



As we continue to manage through the fight against COVID-19, Kaiser Permanente is committed to making sure that our customers have all the latest information. As we receive updates, we will ensure you receive any information that may impact your employees. We will be emailing you weekly with updates as the situation evolves.

This is a challenging time for everyone and Kaiser Permanente is here to support you and your employees.

Facility update: Temporary closure of Clinical Facilities in Southern California

Beginning Monday, March 23, we have temporarily closed certain medical offices and corresponding pharmacies throughout Southern California. By consolidating these smaller facilities for the short term, we can help to support a potential surge in the number of people who are in need of hospitalization, meet the critical need to conserve Personal Protective Equipment (PPE), guard against potential staffing shortages, and limit exposure to the virus for our members, employees, and physicians.

Members who were scheduled for appointments, or have an active prescription, have already been, or will be, contacted this week. If they have prescriptions waiting to be picked up at one of the closed locations, they can fill them at any Kaiser Permanente pharmacy. We also recommend using the mobile app or visiting kp.org/rxrefill.

You may refer to the list of temporary facility closures here. Should you require any specific information to assist you in communicating with impacted members, please consult with your Kaiser Permanente Sales Executive or Account Manager : <https://healthy.kaiserpermanente.org/southern-california/health-wellness/coronavirus-information#anchor1>

Elective surgeries postponed

As we care for patients with COVID-19, many nonurgent appointments are being postponed. To help ensure we have capacity and equipment to care for the most critically ill patients, we're postponing some elective or nonurgent surgeries and procedures. We will contact directly all patients whose elective procedures, surgeries, or appointments are postponed or rescheduled.

A note on visitors

Given the current situation, our hospitals and medical centers have implemented visitor restrictions to protect the health of all our patients and their loved ones. At this time, we are prohibiting visitors to our hospitals and medical office buildings with limited exceptions for end-of-life care, Labor & Delivery, Postpartum, Pediatrics, including PICU/NICU, as well as individuals who require a personal caregiver to be present.



At Kaiser Permanente, we are communicating with your employees. Here's how we ensuring they are informed.

Covid-19 Testing

- **Getting Care:** It's important to contact KP before coming in. Members should call the Appointment and Advice Call Center if they are feeling sick. They will be guided through a specific screening protocol over the phone. Depending on the answers provided, the member will be directed to the most appropriate care, while protecting other members, patients and employees.
- **Drive Up:** Drive up testing is accessible by physician referral/order only. If drive-up testing is available nearby, members will be notified of the appropriate arrangements.

Covid-19 Member Communications

- **Emails Sent to all SCAL Members Last Week** Members in the Southern California region received an email with information about COVID-19 (coronavirus) and included safety tips, guidance on telehealth, and reminders on ways to access care.
- **Text Messages:** Members in the Southern California region have recently received text messages, directing them to the new Kaiser Permanente COVID-19 (coronavirus) hotline at (877) 813-7297 (available 24/7). After speaking with the Kaiser Permanente representative, they will be directed to the appropriate care options.
- **Helpful reminder:** Kp.org is a valuable resource for information and member communications, as well as their link to any telehealth services. Encourage your employees who are KP members to register on kp.org. <https://healthy.kaiserpermanente.org/register>.

News & Views

Kaiser Permanente pediatricians share helpful advice for keeping children safe and calm during the novel coronavirus pandemic

<https://about.kaiserpermanente.org/our-story/our-care/helping-children-understand-covid19>

KP shares COVID-19 lessons learned with health leaders at the U.S. Department of Health and Human Services town hall. To learn more, click on the icon.



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We're working around the clock to make sure our facilities and staff are ready to provide high-quality care for our members. 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.