

NORTHERN CALIFORNIA | APRIL 1, 2020

The latest updates on coronavirus

As the situation around coronavirus and COVID-19 evolves, we're working diligently to help our members stay healthy and informed – and keep you aware of updates that could impact your employees.

Helping members understand how to get care and support is more important than ever in times of crisis. So is keeping them informed about what to expect as we implement changes to protect the health of our members, care teams, and communities. **Here's everything we shared with your employees this week regarding coronavirus:**

Updates on COVID-19 and care near you

For the latest information on COVID-19, visit kp.org/coronavirus. Please [check with your local facility](#) for the latest temporary changes in hours and services.

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.

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.

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](#) 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. For more information, please visit continuecoverage.kaiserpermanente.org.

Phone and online visits help us conserve personal protective equipment

We're working around the clock to make sure our facilities and staff can continue 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.

Donations

We're developing a national donation network to ensure equitable distribution of critical supplies across Kaiser Permanente and other care providers. In most cases, we respectfully ask that people avoid bringing donations directly to our medical centers, so our care teams can focus on receiving patients with urgent health care needs. If you're interested in donating, please email KPCOVID-19Donations@kp.org. We'll contact you with further instructions. For more information about donating COVID-19 supplies, visit about.kaiserpermanente.org.

This is a challenging time for everyone, and we're committed to supporting our members and customers as things continue to unfold. For more information about how Kaiser Permanente is responding to coronavirus, please contact your account manager.

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.