

SOUTHERN 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, visit [kp.org/coronavirus](https://kp.org/coronavirus). And for answers to your general questions about COVID-19, call our new information line for Kaiser Permanente members at **1-877-813-7297**, from 7 a.m. to 7 p.m., 7 days a week.

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

Right now, it's especially important to care for the whole you. 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 us 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).

## How to get care without leaving your home

We expect to see more patients showing COVID-19 symptoms in the coming weeks. To make sure you get the high-quality care you need, we're increasing the availability of [e-visits](#). You simply fill out a short online questionnaire that connects you with care advice usually within 2 hours. This allows you to get great care while staying safe at home. Or to schedule a phone or video visit, sign in to the Kaiser Permanente app, visit [kp.org](https://kp.org), or call **1-833-KP4CARE (1-833-574-2273)**.

We're using technology and other innovations to ease care during this time, including pharmacy drive-throughs at select facilities, prescription mail order, and virtual care. To ensure we're using resources where they're needed most, we've temporarily closed some medical offices. Caregivers and other staff will continue to provide care virtually or at other locations where there is a high demand. The situation is changing quickly, and we'll continue to adjust so we're ready to meet the critical health needs we're facing. Check online for the [most up-to-date information](#) before seeking in-person care. Rest assured we're here for you however you want to be seen.

## **Policies on limiting visitors**

**To protect your health and the health of your loved ones, our hospitals and medical centers are implementing visitor restrictions and temperature screenings at the entrances of our facilities.**

End-of-life care and labor and delivery patients will be permitted one visitor (in good health) over the age of 14. Pediatrics and NICU patients are permitted one visitor at a time, rotating between 2 caregivers. In addition, one visitor can assist you with care when you have an appointment.

## **Prescriptions and pharmacy call center**

To support physical distancing, we encourage members to use mail order for all nonurgent prescriptions. Most prescriptions can be filled by mail, and we're working as quickly as possible to make sure you receive your mail order within 7 days. You can use the Kaiser Permanente app to receive shipment notifications that will help you track your order. Please plan ahead as much as possible.

## **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](https://continuecoverage.kaiserpermanente.org).

## 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.

## 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](mailto:KPCOVID-19Donations@kp.org). We'll contact you with further instructions. For more information about donating COVID-19 supplies, visit [about.kaiserpermanente.org](http://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.