

NORTHERN CALIFORNIA | APRIL 22, 2020

This week's member updates on the coronavirus

As the situation around the 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 the coronavirus:

Prevention, masks, and testing

Stay home as much as possible, but if you need to leave, the Centers for Disease Control and Prevention now recommends wearing cloth face coverings in public to help slow the spread of COVID-19. You can [make your own face mask at home](#). Medical-grade masks should be reserved for hospital caregivers and worn only if directed by a doctor. If you visit our facilities, you'll be offered a mask at the entrance.

If you're concerned that you or a loved one have symptoms of COVID-19, start an [e-visit](#) for an online screening. In-person COVID-19 tests are only available when medically necessary. For more updates on protecting yourself and your loved ones, visit kp.org/coronavirus.

Getting care by phone or online for non-COVID needs

We know the coronavirus is a major concern for everyone, but rest assured you can continue to get the high-quality care you depend on for all your health needs. You can also access mental health professional services by phone or online. For primary care, specialty care, and mental health services, connect with your care team from the safety and comfort of your home by visiting kp.org/getcare.

Stress management during this challenging time

If you're feeling the emotional and mental weight of this moment, you're not alone. Adjusting to work, school, and home life all under one roof can be stressful. It's OK to simply take a break, relax, and reset – even if it's for a few minutes. Let us help with tips on [how to relax and de-stress throughout the day](#).

Important resources

- [Updated information on COVID-19 and care near you](#)
- [Care by phone or online](#)
- [Self-care resources and tools](#)
- [Loss-of-coverage information](#)
- [Donating COVID-19 supplies and personal protective equipment](#)

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 the coronavirus, contact your account manager.

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