

A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need in no time.

Ready to get started? Visit kp.org/newmember.



Choose a doctor who's right for you

Our online doctor profiles let you browse the many excellent doctors and convenient locations in your area, even before you enroll. So you can join knowing you've found a doctor who fits your needs. You're also free to change at any time, for any reason.



Transition your care seamlessly

Easily move prescriptions and find a location that's close to your home, work, or school. Many services are often under one roof, making it easy to see your doctor, get a lab test, and pick up prescriptions – all in one trip.



Get care on your schedule

Need to schedule an appointment? Have a nonurgent question you'd like to email to your doctor's office? Want your prescription refill mailed to your home? After you enroll, register for an online account at kp.org or get our mobile app. Then join the millions of members who easily manage their health online – whenever, wherever.



Want to talk? We're here to help.

You don't have to choose a health plan alone. A Kaiser Permanente enrollment specialist can answer your questions – like where to get care or what extra perks are included. Call **1-800-324-9208** (TTY **711**), Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high-quality, personalized care.



Great care from great doctors

Our doctors come from top medical schools, and many of them teach at world-renowned universities. No matter which personal doctor you choose, you'll be in highly skilled, experienced hands – and your health is their main concern.

As your biggest health advocate, your doctor will coordinate your care journey, and you'll work closely together to make decisions about your health.



Better care with a connected team

Your doctor, nurses, and other specialists are connected to each other, and to you, through your electronic health record. So they know important things about you and your health – like when you're due for a screening and what medications you're taking. That way, you get personalized care that's right for you.



Personalized care for all members

Care at Kaiser Permanente isn't one-size-fits-all. We believe your story, background, and values are as important as your health history. To help deliver care that's sensitive to your culture, ethnicity, and lifestyle, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of diverse backgrounds
- Improved health outcomes among diverse populations for conditions like high blood pressure, diabetes, and colon cancer¹

Get an idea of what you'll pay before you come in for care with a personalized cost estimate based on your plan details.

Great care, great results

From preventive screenings that keep you healthy to world-class care if you get sick, we've got you covered.



Preventive care to keep you healthy

Preventive care is key to how we practice medicine. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record plays a vital role. It tracks your preventive care services and sends reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.



Specialty care when you need it

We're also here for you if you get sick or need specialty care. With one of the largest multispecialty medical groups in the country, we can conveniently connect you with the right specialist. And you don't need referrals for certain specialties, like obstetrics-gynecology, psychiatry, and drug dependency services.

From high-quality maternity care to treatment for cancer, heart problems, and more, you get great doctors, the latest technology, and evidence-based care – all combined to help you recover quickly.



Support for ongoing conditions

If you have a condition like diabetes or heart disease, you're automatically enrolled in a disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.



A leader in clinical quality

In 2019, Kaiser Permanente led the nation as the top performer in 26 effectiveness-of-care measures – the most of any health plan.²

These measures include:

- Prevention and screening
- Cardiovascular care
- Comprehensive diabetes care
- Mental health
- Maternity care



Hear care stories from real Kaiser Permanente members at kp.org/carestories.

Convenient ways to get care

Get care where, when, and how you want it. With more options to choose from, it's easier to stay on top of your health.

Choose how you get care



Video

Want a convenient, secure way to see a doctor wherever you are? Meet face-to-face online.^{3,4} Ask your doctor if video visits are available to you.



Phone

Have a condition that doesn't require an in-person exam? Save yourself a trip to the office by scheduling a call with a Kaiser Permanente clinician.^{3,4}



In person

Visit your doctor for routine care, preventive services, care when you're not feeling well, and more. You may also be able to schedule same-day appointments.

Other ways to get care in the moment



E-visit

Fill out a short questionnaire about your symptoms online and get personalized self-care advice from a Kaiser Permanente provider.



24/7 care and advice by phone

Call us for advice when you need it most. We'll help you find out what care is right for you, schedule appointments, and more.



Email

Message your doctor's office anytime with nonurgent health questions.⁴ You'll get a response usually within 2 business days, if not sooner.



App

Download the Kaiser Permanente app to manage routine appointments, refill most prescriptions for mail-order delivery, see most test results, and more.^{4,5} You can also keep up with your care at [kp.org](https://www.kp.org).

Healthy resources

Good health goes beyond the doctor's office. Explore some of the convenient resources available to members and choose the ones that fit your life.⁶

Get the most out of your membership perks



Special rates for members

Enjoy reduced rates on services that can help you stay healthy – like gym memberships, acupuncture, massage therapy, and chiropractic care.



Self-care apps

Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, available at no cost to adult members. Visit kp.org/selfcareapps.



Healthy lifestyle programs

Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – all at no cost. Learn more at kp.org/healthylifestyles.



Personal wellness coaching

Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no cost. Find out more at kp.org/wellnesscoach.



Online wellness tools

Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Health classes

Sign up for health classes and support groups at many of our facilities. See what's available near you at kp.org/classes – some may require a fee.



Seasonal farmers markets

Shop for local produce, fresh flowers, and more at farmers markets at many of our facilities. Learn more and find healthy recipes at kp.org/foodforhealth.

Care when and where you need it

It's easy for you and your family to get the care you need when you need it. There are many Kaiser Permanente facilities in your area, offering convenient hours and a wide range of care and services.



Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. You can see your doctor, visit the pharmacy, and get a lab test under one roof at most of our facilities. We offer same-day, next-day, after-hours, and weekend services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.⁷ You can also see different doctors at different locations – whatever works best for you.



Finding the right location

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit kp.org/facilities to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.⁸



Getting care anytime, anywhere

Urgent care⁹

Many facilities offer services for nonemergency, urgent medical needs that require immediate attention – open 7 days a week.¹⁰

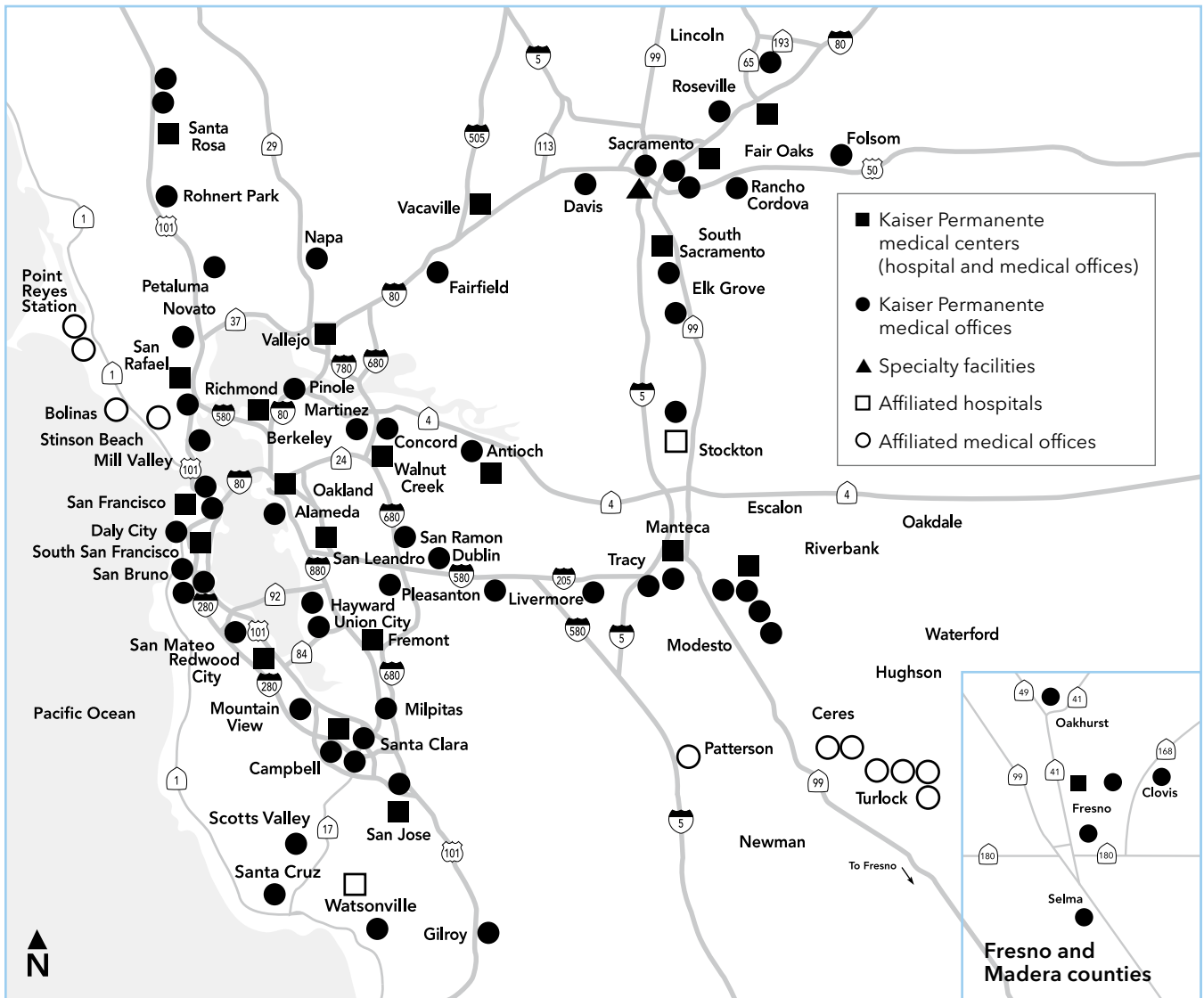
Emergency care

If you ever need emergency care, you're covered. You can always get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.¹¹

Care away from home

If you get hurt or sick while traveling, we'll help you get care. We can also help you before you leave town by checking to see if you need a vaccination, refilling prescriptions, and more. Just call our 24/7 Away from Home Travel Line¹² at **951-268-3900** or visit kp.org/travel.

See the following pages for location maps and a list of new medical facility openings in your area.



Maps not to scale

What's new in Northern California

Care Essentials in downtown San Francisco

Our innovative new offering centered on convenience will be located at the Salesforce Transit Center with extended hours for our busy downtown commuters. Services include same-day appointments, pharmacy, lab tests, vaccines, injections, and treatment of minor illnesses and injuries. Scheduled to open late 2020.

Mental health and wellness locations

We're committed to your total health and focused on expanding our mental health offerings in 2020.

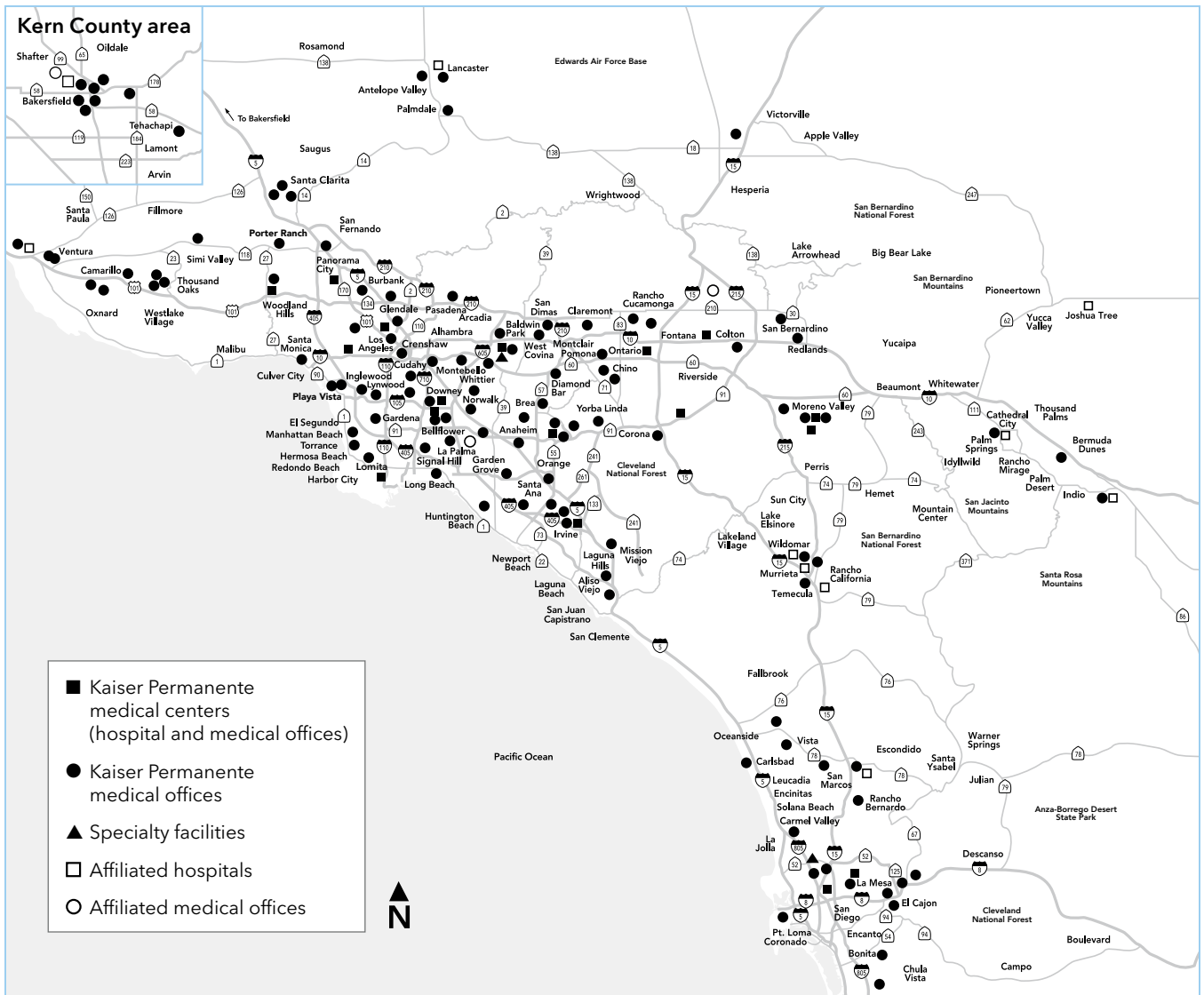
- Fresno Spruce Medical Offices – adult and family medicine, mental health services, pharmacy, lab, and X-ray services (scheduled to open fall 2020)
- Oakland Clay Street Mental Health & Wellness (now open)

- San Francisco Ellis Street Mental Health & Wellness (scheduled to open summer 2020)
- Watsonville Mental Health & Wellness (scheduled to open summer 2020)
- Modesto Enterprise Mental Health & Wellness (scheduled to open fall 2020)
- Scotts Valley Mental Health & Wellness (scheduled to open fall 2020)

New medical offices

With more convenient locations and doctors to choose from, it's easier to get the care you need.

- Fresno Cedar Avenue Medical Offices – adult medicine (now open)
- Alameda Medical Offices expansion – radiology and mammography (scheduled to open summer 2020)



Maps not to scale

What's new in Southern California

Clairemont Mesa Medical Offices

Relocation of this facility includes primary and specialty care, allergy, dermatology, family medicine residency program, family medicine, internal medicine, laboratory, nurse clinic, pediatric endocrinology/diabetes clinic, pediatric John Richards Learning Center, pediatrics, pharmacy, radiology/diagnostic imaging, and Vision Essentials (optometry/optical center). Scheduled to open summer 2020.

Playa Vista Medical Offices

Relocation of this facility includes adult primary care, Center for Healthy Living, complete care nurse clinic, laboratory, mammography, behavioral health, obstetrics-gynecology, occupational health, pediatrics, pharmacy, and radiology. Scheduled to open July 2020.

Aliso Creek Medical Offices

Relocation of this facility includes primary and specialty care. Scheduled to open early 2021.

Hesperia Medical Offices

New medical office with primary and specialty care. Scheduled to open early 2021.

Downey Medical Center

Expansion of existing hospital tower and its services. Scheduled to open spring 2021.

Covina Medical Offices

New facility with adult primary care, mental health, speech therapy, nurse clinic, obstetrics-gynecology, pediatrics, pharmacy, and radiology. Scheduled to open late 2021.