

GET ADVICE

By telephone	Call the number listed on your Kaiser Permanente ID card to reach an advice nurse.
Online	E-mail secure, nonurgent health questions to your doctor's office or a pharmacist at kp.org/myhealthmanager .

FOR URGENT AND EMERGENCY CARE

Urgent care	If you're not sure what type of care you need: <ul style="list-style-type: none">• Go to kp.org or look in <i>Your Guidebook</i> to find an after-hours or urgent care clinic near you.• Call the advice nurse at the number listed on your Kaiser Permanente ID card to get advice about your condition and self-care, when medically appropriate.
Emergency medical condition[§]	Call 911 or go to the nearest hospital. We cover emergency care from Plan providers and non-Plan providers anywhere in the world.

[§]An emergency medical condition is (1) a medical or psychiatric condition that manifests itself by acute symptoms of sufficient severity (including severe pain) such that you could reasonably expect the absence of immediate medical attention to result in serious jeopardy to your health or body functions or organs; or (2) active labor when there is not enough time for safe transfer to a Plan hospital (or designated hospital) before delivery, or if transfer poses a threat to your (or your unborn child's) health and safety.

GOT QUESTIONS? NEED HELP?

Visit us at kp.org or call our Member Service Call Center. Mon.–Fri., 7 a.m.–7 p.m.; Sat., Sun., 7 a.m.–3 p.m.

- **1-800-464-4000** English
- **1-800-788-0616** Spanish
- **1-800-757-7585** Chinese dialects
- **1-800-777-1370** TTY for the deaf, hard of hearing, or speech impaired

YOUR HEALTH IS OUR CAUSE

Your Kaiser Permanente Quick Reference Guide

CHOOSE YOUR PRIMARY CARE PHYSICIAN

Locate our services	Go to kp.org and click the “Locate our services” tab to learn about our doctors and look up medical facilities.
Choose a doctor	Call Member Services or go to kp.org .

MAKE AN APPOINTMENT

By telephone	Call your medical facility or Member Services to make an appointment with your doctor.
Online	Visit kp.org/myhealthmanager [†] and select “Appointment center” to request, cancel, or review routine appointments.

REFILL YOUR PRESCRIPTIONS

In person	Visit any of our main or satellite pharmacies.
Online*	Visit kp.org/myhealthmanager [†] and select “Pharmacy center” to refill your prescriptions.
By telephone*	Call the number on your prescription label.
By mail-order service*	Mail in your refill with order forms available at our pharmacies.

*Get most of your refills delivered to your home, postage paid.

YOUR 24-HOUR HEALTH RESOURCE: **kp.org**

My Health Manager[†]	<p>My Health Manager is your one-stop online resource for health information and services. Use it 24 hours a day, seven days a week to:</p> <ul style="list-style-type: none"> • E-mail your doctor’s office. • View most lab test results as soon as they’re available—many on the same day. • Order prescription refills (most are mailed postage-paid). • Request, cancel, or review routine appointments. • See a list of your recent immunizations and allergies. • Review recent office visits, including recommended follow-up steps. • Act on behalf of a family member (e-mail your child’s doctor’s office and more). <p>Go to kp.org/myhealthmanager to get started.</p>
--------------------------------------	---

YOUR GUIDE TO FACILITIES AND SERVICES

Your Guidebook to Kaiser Permanente Services	<p>For in-depth information and details about our facilities and services, refer to your copy of <i>Your Guidebook to Kaiser Permanente Services</i>.</p> <p>To download or request a copy of <i>Your Guidebook</i>, visit kp.org/eguidebook.</p>
---	--

[†]To access secure features of My Health Manager on our Web site, all you have to do is register at **kp.org/register** and then log on with your username and password. Some services are not available in all areas.

YOUR HEALTH AND WELLNESS RESOURCES

Health and wellness information	Go to kp.org and click the “Health and wellness” tab to download health podcasts, sign up for health improvement programs, learn about health topics, and much more.
Personalized health improvement programs	Get a total health assessment, quit smoking, lose weight, reduce stress, and more at kp.org/healthylifestyles (kp.org/vidasana for Spanish).
Health and drug encyclopedias	Look up health conditions, treatment options, medications and side effects, and more at kp.org/health and kp.org/medications .
Local healthy living classes and programs	Choose from a variety of health education classes and programs at a facility near you at kp.org/classes . Some classes may require a fee.
Alternative care and fitness[‡]	Enjoy reduced rates on massage therapy, acupuncture, chiropractic care, health products, fitness club memberships, and more at kp.org/choosehealthy .

[‡]These products and services are provided by entities other than Kaiser Permanente and are not covered under your health plan benefits through Kaiser Foundation Health Plan, Inc. Access to these products and services are available to anyone enrolling in any Kaiser Permanente health plans in California.