

NORTHERN CALIFORNIA | JUNE 17, 2020

# This week's member updates on the coronavirus

We believe everyone has a right to thrive – to learn, to work, to play, to love – and that starts with the health and safety of you and your workforce. While sheltering at home and physical distancing have slowed the spread of COVID-19, the virus is still active in our communities. It's important you continue to take care of yourself, your employees, and your community. You can count on us to support you on your journey.

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:

## Get care when you need it – don't delay

If you're feeling sick, don't delay or cancel appointments. Delaying care can result in longer-term health issues that can otherwise be prevented. Rest assured, we have many safety measures in place to help protect your health while you're in our facilities. Plus, you have many ways to get care from the comfort and safety of your home. To learn more about how to get care, visit [kp.org/getcare](http://kp.org/getcare).

## Elective surgeries

We're starting to schedule elective surgeries and procedures that were postponed during the last several months. While we're making every effort to schedule all patients who were impacted, we're prioritizing those whose clinical conditions require the most immediate attention.

We appreciate your patience. We'll contact you as soon as we're able to schedule your surgery. In the meantime, please let your care provider know of any change in your condition. For more information, visit our [FAQs about surgery or procedures](#).

## Tips for managing anxiety

It's normal to feel worried during times of transition – but a little self-care can make a big difference. Here are some tips to help you [manage anxiety and lower stress during the COVID-19 outbreak](#).

## Important resources

- [Up-to-date COVID-19 information](#)
- [Local facility updates](#)
- [Care by phone or online](#)
- [Self-care resources and tools](#)
- [Loss-of-coverage information](#)

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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.