



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

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 — we're all making changes to help the greater good.

As the situation around the coronavirus continues to evolve, we'll stay in touch to get you the latest information when we have it — and make sure you can get the care you need. Your health and the health of your communities are what's most important.

How to get care

Your health and safety are our top priority. We encourage you to utilize our convenient telehealth channels to seek care:

- By phone or video: Consider a phone or video visit (where available). Members who have flu-like symptoms and are 18 or older can also **speak with a care team member** to get care and advice and get treatment for symptoms if necessary.
- By contacting our Appointment and Advice Call Centers on Oahu: **808-432-2000**; Maui/Molokai/Lanai: **808-243-6000**; Hawaii Island: **808-334-4400**; and Kauai: **808-246-5600**; (TTY **711**) to speak with an advice nurse.
- By emailing your doctor for nonurgent questions and concerns. Sign in to kp.org or the Kaiser Permanente mobile app to get started.
- You can also refill most prescriptions with mail order. Sign up for our mail-order service at kp.org/rxrefill or call **808-643-7979** (TTY **711**), 24 hours a day, 7 days a week.

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.

- Kihei Clinic
- Waimea Clinic

- Hawaii Kai Clinic
- Kahuku Clinic
- Kailua Clinic
- Kapolei Clinic
- Nanaikeola Clinic

Our Honolulu Medical Office, Hilo Clinic, Kona Medical Office, Koolau Medical Office, Lahaina Clinic, Lihue Clinic, Mapunapuna Medical Office, Moanalua Medical Center, Maui Lani Medical Office, Wailuku Clinic, and Waipio Medical Office **will remain open** to continue serving the needs of our members for in-person care and pharmacy needs. Ala Moana Behavioral Health also remains open.

Kaiser Permanente **After-Hours Care** will remain open at Moanalua Medical Center, Monday through Friday, 5 to 10 p.m. and weekends and holidays (including Kuhio Day), 8 a.m. to 10 p.m.; and at Maui Lani Medical Office, Monday through Friday, 5 to 8 p.m. and weekends and holidays (including Kuhio Day), 8 a.m. to 5 p.m. Our affiliated Urgent Care partners on Maui, Hawaii Island, and Kauai are available as well.

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](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 to high-risk patients, 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.

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 phone and video appointments.

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.

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.