



COVID-19 UPDATE | July 22, 2020

What you need to know

As we continue to manage through the COVID-19 pandemic, Kaiser Permanente is committed to making sure our customers have the latest information. When we receive updates, we will ensure you receive any information that may impact KP members. This is a challenging time for everyone, and Kaiser Permanente is here to support you with news and information to manage your Kaiser Permanente plan.

Worksite flu clinics

Flu season is coming. In today's environment, it's more important than ever to make plans to protect your employees. Take a big step toward helping your employees stay healthy by setting up a flu shot clinic at your workplace. All employees are eligible on a fee-for-service basis paid by the employer — even those who aren't Kaiser Permanente members. Kaiser Permanente is now scheduling worksite flu clinics during these timeframes. Please contact your account manager to arrange for a clinic at your worksite. Spaces are limited!

- Northern CA event locations: September 28 – December 23, 2020
- Southern CA event locations: September 21 – December 23, 2020

Planning for the Next Normal: New case study, risk assessments and more

[Planning for the Next Normal at Work playbook](#) is an evolving collection of guidance to help employers safely and sustainably reopen their businesses. It currently covers many COVID-19-related topics, including considerations for remote work environments, employee health screenings and medical documentation, and cultivating psychologically healthy workplaces.

In the latest version of the playbook, you'll find brand-new tools and resources to help support the health and well-being of your employees, including:

- A Kaiser Permanente case study highlighting key workforce reentry strategies (page 1.11 to 1.12)
- Tips for assessing and mitigating employee health risks in the workplace (page 1.2)
- Safety guidelines for on-site temperature screenings (page 2.6)

Stay connected to the latest updates, policies, and protocols with our updated [playbook](#)

Self Care

You're likely hearing some concerns from your employees related to the coronavirus (COVID-19) outbreak. To help you anticipate and answer questions from Kaiser Permanente members, we want to share how we're preparing for and responding to this virus. This [video](#) shares what members can expect when they visit our medical facilities.



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Keeping each other safe

If an employee tested positive for COVID-19 or is being evaluated for possible symptoms, what can he or she can do to protect their family and friends? Visit kp.org for a list of do's and don'ts along with a short video on what to do if you're sick. There is also information for [caregivers](#) to support someone recovering at home.

Taking care of older adults during the COVID pandemic

Older adults with health conditions who are not leaving their homes at all right now may feel lonely, especially if their daily routine included regular interactions with family, friends or care providers. Psychiatrist Felicia Wong, MD, shares some simple ways to ease their concerns and raise their spirits during this time. [Video](#)

Enjoying summer safely

Summer is in full swing, and many of you are making plans to gather with family and friends. Kaiser Permanente physician Anissa LaCount, MD, shares four tips to stay safe and healthy this summer. [Video](#)

Travel kp.org accounts available for on-the-go members

When KP members obtain health care while visiting or sheltering in place due to COVID-19 in another Kaiser Permanente region (outside their home region), they can now create a travel kp.org account. This allows our members to access all their electronic health records, as well email their doctor, schedule appointments, and order medication in another Kaiser Permanente region outside their home region. Visit https://healthy.kaiserpermanente.org/get-care/traveling?kp_shortcut_referrer=kp.org/travel for more information.

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>.

For **facility updates** and re-openings, see www.kp.org/careoptions/scal. For updates in each region, select your region from the drop-down menu at the top of any kp.org page, then scroll to the Getting Care section. Spanish language also available.

Requests for Testing: Members should call the Appointment and Advice Call Center prior to visiting a facility for testing. They will be instructed to the most appropriate care.