mon–Fri, 8 a.m.–5 p.m.

Information

TTY	1-888-681-7878
	1-800-521-4874

District of Columbia

Hours: Mon–Fri, 7:30 a.m.–5:30 p.m.

Information

from D.C.	1-800-777-7902
	301-468-6000
TTY	301-879-6380

Georgia

Atlanta metro area

Hours: Mon–Fri, 7 a.m.–7 p.m.

Information

from Atlanta metro area	404-261-2590
from other areas	1-888-865-5813
TTY	1-800-255-0056

Hawaii

Oahu, Maui, Hawaii, Kauai, Lanai,
and Molokai areas

Hours: Mon–Fri, 8 a.m.–5 p.m.;

Sat, 8 a.m.–noon

Information

from Oahu	808-432-5955
from outside Oahu	1-800-966-5955
TTY	1-877-447-5990

Idaho

Group Health (northern area only)

Hours: Mon–Fri, 8 a.m.–5 p.m.

Information

TTY	1-888-901-4636
	1-800-377-3529

Maryland

Baltimore and suburban D.C. area

Hours: Mon–Fri, 7:30 a.m.–5:30 p.m.

Information

1-800-777-7902

TTY

301-879-6380

Ohio

Northeast area

Hours: Mon–Thu, 8:15 a.m.–5 p.m.;

Fri, 9 a.m.–5 p.m.

Information

1-800-686-7100

TTY/TDD

1-877-676-6677

Medicare

1-800-493-6004

Hours: Seven days, 8 a.m.–8 p.m.

TTY/TDD

1-866-513-9966

Oregon/Southwest Washington

Hours: Mon–Fri, 8 a.m.–6 p.m.

Information

from Portland

503-813-2000

from other areas

1-800-813-2000

Medicare/Senior Advantage

Hours: Seven days, 8 a.m.–8 p.m.

from all areas

1-877-221-8221

TTY

1-800-735-2900

Language interpreter services

from all areas

1-800-324-8010

Group Health

(Washington, western/central/eastern areas)

Hours: Mon–Fri, 8 a.m.–5 p.m.

Information

1-888-901-4636

TTY

1-800-833-6388

Virginia

Northern area

Hours: Mon–Fri, 7:30 a.m.–5:30 p.m.

Information

1-800-777-7902

TTY

301-879-6380

*Southern Colorado: You need a Southern Colorado ID number and primary care physician assignment to receive routine, follow-up, or nonemergency care. Please call Southern Colorado Member Services at **1-888-681-7878** for more information.

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

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¹Kaiser Permanente employees are encouraged to complete the survey but are not eligible for the drawing.

²All Kaiser Permanente Medi-Cal members are required by state law to receive a printed copy of *Your Guidebook*.

