



## We're in this together for the health and safety of all

As the situation around the coronavirus continues to evolve, we'll stay in touch to get you the latest information when we have it. Since our last email, Governor Gavin Newsom issued a stay-at-home order to protect the health and well-being of all Californians and to slow the spread of COVID-19.

The last few weeks have felt pretty different from how we normally live our lives. From suspending schools to working remotely when possible to avoiding gatherings and contact with others — your health and the health of your communities are what's most important.

For answers to your general questions about COVID-19, call our new information line for Kaiser Permanente members at **1-877-813-7297**, between 7 a.m. and 7 p.m., 7 days a week.

### **You can get care without leaving your home**

We expect to see more patients showing symptoms of coronavirus and COVID-19 in the coming weeks. To make sure you get the high-quality care you need, we're increasing the availability of [e-visits](#). This allows you to get great care without being near people who are showing symptoms. Or to schedule a phone or video visit, sign in to the Kaiser Permanente app or [kp.org](#), or call **1-833-KP4CARE (1-833-574-2273)**.

As a reminder, the following locations have temporarily stopped providing in-person care. This will help us increase the availability of video and phone visits and protect our members, staff, and community. The situation is changing quickly, and we'll continue to adjust to ensure we're ready to meet the critical health needs we're facing.

- San Juan Capistrano Medical Offices
- Foothill Ranch Medical Offices

- Aliso Viejo Medical Offices
- Yorba Linda Medical Offices
- Anaheim Hills Medical Offices
- La Habra Medical Offices

### **Personal protective equipment**

We're working around the clock to make sure our facilities and staff are ready to provide high-quality care for our members. We've been carefully managing our resources, ensuring we have adequate access to protective equipment and medical supplies needed for the screening and treatment of patients with potential and confirmed COVID-19 infections. As we screen more and more patients, our supply needs will increase. We have the supplies and equipment we need today to safely care for our members and protect our staff, and we're planning for the coming weeks and months to ensure those supplies remain available. You can help us continue to care for our most critically ill patients by using e-visits and phone and video appointments.

### **Get help with self-care using apps and other online tools**

Right now, it's especially important to care for the whole you — mind, body, and spirit. Whether you're looking for help with sleep, stress, or relationships, we have many digital tools for your mental health and wellness. For mental health advice, call 24/7 at **1-800-900-3277** (TTY **711**).

Available at no cost to our members, the myStrength app offers a personalized program with interactive activities, in-the-moment coping tools, inspirational resources, and community support. And it has new features specifically designed to help you cope with fear or anxiety about the coronavirus. Get started at [kp.org/selfcare](https://kp.org/selfcare).

### **Remember, you don't need to be tested if you aren't showing symptoms**

We're prepared to test patients for COVID-19 if they meet the guidelines set out by the [Centers for Disease Control and Prevention](https://www.cdc.gov) and your local public health agency. Testing isn't recommended for people with mild or moderate symptoms, and you don't need to be tested if you aren't showing symptoms.

COVID-19 tests are only available when medically necessary, so please don't come into a Kaiser Permanente facility for testing unless a doctor refers you. If you're concerned that you or a family member are showing symptoms of COVID-19, please contact us before coming in.

### **If you're having trouble paying for coverage, we want to help**

We're deeply committed to making sure our members and the communities we serve have access to the care they need. If a Kaiser Permanente member loses coverage due to job loss, we can help them learn about their options. Whatever their care needs, our team can help members navigate the complexities to find the coverage they want and need so there's no disruption in their Kaiser Permanente care.

### **Prescriptions and pharmacy call center**

Our pharmacies are experiencing a high volume of refill requests and calls at this time. We apologize for this inconvenience. We're working as quickly as possible to make sure you receive your order, which may take up to 7 days. To get up-to-date information, you can also use the Kaiser Permanente mobile app to receive shipment notifications that will help you track your order.

### **Visitation policy limitations**

Given the current situation, our hospitals and medical centers are implementing visitor restrictions to protect your health and the health of your loved ones. End-of-life care and labor and delivery patients will be permitted 1 visitor (in good health), over the age of 14. Pediatrics and NICU patients are permitted 1 visitor at a time, rotating between 2 caregivers. In addition, 1 visitor can assist you with care when you have an appointment.

Please continue to take the necessary precautions to help prevent the spread of coronavirus. Together, we can work to keep our communities healthy and strong.

For more information, visit [kp.org/coronavirus](https://kp.org/coronavirus).

Para más información en español, haga [clic aquí](#).