

Important Information for Kaiser Permanente Members

March 16, 2020

Most cases of COVID-19 are mild and can be managed at home, and we are working hard to slow the spread and mitigate the impact of this outbreak for our members, staff, and community. Some necessary temporary changes will be implemented across all of Kaiser Permanente.

Telehealth and In-Person Care



- To serve the best interest of our members, patients, and community, we are taking steps to evolve the way we deliver care. We will be leading within Washington as one of the first health care organizations to deliver the majority of care virtually.
- We will continue to provide excellent care for our members through our broad array of virtual care options and in person when necessary. Allowing patients to stay home and still get great care will help address the community spread of COVID-19.
- Beginning on Wednesday, March 18, some Kaiser Permanente medical facilities and all CareClinic at Bartell Drug locations will temporarily discontinue in-person patient care. Care providers will be redeployed to serve the critical needs of our patients.



- Patients with urgent and essential care needs will continue to receive **in-person care** at the following locations: Bellevue, Capitol Hill (Seattle), Everett, Federal Way, Olympia, Riverfront (Spokane), Silverdale, and Tacoma. **All current urgent care locations will continue to provide in-person care.**
- We are proactively reaching out to members to convert nonurgent in-person visits to schedule a telehealth option.
- Our members continue to have a choice of phone, Care Chat, video, e-visits, or in-person visits for essential care.

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Elective Surgeries and Procedures

- To ensure we have capacity and equipment to care for the potential of more critically ill patients, Kaiser Permanente will be postponing elective/nonurgent surgeries and procedures and have started notifying patients who were scheduled.
- We will be proactively reaching out to members to postpone/reschedule appointments.

Pharmacies, Imaging, and Laboratory Services



- Medical Centers in Bellevue, Everett, Federal Way, Olympia, Seattle (Capitol Hill), Silverdale, Spokane (Riverfront), and Tacoma **will continue to provide in-person pharmacy, imaging, and laboratory services.** In Spokane an additional option for pharmacy services is available at Lidgerwood.



- Whenever possible, members should fill prescriptions through our **mail-order service**. Sign up at kp.org/wa and receive your medications in about 3 to 5 business days.