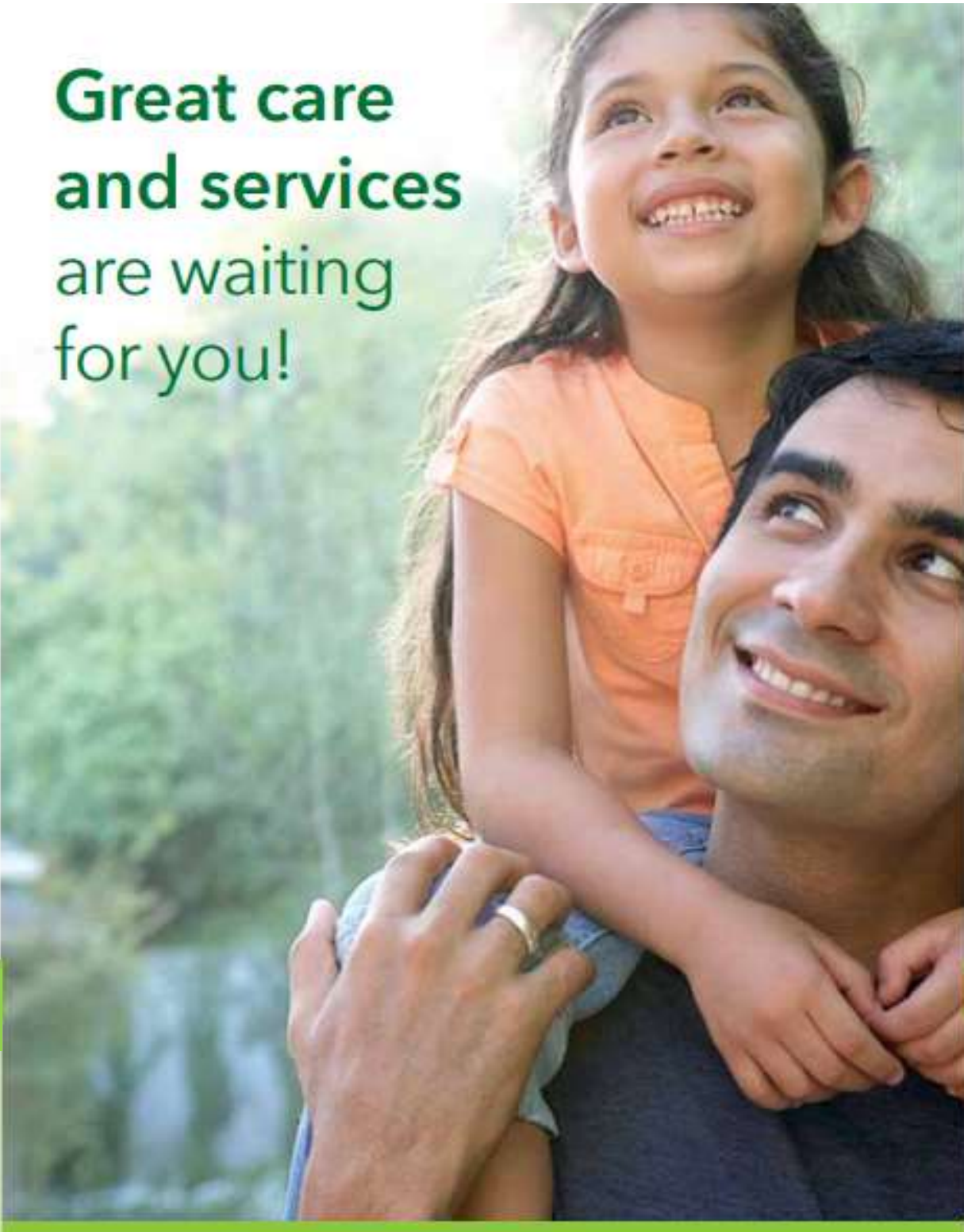
Great care and services are waiting for you!



Santa Clara, Campbell, Milpitas, Mountain View and Skyport

KAISER PERMANENTE® thrive

Find your way to better health

Your Kaiser Permanente membership is packed with benefits, like convenient locations and excellent care from highly trained and compassionate doctors.

This booklet is designed to walk you through some of what we offer so you can make the most of your new health plan, such as how to:

- Get the right care at the right time
- Access your health information 24/7
- Get valuable apps and healthy extras
- Explore elective services to improve your well-being

Keep this booklet handy as a quick reference. Scan the QR code below for an electronic version of this brochure. For more resources and information, visit kp.org/santaclara

kp.org/santaclara

NEED HELP? WE'RE HERE 24/7

If you have an illness or injury and you're not sure what kind of care you need, our advice line can help 24 hours a day, 7 days a week. A registered nurse with access to your electronic health record can help you decide what type of care you need-routine, urgent, or emergency-or even hep you handle the problem at home until your next appointment. To speak with an advice nurse, **call 408-554-9800 or 1-866-454-8855 (TTY).**

Use our wellness tools anytime, anywhere

Welcome to Kaiser Permanente!
As a new member, you will find that our website is designed to make life easier. Visit us at kp.org/newmember to:

- Choose or change your doctor
- Manage prescription transfers
- Get care
- Activate your kp.org account

kp.org/newmember

Once you activate your kp.org account, you will stay connected and benefit from other valuable resources

- Email your doctor with routine questions
- Schedule or cancel routine appointments
- View most lab test results
- Refill most prescriptions, with free shipping
- Check immunizations and preventive screenings
- View past visit information
- Learn about your coverage and costs

Prevention is key

The best way to fight a serious illness is to stop it from happening in the first place. At Kaiser Permanente, prevention is built into every step. Your electronic record triggers reminders for screenings. Getting care feels easier, moves faster, and everything gets documented along the way.

Here is an at-a-glance view of recommended screenings for your age.

Specialized care when you need it most

Lifestyle Medicine – Health Education Department

Lifestyle Medicine is the use of evidence-based lifestyle approaches such as whole foods, regular physical activity, restorative sleep, stress management, and positive social connection to prevent, treat and oftentimes, reverse chronic disease. You can learn more about Lifestyle Medicine at **www.kp.org/santaclara**.

Heart Health

From preventive screenings to evidence-based treatments, we offer a range of cardiology services. If you need a pacemaker, ablation, left ventricular assist devise (LVAD), or even extracorporeal membrane oxygenation (ECMO) services, you're in good hands with our cardiology, interventional cardiology and heart transplant teams. Visit our Health & Wellness section at **kp.org** to learn more.

Cancer Care

Industry-leading care with experts by your side every step of the way. Our multi-disciplinary teams of specialists collaborate to determine the best possible treatment options for your needs. We provide innovative, advanced treatment including radiation, robotically-assisted surgical devices and clinical trial exploration for certain types of cancers. Visit our Health & Wellness section at **kp.org** to learn more about our cancer care.

Behavioral Health Center

Our Behavioral Health Center treats patients in a secure and highly-structured setting for both acute and chronic complex psychiatric disorders, as well as short-term psychiatric episodes. The Behavioral Health Center is located on the Santa Clara Medical Center campus.

Make your life easier and healthier

Health Education

At Kaiser Permanente, we partner with you to thrive in mind, body and spirit. The programs and services we offer underscore our dedication to the promotion of health and the prevention of disease. Some of the services we provide include

- Health counseling
- Health classes
- Parenting Support
- Prenatal Education
- Lifecare planning
- Using KP apps
- KP Online resources

To learn more, visit us at **kp.org/santaclara** and click on Health resources

Self-care apps for everyday life

Everyone needs support for total health-mind, body, and spirit. These wellness apps can help you navigate life's challenges, and make small changes to improve your sleep, mood, relationships, and more. Your Kaiser Permanente membership allows you free access to these apps.

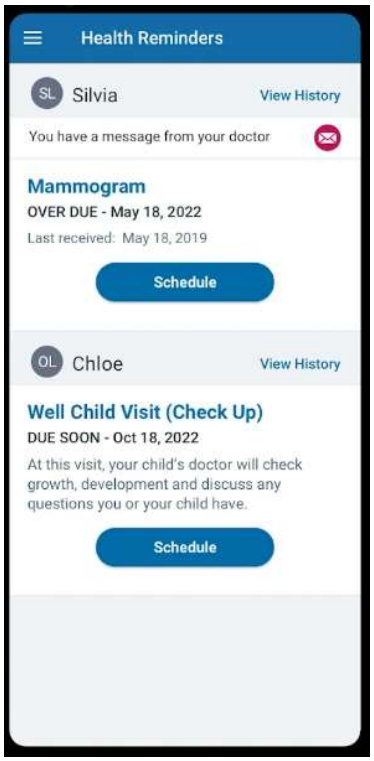
CALM

The number one app for sleep and meditation – designed to help lower stress, anxiety, and more

GINGER

Text one-on-one with an emotional support coach anytime, anywhere. Support is just a text message away.

More ways to tap into your health



Kaiser Permanente app
Access all the features of My Health Manager, like emailing your doctor and viewing upcoming appointment information from your smartphone or other mobile device.

My Doctor Online app

This app, exclusively for Northern California members allows you to

- Get alerts for routine health screening and tests
- Receive appointment reminders
- Find maps and directions
- See your health information quickly and easily
- Attend a video visit with our clinicians

More ways to improve your well-being

If you are seeking an elective service, you can count on us for care at a competitive price. Our elective fee-for-service options include

- Cosmetic Services
- Medical Weight Management
- Vision Essentials
- Laser Vision Correction
- The Center for Reproductive Health
- Hearing Centers

All services are open to the public. For more information visit **www.kpelectiveservices.com**.

RECEIVING CARE

For your convenience, we have a variety of options available for you to receive care.

E-visits
Fill out an online questionnaire about your symptoms for immediate self-care advice, or care from a Kaiser Permanente doctor or nurse as needed, usually within a few hours. E-visits are available through the My Doctor Online app or online at **www.kp.org**.
No appointment is required.

In-person, video or telephone visits
To schedule an in-person, telephone or video visit appointment, call the Appointments and Advice Call Center at 408-554-9800 or 1-866-454-8855 (TTY).Our trained staff can help determine if a telephone or video visit is appropriate. You can also schedule most appointments on our My Doctor Online app or online at **www.kp.org**.

Email your doctor
Emailing your doctor is another great way to receive care and to stay connected. You can even send your doctor a photo of a rash or an image related to your condition via secure message through your **kp.org** account.

Call, click, or visit

You can call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays):
1-800-464-4000 English
1-800-788-0616 Spanish
1-800-757-7585 Chinese dialects
1-800-777-1370 TTY for hearing/speech impaired
kp.org/memberservices

Santa Clara Medical Center
710 Lawrence Expwy.
Santa Clara, Ca. 95051

Milpitas Medial Offices
770 E. Calavares Blvd.
Milpitas, Ca. 95035

Arques Medical Offices
1263 E. Arques Ave.
Sunnyvale, Ca. 94085

Mountain View Medical Offices
555 Castro St.
Mountain View, Ca. 94041

Campbell Medical Offices
220 E. Hacienda Ave.
Campbell, Ca. 95008

Skyport Medical Offices
1721 Technology Dr.
San Jose, Ca. 95110

QUICK REFERENCE CONTACT

Appointments and Advice
408-554-9800

Physician selection
1-888-466-1800
kp.org/mydoctor

Prescription refills by mail
1-888-218-6245
kp.org/rxrefill

Release of Medical Information
Need help requesting your Kaiser Permanete records, filing a disability claim, applying for Paid Family Leave or requesting a Family and Medical Leave Act certification?
We are here to help you! Get started today at **kp.org/requestrecords**.
You can also reach us by email at santa.clara.roi.dept@kp.org or by phone at (408) 851-1750