Have You Tried Our Virtual Care Options?

Running a fever and need to be seen quickly?
Virtual care is a convenient option for care where you are.

Get Care Now Video/Phone Visits	Available 24/7. Accessible through your KP mobile app or at **kp.org/get care**.
E-Visit Online Questionnaire	Answer a few questions online and hear back from a doctor, usually within 2 hours.
Online Nurse Chat	Chat online with our 24/7 advice nurse or discuss medical records.

Important Numbers

To reach your care team: Use **KP.org** or your KP mobile App to securely message your care team.

Talk to An Advice Nurse 24/7	**800-777-7904**
Clinical Contact Center Appointment Line Make an appointment, questions about appointments, assistance in reaching your healthcare team	**800-777-7904**
Behavioral Health (Monday through Friday, 7a.m. -7 p.m.) After hours line	**866-530-8778** **800-677-1112**
Member Services Call Center Questions about account information, eligibility/coverage and more	**800-777-7902**

KAISER PERMANENTE®

Coordinating Your Care Today

What to expect at your visit:

- ❑ We will check your blood pressure and weight.
- ❑ Be ready to tell your doctor the top 2 things you want to talk about.
- ❑ Discuss any prescription medicines you take.
- ❑ We will go over your next steps before you leave.

Thank you for allowing us to care for you today!

KAISER PERMANENTE®

Understanding Your Test Results

See your lab and X-ray results on KP.org or the KP app. We will email or text you when they are ready.

You will often see your results before your doctor does. Your doctor waits for all results to come in, then looks at them together.

- ❑ **Most normal results** will come with a note from your doctor that says they are normal.
- ❑ **How long results take.** Lab results take 1 to 2 workdays. X-rays can take up to 3 workdays. We will tell you what to expect for other tests.
- ❑ **Have questions about your results?** Once your doctor has commented on all your results, then reach out with any remaining questions.



Picking Up a Medicine At The Pharmacy?

Your Next Steps Make Sure It's Ready

When your doctor orders a medicine, you must start the order with the pharmacy before you pick it up.

You can do this in two ways:

1. **KP.org/KP app:** Pick the medicine and finish the order. Choose to pick it up at a KP pharmacy or have it sent to you.
2. **Or go to your KP pharmacy and check in** at the window to ask for your medicine to be filled.

For refills – skip the line. Choose Prescription Delivery in the Pharmacy part of KP.org or the app.

How Specialty Referrals Work

Your doctor schedules most new referrals during your visit, or places a scheduling ticket for you on KP.org or the KP app.

For some referrals, the department will call you to book the visit (we will tell you when that is the case).

If you have seen a specialist in the last 3 years, you do not need a new referral. Book on KP.org or call the appointment line and we will connect you to the right resource.

Questions? We Are Here For You!

Start with your visit Care Coordination Summary. It lists the next steps recommended by your doctor, and tips for using our services.

Message us on KP.org or the KP app. You can write to your care team any time. Do not want to go online? Call 800-777-7904 and we will send your message to the right doctor.

Messaging tip: Give your care team two workdays to write back before you send another message.

Urgent Care & Hospitals

Need care after hours? Call the nurse advice line. We will help you find the best care for you – virtual or in-person.

Our 24/7 Advanced Urgent Care Locations often have shorter waits than the ER. Your care team can also see your full health record. Check KP.org for locations.

Coordinated Care Core Hospitals