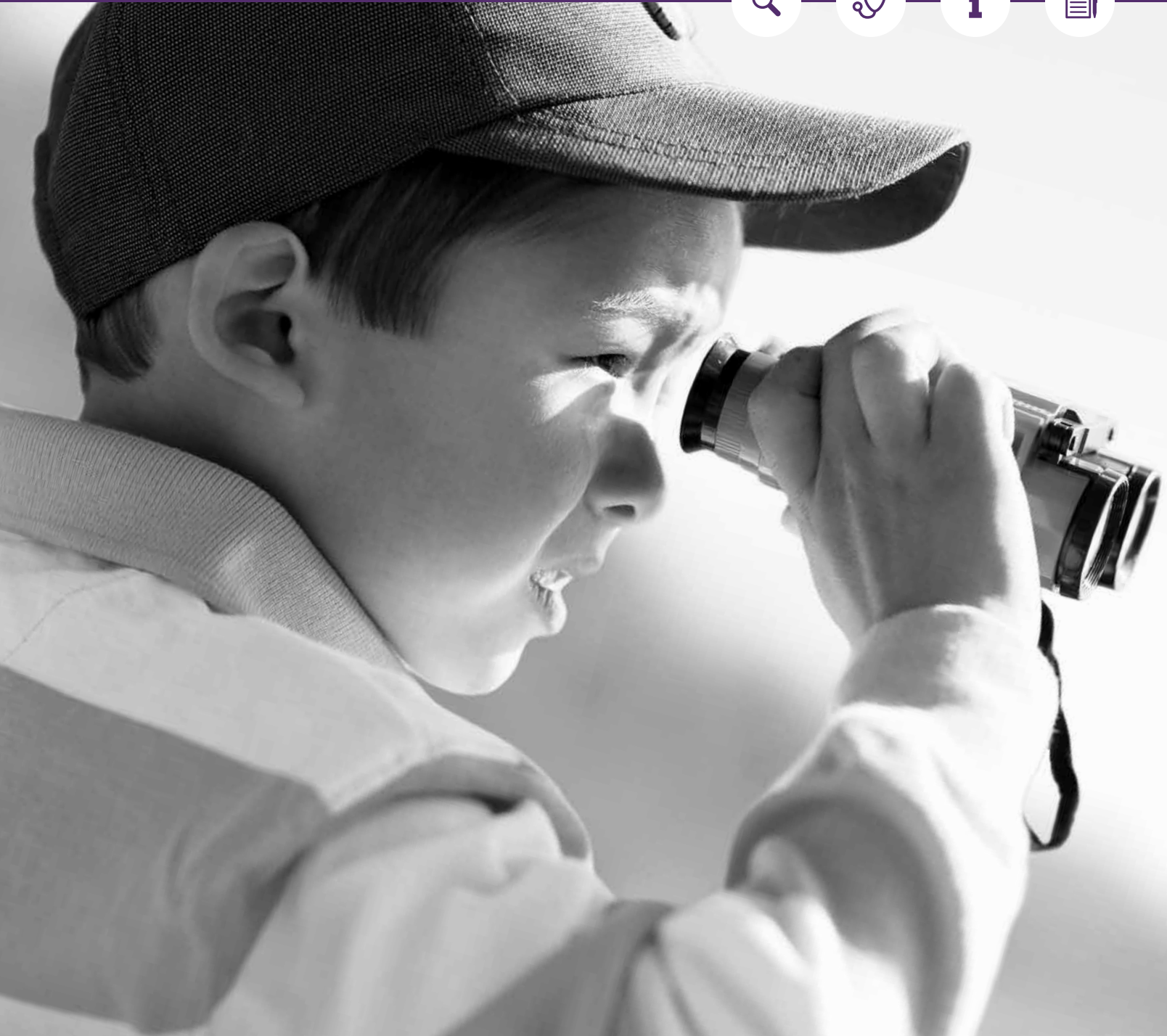


Your Guidebook

to Kaiser Permanente Services



**Good things
are inside**



Welcome to your Kaiser Permanente Guidebook

Welcome to your go-to source for facility information, health resources, and more. Being at the center of your health care starts with taking advantage of all that Kaiser Permanente has to offer. Read on to see what this book has in store for you.

Inside *Your Guidebook*, you can do the following:



Find the most convenient facility for the care you need.

You have options for personalized care. See all the facilities in your area listed in alphabetical order with their departments, hours, locations, and phone numbers. (pages 1-243)



Learn about care basics, like making appointments and getting your prescriptions filled.

Be in the know when it comes to your health, and feel empowered to make the right choices for yourself. (pages 244-250)



Discover the health resources available to you.





From a health coach to help you lose weight to videos or podcasts about common health concerns, when it comes to all things wellness, we've got you covered. (pages 251-260)



Know your rights, responsibilities, and how to get the most out of your care.

Knowledge is power. Understand how your plan works so you can take advantage of your health services and resources to help you live your life to the fullest. (pages 261-286)

Contents

	Facility Directory	1-243
	Your Care	244-250
	Choose or change your doctor	244
	Need health advice?	245
	Care away from home	245
	Types of care	246
	Timely access to scheduled appointments	247
	Get ready for your visit	247
	Getting your prescriptions	248
	Managing chronic conditions	250
	Health Resources	251-260
	Register on kp.org	251
	Healthy living programs	252
	Your immunization information	253
	Preventive care guidelines	253
	The Fine Print	261-286
	Emergency services and coverage	261
	Protecting your privacy and security	262
	Your rights and responsibilities	263
	Policies and procedures	267
	Your medical treatment	274
	Help in your language	277
	Guide for members with disabilities	278
	Glossary	283
	DHCS physical accessibility survey	285
	Medical Centers in Southern California	286
	Member Services in the United States	inside back cover

The information in *Your Guidebook to Kaiser Permanente Services* is updated from time to time and is current as of May 2015. Plan hospitals, Plan physicians, and other Plan providers, and the services available at Plan facilities, are subject to change at any time without notice. If you have questions about *Your Guidebook*, please call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired), 24 hours a day, 7 days a week (closed holidays). Or visit **kp.org/facilities** for the latest updated information.



Baldwin Park, Downey, and South Bay

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

English..... **1-800-464-4000**
Spanish..... **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY..... **711**

Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

Information **1-888-956-1616**
Website **kp.org**

TTY for the Hearing or Speech Impaired

Appts./Info. **1-800-800-7990**
California Relay Service..... **711**



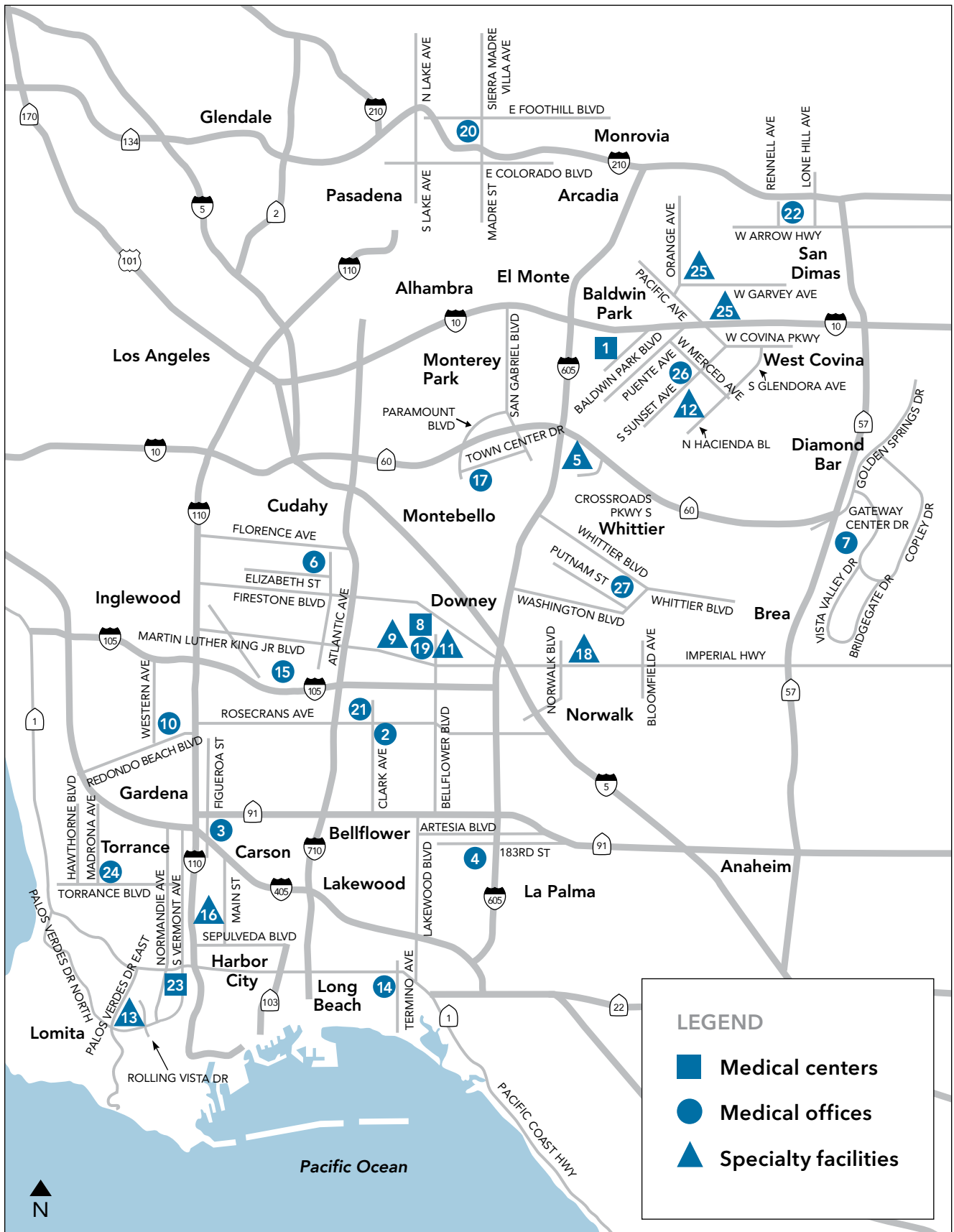
CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App StoreSM or Google Play®.



Apple and iPhone are trademarks of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.

Baldwin Park, Downey, and South Bay Area



Map not to scale

Area Locations

- 1** **Baldwin Park Medical Center** 6

Emergency
Urgent Care
1011 Baldwin Park Blvd.
Baldwin Park, CA 91706

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 2** **Bellflower Medical Offices** 11

9400 E. Rosecrans Ave.
Bellflower, CA 90706

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 3** **Carson Medical Offices** 13

18600 South Figueroa St.
Gardena, CA 90248

DHCS survey pending
- 4** **Cerritos Medical Offices** 14

10820 183rd St.
Cerritos, CA 90703

DHCS survey pending
- 5** **Crossroads Medical Offices** 15

12801 Crossroads Pkwy. South
City of Industry, CA 91746

DHCS survey pending
- 6** **Cudahy Medical Offices** 15

7825 Atlantic Ave.
Cudahy, CA 90201

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 7** **Diamond Bar Medical Offices** 17

1336 Bridgegate Dr.
Diamond Bar, CA 91765

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 8** **Downey Medical Center** 18

Emergency
Urgent Care
9333 E. Imperial Hwy.
Downey, CA 90242

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 9** **Garden Medical Offices** 20

9353 E. Imperial Hwy.
Downey, CA 90242

DHCS survey pending
- 10** **Gardena Medical Offices** 21

15446 S. Western Ave.
Gardena, CA 90249

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building
R = Restroom | T = Exam Table/Scale | See page 285 for further explanation of abbreviations.

- ▲ 11 **Imperial Satellite Offices** 22
12200 Bellflower Blvd.
Downey, CA 90242
- ▲ 12 **La Puente Peritoneal Dialysis Unit** 22
1813 N. Hacienda Blvd.
La Puente, CA 91744
- ▲ 13 **Lomita Medical Offices** 22
2081 Palos Verdes Dr. North
Lomita, CA 90717
- 14 **Long Beach Medical Offices** 23
3900 E. Pacific Coast Hwy.
Long Beach, CA 90804
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 15 **Lynwood Medical Offices** 24
3830 Martin Luther King Jr. Blvd.
Lynwood, CA 90262
♿ DHCS survey results: Basic access (P, E, EB, IB, R, T)
- ▲ 16 **Main Street Health Education Pavilion** 24
23621 Main St.
Carson, CA 90745
- 17 **Montebello Medical Offices** 25
1550 Town Center Dr.
Montebello, CA 90640
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 18 **Norwalk Medical Offices** 26
12501 E. Imperial Hwy.
4th Floor, Ste. 400
Norwalk, CA 90650
- 19 **Orchard Medical Offices Urgent Care** 26
9449 E. Imperial Hwy.
Downey, CA 90242
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 20 **Pasadena Medical Offices Urgent Care** 29
3280 E. Foothill Blvd.
Pasadena, CA 91107
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 21 **Rosecrans Medical Offices** 31
9333 E. Rosecrans Ave.
Bellflower, CA 90706
♿ DHCS survey pending

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**

- **22 San Dimas Medical Offices** 31
 1255 W. Arrow Hwy.
 San Dimas, CA 91773
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **23 South Bay Medical Center** 33
Emergency Urgent Care
 25825 S. Vermont Ave.
 Harbor City, CA 90710
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **24 Torrance Medical Offices** 39
 20790 Madrona Ave.
 Torrance, CA 90503
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- ▲ **25 West Covina Behavioral Health Offices** 40
 1502 W. Covina Pkwy.
 1511 W. Garvey Ave. North
 1539 W. Garvey Ave. North
 West Covina, CA 91790

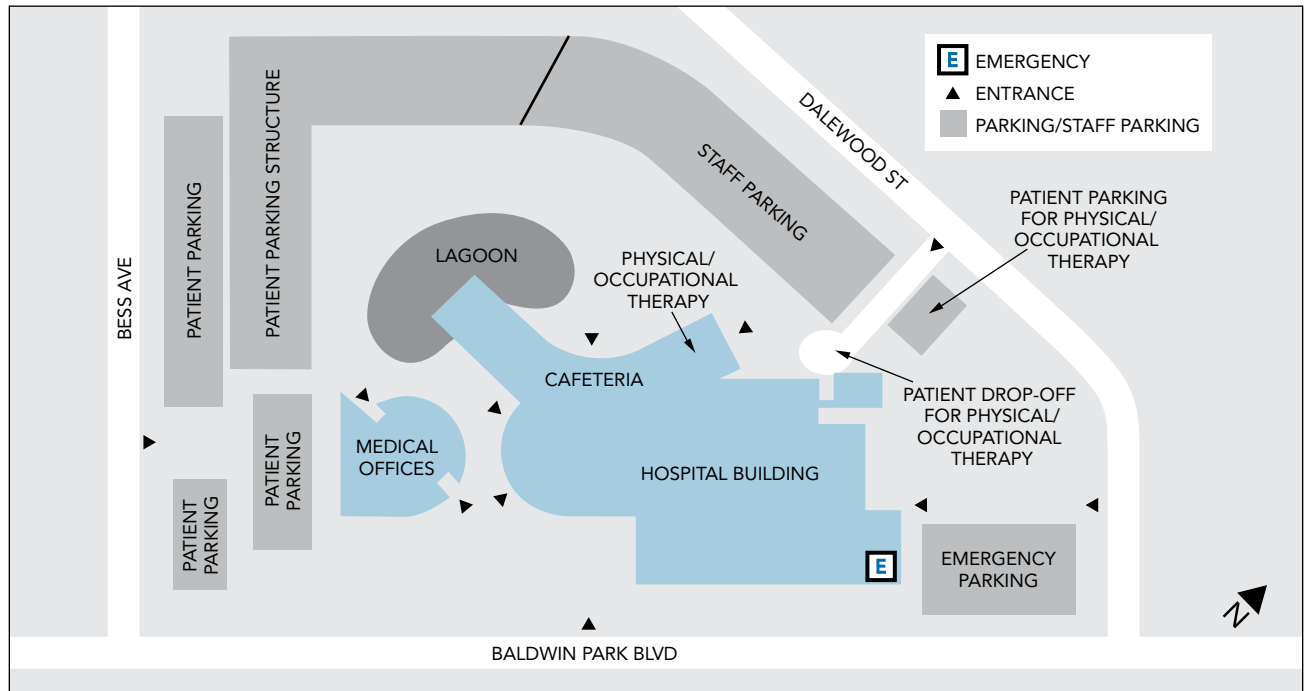
- **26 West Covina Medical Offices** 40
 1249 S. Sunset Ave.
 West Covina, CA 91790
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **27 Whittier Medical Offices** 41
 12470 E. Whittier Blvd.
 Whittier, CA 90602
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Coming Soon
 Our new Beach Cities Medical Offices in Manhattan Beach are scheduled to open in 2015.

Location Details

Baldwin Park Medical Center (hospital and medical offices)



Map not to scale

1

Baldwin Park Medical Center

Hospital and Medical Offices
1011 Baldwin Park Blvd.
Baldwin Park, CA 91706
kp.org/baldwinpark

- **Emergency**
Hospital Building, 1st Floor
- **Urgent Care**
Hospital Building,
1st Floor, across from cafeteria

Mandarin Chinese Appointment Line

Hours: M-F, 7 a.m.-7 p.m.
Appts./Cancel..... **1-888-886-1398**

Emergency

Hospital Building, 1st Floor
Hours: 7 days, 24 hours

Information

Operator..... **626-851-1011**

Poison Control **1-800-222-1222**

Appointments

Hours: M-F, 7 a.m.-7 p.m.
Appts./Cancel..... **1-800-780-1277**
After-hours, weekends, and holidays,
use **kp.org** or self-service option
when you call.

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-800-780-1277**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Anesthesiology *By referral only*

Hours: M-F, 8 a.m.-4:30 p.m.
 Information **626-851-7290**

Audiology/Speech Pathology

Self-referrals accepted
 Hospital Building, Audiology Department
 3rd Floor, Room 330
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Msgs. **626-851-6100**
 After 5 p.m./Weekend
 messages only **1-800-780-1277**
 HearUSA/HEARx consultant..... **626-851-6184**

Breastfeeding Clinic *By appointment only*

Hours: M-F, 9 a.m.-4 p.m.;
 Sa, Su, 9 a.m.-noon
 Appts./Cancel/Msgs. **626-851-6013**

- **Breastfeeding support group**
 Walk-in, bring baby
Hours: second Wednesday of the month,
 11 a.m.-12:30 p.m.
 Medical Offices, Lactation Room
 (next to Conference Room 2A)

Cafeteria

Hours: 7 days, 7 a.m.-3 p.m. and 4-7 p.m.

Cardiology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Info./Msgs. **1-800-780-1277**

Care Guidance Center

Hours: M-F, 8:30 a.m.-5 p.m.
 Information **626-851-7046**
 Case management services for Medicare
 Special Needs Program members.

Complete Care Clinic

Hours: M-F, 8:30 a.m.-4:30 p.m.
 Information **626-851-6681**
 Sponsored by Population Care Management.
 For members 18 and older with elevated
 blood pressure or hypertension.

Decedent Affairs

Hours: M-F, 8 a.m.-8 p.m.
 Information **626-851-5954**

Depression Care Management Clinic

Hours: M-F, 8:30 a.m.-4:30 p.m.
 24-hours help line **1-800-900-3277**
 Information **626-813-2240**
 Sponsored by Population Care Management.
 For members 18 and older.

**Durable Medical Equipment/
 Prosthetics and Orthotics**

Phone hours: M-F, 8:30 a.m.-6 p.m.;
 Sa, 8:30 a.m.-5 p.m.
 Information **1-855-80KPDME**
 (1-855-805-7363)

Endocrinology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Advice./Info./Msgs. **1-800-780-1277**
 Appts./Cancel..... **626-851-5981**

Family Medicine

Hours: M-F, 8:30 a.m.-4:30 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-800-780-1277**

Gastroenterology (GI) *By referral only*

Hours: M-F, 9 a.m.-4:45 p.m.
 Advice/Appts./
 Cancel/Msgs. **626-851-6486**
 After-hours advice **1-888-KPONCALL**
 (1-888-576-6225)

General Surgery

See Surgery (General).

Genetics *Referral preferred*

Hours: M-F, 9 a.m.-5 p.m.
 Appts./Info./Cancel/Msgs. **626-851-5920**

Gift Shop

Hospital Building, lobby
Hours: M-F, 9:30 a.m.-7 p.m.;
 Sa, Su, 10 a.m.-4 p.m.
 Information **626-851-5065**

Gynecology

See Obstetrics-Gynecology.

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Head and Neck Surgery *By referral only*

Hospital Building, 3rd Floor, Room 330

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. **626-851-6100**

After 5 p.m./Weekend

messages only **1-800-780-1277**

Health Education

Hours: M-F, 8:30 a.m.-5 p.m.

Information **626-851-5820**

Healthy Bones Care Management Clinic

Hours: M-F, 10 a.m.-6 p.m.

Information **626-851-6991**

Sponsored by Population Care Management.

For women 65 and older and men 70 and older.

HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

▪ **Bellflower**

14359 Clark Ave.

Bellflower, CA 90706

Information..... **562-804-3119**

▪ **Whittier**

13512 Whittier Blvd.

Whittier, CA 90605

Information..... **562-693-6106**

Hematology/Oncology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Info./Msgs. **1-800-780-1277**

Home Health Care/Hospice/Palliative Care

1502 West Covina Pkwy., Ste. 2032

West Covina, CA 91790

▪ **Home Health Care**

Hours: M-F, 8:30 a.m.-5 p.m.

Information..... **626-480-5177**

After-hours:

M-F, after 5 p.m.; Sa, Su, 24 hours

Information..... **1-888-576-6225**

▪ **Hospice/Palliative Care**

Hours: M-F, 8:30 a.m.-5 p.m.

Information..... **626-480-5176**

After-hours:

M-F, after 5 p.m.; Sa, Su, 24 hours

Information..... **1-888-414-0010**

Infectious Disease *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Info./Msgs. **1-800-780-1277**

Infusion Center

Hours: M-F, 8 a.m.-8 p.m.

Appts./Cancel **626-851-6034**

Messages **1-800-780-1277**

Inpatient Medical Records/ Medical Correspondence/Disability

Hours: M-F, 8:30 a.m.-5 p.m.

Information **626-851-7304**

Inpatient Quality Department

▪ **Inpatient discharge planning**

Hours: M-F, 8 a.m.-5:30 p.m.

Information..... **626-851-7047**

After-hours and weekends ... **626-851-7818**

▪ **Inpatient palliative care and hospice consultation**

Hours: M-F, 8:30 a.m.-5 p.m.

Information..... **626-851-7984**

Messages..... **626-851-7055**

Internal Medicine

Hours: M-F, 7 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-780-1277**

Laboratory

▪ **Medical Offices Laboratory**

Hours: M-F, 9:30 a.m.-1 p.m.

▪ **Hospital Building Laboratory**

Hours: M-F, 6:30 a.m.-10 p.m.;

Sa, 6 a.m.-10 p.m.; Su, 7:30 a.m.-10 p.m.;

all major holidays, 7:30 a.m.-10 p.m.

Results **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at **kp.org**.

Long-Term Care *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Information **626-851-7037**
 Care to members in skilled and custodial nursing facilities.

- **Assisted Living MD Rounding**
 Information..... **626-851-7037**
 Care to members in assisted living/retirement homes.

Mammography

Medical Offices
Hours: M-F, 7:30 a.m.-6 p.m.;
 Sa, 8 a.m.-4 p.m.
 Appts./Cancel **626-851-5130**

Member Services Office

Office hours: M-F, 9 a.m.-5 p.m.
 ▪ **Member Service Contact Center**
Phone hours: 7 days, 24 hours
 (closed holidays)
 English..... **1-800-464-4000**
 Spanish..... **1-800-788-0616**
 Chinese dialects..... **1-800-757-7585**
 TTY **711**

Mohs/Dermatology Services

By referral only
 Microscopic skin cancer surgery
Hours: M-F, 9 a.m.-5 p.m.
 Appointments **626-851-6100**
 Cancel/Msgs. **1-800-780-1277**

Nephrology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Advice/Info./Msgs. **1-800-780-1277**
 Appts./Cancel **626-851-5981**

Neurology *By referral only*

Hours: M-F, 7 a.m.-5 p.m.
 Appts./Cancel/Info. **626-851-6090**
 Messages **1-800-780-1277**

Nuclear Medicine *By referral only*

Hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel/Info. **626-851-5130**

Nutrition *By referral only*

Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Msgs. **626-851-7021**

Obstetrics-Gynecology

Hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Advice **626-851-6900**
 Appts./Cancel/Msgs. **1-800-780-1277**

Oncology

See Hematology/Oncology.

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedics *By referral only*

Hours: M-F, 7:15 a.m.-4:15 p.m.
 Appointments..... **626-851-5256**
 Messages **1-800-780-1277**

Pain Management *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Anesthesia **626-851-6979**
 Physical Medicine..... **626-851-5816**

Pathology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **626-851-5938**

Pediatrics

Hours: M-F, 8:30 a.m.-5 p.m.;
 Sa, Su, holidays, 9 a.m.-4:30 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-800-780-1277**

▪ **Pediatrics Urgent Care**

Hours: M-F, 5-8:30 p.m.;
 Sa, Su, holidays, 9 a.m.-4:30 p.m.
 Advice/Appts. **1-800-780-1277**

Peritoneal Dialysis

See La Puente Peritoneal Dialysis Unit on page 22.

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Pharmacies

Mail-order Pharmacy 1-866-206-2984
Online refills kp.org/refill

▪ 1st Floor Hospital Pharmacy

Hours: 7 days, 24 hours

Info./Refills by phone 1-866-319-4249

▪ 2nd Floor Hospital Pharmacy

Hours: M-F, 9 a.m.-5 p.m.

Info./Refills by phone 1-866-319-4264

▪ Family Medicine Pharmacy

Medical Office Building

Hours: M-F, 9 a.m.-10 p.m.;

Sa, 9 a.m.-5 p.m.

Info./Refills by phone 1-866-319-4265

Physical and Occupational Therapy

By referral only

Hours: M-F, 7:30 a.m.-6 p.m.

Appointments 626-851-2233

Physical Medicine *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. 626-851-5572

Podiatry *By referral only*

Hours: M-F, 7 a.m.-4:30 p.m.

Appointments 626-851-5235

Messages 1-800-780-1277

Population Care Management

Hours: M-F, 8:30 a.m.-5 p.m.

Information 626-851-5744

For members with specific chronic diseases, to promote care and improve quality of life through care/case management.

Pulmonology *By referral only*

Hours: M-F, 9 a.m.-4:45 p.m.

Advice/Appts./

Cancel/Msgs. 626-851-6486

After-hours advice 1-888-KPONCALL
(1-888-576-6225)

Pulmonary Function Testing (PFT)

By referral only

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info. 626-851-7249

Radiology/Diagnostic Imaging

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel 626-851-5130

Mammography services are located in the Medical Offices.

Revenue Cycle Operations

Admitting Department 626-851-7098

Financial Counseling (M-F, 8 a.m.-6 p.m.;
Sa, Su, 8 a.m.-4:30 p.m.) 626-851-7400

Financial Counseling
(After-hours) 626-851-7946

Information Desk
(M-F, 8 a.m.-6 p.m.) 626-851-5448

Medical Financial
Assistance Hotline 626-851-7400

Refund Hotline 626-851-7400

Social Services

Hours: M-F, 8:30 a.m.-5 p.m.

Information 626-851-7042

Surgery (General) *By referral only*

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. 626-851-5960

Transportation

Information 626-851-7783

Urgent Care

Advice

(M-F, 7 a.m.-7 p.m.) 1-800-780-1277

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) 1-888-KPONCALL
(1-888-576-6225)

▪ Weekdays

Hospital Building, 1st Floor

Office hours: M-F, 8:30 a.m.-9 p.m.

Nurse visit hours: M-F, 8:30 a.m.-7 p.m.

▪ Weekend/Holidays

Hospital Building, 1st Floor

Office hours:

Sa, Su, holidays, 8:30 a.m.-8 p.m.

Nurse visit hours:

Sa, Su, holidays, 8:30 a.m.-6 p.m.

Urology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **626-851-6381**

Vascular Surgery *By referral only*

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **626-851-5800**

Vision Essentials by Kaiser Permanente

▪ **Ophthalmology** *By referral only*

Hours: M-F, 7 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **626-851-6107**

Advice nurse

(M-F, 8:30 a.m.-4:30 p.m.) .. **626-851-6462**

After-hours advice **1-888-KPONCALL**
(1-888-576-6225)

▪ **Optical Center**

Eyeglasses, contact lenses

Hours: M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-6 p.m.; Sa, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. **1-800-780-1277**

Contact lenses..... **626-851-5048**

Information..... **626-851-5048**

Website..... **kp2020.org**

▪ **Optometry**

Hours: M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-6 p.m.; Sa, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. **1-800-780-1277**

Volunteer Services

Medical Office Building, 1st Floor

Hours: M-F, 9 a.m.-4:30 p.m.

For information and

to become a volunteer **626-851-6444**

or **626-851-6745**

● 2

Bellflower Medical Offices

9400 E. Rosecrans Ave.

Bellflower, CA 90706

kp.org/downey

Advanced Care Center *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **562-461-5900**

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.) **1-800-823-4040**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Breastfeeding Clinic *By appointment only*

Hours: M-F, 8:30 a.m.-3 p.m.

Lactation feeding/
breastfeeding hotline.....

562-461-6614

Diabetic Foot Care Center/Podiatry

By referral only

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **562-461-6700**

Family Medicine

Office hours: M-F, 8:30 a.m.-4:30 p.m.

(Nurse visit hours

closed M-F, noon-1:30 p.m.)

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-823-4040**

General Surgery

See Surgery (General).

Hearing

See HearUSA/HEARx West Hearing

Care Centers.

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HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

▪ **Bellflower**

14359 Clark Ave.
Bellflower, CA 90706
Information.....**562-804-3119**

▪ **Whittier**

13512 Whittier Blvd.
Whittier, CA 90605
Information.....**562-693-6106**

Hematology/Oncology *By referral only*

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs.**562-461-4611**

Infusion Center

Hours: M-F, 8 a.m.-5:30 p.m.

Appts./Cancel/Msgs.**562-461-4542**

Laboratory

Hours: M-F, 7 a.m.-6 p.m.

Information**562-461-4967**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at **kp.org**.

Lactation Center *By appointment only*

Hours: M-F, 8:30 a.m.-noon and 1:30-4 p.m.

Information**562-461-6616**

Long-Term Care

See Imperial Satellite Offices.

Medical Correspondence/ Release of Information

Basement

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 9 a.m.-4 p.m.

Information**562-461-4111**

Email.....**dnyrou@kp.org**

Office and phone hours will open at 10 a.m. on the last Wednesday of each month.

Member Services Office

Office hours: M-F, 9 a.m.-5 p.m.

▪ **Member Service Contact Center**

Phone hours: 7 days, 24 hours
(closed holidays)

English..... **1-800-464-4000**

Spanish..... **1-800-788-0616**

Chinese dialects **1-800-757-7585**

TTY**711**

Nephrology

See Orchard Medical Offices.

Obstetrics-Gynecology

See Orchard Medical Offices.

Pediatrics

3rd Floor

Office hours: M-F, 8:30 a.m.-4:45 p.m.

Immunizations hours (walk-ins):

M-F, 8:30-11:30 a.m. and 1:30-4:30 p.m.

Walk-ins also available during Extended Care hours (formerly Pediatric Urgent Care).

For your convenience, we also encourage you to email outside immunization records to **kpshots@kp.org**.

Weekday Extended hours (formerly Pediatric Urgent Care): M-F, 5-8 p.m.

If you are unsure about what kind of care you need, call our Advice Nurse at **1-800-823-4040**.

See Orchard Medical Offices for weekend and holiday Pediatrics Extended hours.

Appts./Cancel/Msgs. **1-800-823-4040**

Pharmacy

Mail-order Pharmacy..... **1-866-206-2986**

Online refills..... **kp.org/refill**

▪ **Outpatient Pharmacy**

Hours: M-F, 9 a.m.-7 p.m.

Info./Refills by phone..... **1-866-331-9027**

▪ **Downey 24-hour Discharge Pharmacy**

Downey Medical Center

9333 Imperial Hwy., 1st Floor

Downey, CA 90242

Hours: 7 days, 24 hours

Info./Refills by phone..... **1-800-231-1096**

Podiatry *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-461-6700**

Psychiatry

4th Floor, Module #4400
Office hours: M-Th, 7 a.m.-7 p.m.;
 closed Friday
Phone hours: M-Th, 7 a.m.-6 p.m.;
 F, 7 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-807-6200**
 For adults 25 and older. Children,
 adolescents, and young adults through
 age 24, see Norwalk Medical Offices.

- **Behavioral Health Care**
Member Help Line
Hours: 7 days, 24 hours.... **1-800-900-3277**

Radiology/Diagnostic Imaging

Office hours: M-F, 8 a.m.-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Cancel/Msgs. **1-800-823-4040**
 Call your physician for test results.

Sleep Clinic *By referral only*

4th Floor
Hours: M-F, 6 a.m.-4:30 p.m.
 Appts./Cancel/Msgs. **562-461-4665**

Surgery (General)

See Orchard Medical Offices.

Urgent Care

See Orchard Medical Offices.

Vision Essentials by Kaiser Permanente

See Rosecrans Medical Offices.

3 Carson Medical Offices

18600 South Figueroa St.
 Gardena, CA 90248
kp.org/southbay

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.) **1-800-780-1230**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy/Allergy Shots

Office hours: M, Th, F, 1:30-4:15 p.m.;
 Tu, 8:45-11:15 a.m.; no shots on Wednesday
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Msgs..... **1-800-780-1230**

Dermatology/Mohs Surgery

By referral only
 Microscopic skin cancer surgery
Hours: M-F, 7 a.m.-4:45 p.m.
 Appts./Msgs. **1-800-780-1230**

Family Medicine

Hours: M, Tu, 8:30 a.m.-6:30 p.m.;
 W-F, 8:30 a.m.-5 p.m.; closed holidays
 Advice/Appts./Cancel/
 Info./Msgs. **1-800-780-1230**

Genetics

Office hours: M-F, 9 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Msgs. **424-328-2341**

Gynecology

See Obstetrics-Gynecology.

Internal Medicine

Hours: M, Tu, 8:30 a.m.-6:30 p.m.;
 W-F, 8:30 a.m.-5 p.m.; closed holidays
 Advice/Appts./Cancel/
 Info./Msgs. **1-800-780-1230**

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Laboratory

Hours: M-F, 7:30 a.m.-5 p.m.

Information **310-517-2620**

Results (24 hours)..... **1-888-457-8378**
(1-888-4KPTEST)

Call requesting physician for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Medical Social Worker *By appointment only*

Appointments..... **424-251-7791**

Obstetrics-Gynecology

Hours: M-F, 8:30 a.m.-5 p.m.; closed holidays

Appts./Msgs. **1-800-780-1230**

Occupational Health Center (Kaiser On-the-Job®)

Hours: M-F, 8:30 a.m.-5:30 p.m.

Appts./Msgs. **310-527-5600**

Medical treatment for work-related injuries
and illnesses.

Pediatrics

Hours: M, W-F, 8:30 a.m.-5 p.m.;

Tu, 8:30 a.m.-6:30 p.m.; closed holidays

Appts./Msgs. **1-800-780-1230**

Pharmacy

Hours: M, Tu, 8 a.m.-7 p.m.;

W-F, 8 a.m.-6 p.m.

Refills by phone..... **1-855-878-6408**

Mail-order Pharmacy..... **1-866-206-2986**

Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

By referral only

Mammography, radiology, X-ray

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Appts./Cancel/

Info./Msgs. **310-517-2957**

Vision Essentials by Kaiser Permanente

Optical Center

Eyeglasses, contact lenses

Hours: M-F, 8 a.m.-6 p.m.

Appts./Msgs. **1-800-780-1230**

Eyeglasses/

Optical dispensing..... **310-527-4950**

Optometry

Hours: M-F, 8 a.m.-6 p.m.; closed holidays

Appts./Msgs. **1-800-780-1230**

Website..... **kp2020.org**

4

Cerritos Medical Offices

10820 183rd St.

Cerritos, CA 90703

kp.org/downey

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.) **1-800-823-4040**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Gynecology

See Obstetrics-Gynecology.

Internal Medicine

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Cancel/Msgs. **1-800-823-4040**

Laboratory

Hours: M-F, 7 a.m.-5 p.m.

Results..... **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results or
check lab results online at **kp.org**.

Obstetrics-Gynecology

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Cancel/Msgs. **1-800-823-4040**

Pediatrics

Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Cancel/Msgs. **1-800-823-4040**

Pharmacy

Mail-order Pharmacy **1-866-206-2986**
 Online refills **kp.org/refill**

Podiatry *By referral only*

Hours: W, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-461-6700**

Radiology/Diagnostic Imaging

X-ray hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.

Mammography hours:

M-F, 9 a.m.-12:45 p.m. and 2-4:45 p.m.

Ultrasound hours: M-F, 8:30 a.m.-noon
 and 1-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Cancel/Msgs. **1-800-823-4040**

Call your physician for test results.

▲ 5

**Crossroads
 Medical Offices**

12801 Crossroads Pkwy. South
 Ste. 100, west entrance
 City of Industry, CA 91746
kp.org/baldwinpark

Allergy

Hours: M-F, 8:30 a.m.-5 p.m.
 First-time appts. **562-463-4377**
 Routine appts./Msgs. **1-800-780-1277**

Dermatology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 First-time appts. **562-463-4377**
 Routine appts./Msgs. **1-800-780-1277**

Information

Operator **562-463-4377**

**Occupational Health Center
 (Kaiser On-the-Job®)**

Ste. 150
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. **562-463-4357**
 Medical treatment for work-related injuries
 and illnesses.

Pharmacy

Hours: M-F, 9 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Info./Refills by phone **1-866-214-7514**
 Mail-order Pharmacy **1-866-206-2984**
 Online refills **kp.org/refill**

Rheumatology *By referral only*

Hours: M-F, 8 a.m.-5 p.m.
 New patient consults/
 Appts./Cancel **562-463-4377**
 Routine Appts./Msgs. **1-800-780-1277**

● 6

**Cudahy
 Medical Offices**

7825 Atlantic Ave.
 Cudahy, CA 90201
kp.org/downey

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.) **1-800-823-4040**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
 (1-888-576-6225)

Diabetes Retinal Screening

Office hours: M, 8:30 a.m.-6 p.m.;
 Tu-F, 8:30-11:30 a.m. and 1:30-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Cancel/Msgs. **1-800-823-4040**

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Family Medicine

LVN nurse visits (by appointment only):

M-F, 8:30-11:15 a.m. and 1:30-4:15 p.m.

RN glucometer and insulin teaching

(by appointment only): M-F, 8:30-11 a.m.
and 1:30-3 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/ Appts./Cancel/

Info./Msgs. **1-800-823-4040**

Gynecology

See Obstetrics-Gynecology.

Laboratory

Hours: M, 8:30 a.m.-6:30 p.m.;

Tu-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **323-562-6477**

Results..... **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

Office/Walk-in hours: M-F, 9 a.m.-12:45 p.m.
and 2-4:45 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Information **1-800-823-4040**

Medical Social Worker

Hours: M-F, 8:30 a.m.-5 p.m.

Assistance/Counseling..... **323-562-6472**

Obstetrics-Gynecology

LVN nurse visits (by appointment only):

M-F, 8:30-11:15 a.m. and 1:30-4:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/ Appts./

Cancel/Msgs. **1-800-823-4040**

Optical Center

See Vision Essentials by Kaiser Permanente.

Pediatrics

LVN nurse visits (by appointment only):

M-F, 8:30-11:15 a.m. and 1:30-4:15 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/ Appts./

Cancel/Msgs. **1-800-823-4040**

Pharmacy

Hours: M, 8:15 a.m.-6:30 p.m.;

Tu-F, 8:15 a.m.-4:30 p.m.

Info./Refills by phone **1-866-340-5613**

Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

See Downey Medical Center.

Vision Essentials by Kaiser Permanente

Optical Center

Eyeglasses, contact lenses

Hours: M-F, 8:15 a.m.-5:30 p.m.;

Sa, 7:15 a.m.-3:30 p.m.;

closed second Tuesday of
each month, 11:30 a.m.-2:30 p.m.

Appts./Info. **562-461-3084**

Website..... **kp2020.org**

X-ray

Office hours: M, 10 a.m.-6:15 p.m.;

Tu-F, 8:30 a.m.-4:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Information **1-800-823-4040**

7

Diamond Bar Medical Offices

1336 Bridgegate Dr.
Diamond Bar, CA 91765
kp.org/baldwinpark

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-800-780-1277**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Appointments

Hours: M-F, 7 a.m.-7 p.m.
Appts./Cancel **1-800-780-1277**
After-hours, Sa, Su, holidays, use **kp.org** or
self-service option when you call.

Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-800-780-1277**

Gynecology

See Obstetrics-Gynecology.

Laboratory

Hours: M-F, 8 a.m.-5 p.m.
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Obstetrics-Gynecology

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-800-780-1277**

Pediatrics

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-800-780-1277**

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.
Information **1-866-551-9630**
Mail-order Pharmacy **1-866-206-2984**
Online refills **kp.org/refill**

Psychiatry

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info. **626-960-4844**
Emergency appts. **626-960-4846**
Crisis intervention; family, group, and
individual counseling.

Radiology/Diagnostic Imaging

Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-4:45 p.m.
Appointments **626-851-5130**

▪ **Mammography**

Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-4:45 p.m.

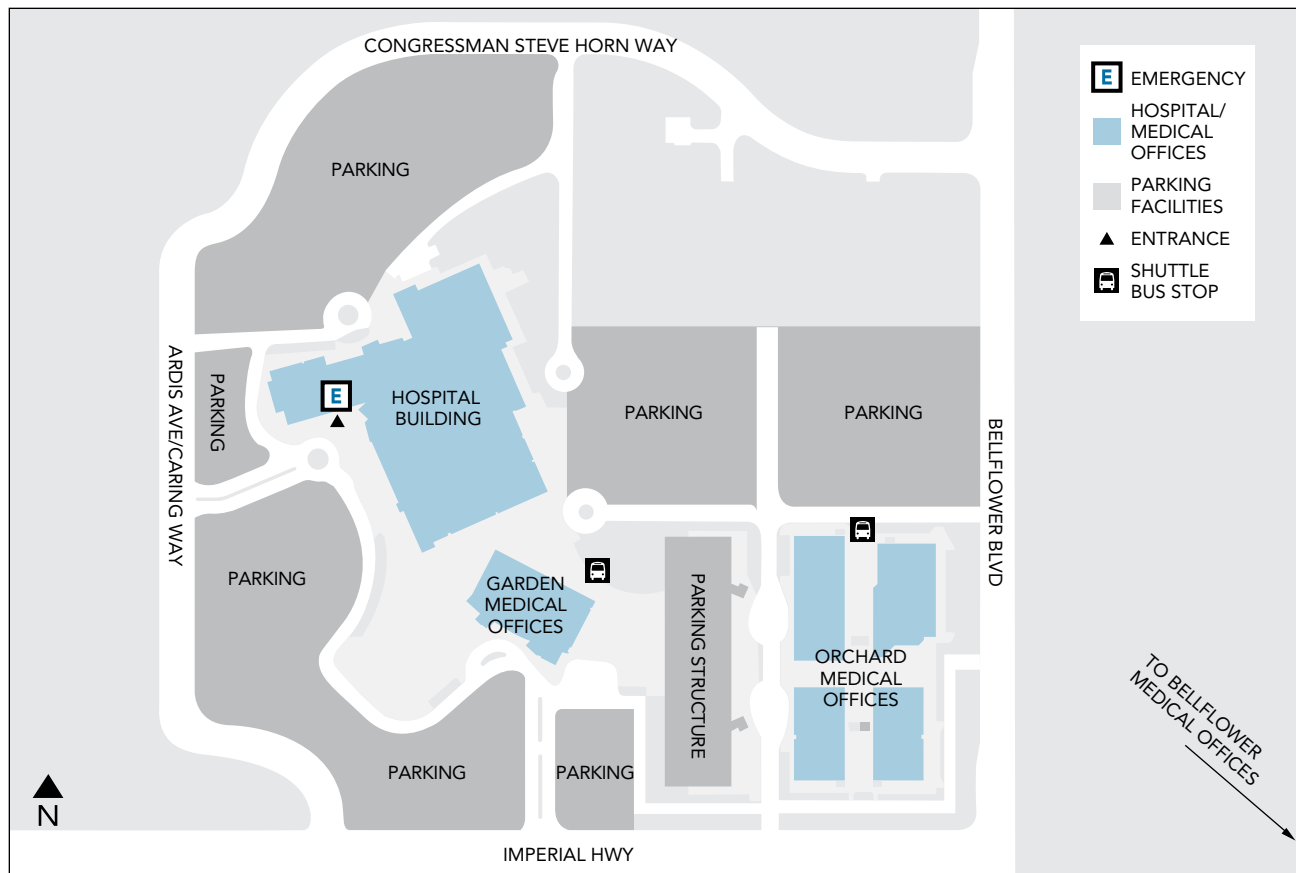
Vision Essentials by Kaiser Permanente

- **Optical Center**
Eyeglasses, contact lenses
Hours: M-F, 8:30 a.m.-5 p.m.
Contact lenses **909-468-5930**
Information **909-468-5930**
Website **kp2020.org**

▪ **Optometry**

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-800-780-1277**

Downey Medical Center (hospital and medical offices)



Map not to scale

8

Downey Medical Center

Hospital and Medical Offices
 9333 Imperial Highway
 Downey, CA 90242
kp.org/downey

- **Emergency**
Hospital Building, 1st Floor
- **Urgent Care**
Orchard Medical Offices

Appointments

Appts./Cancel/Msgs. **1-800-823-4040**

Emergency

Hospital Building, 1st Floor
Hours: 7 days, 24 hours **562-657-7000**

Information

Info./Hospital patients **562-657-9000**

Poison Control **1-800-222-1222**

Admissions/Patient Registration

Hours: 7 days, 24 hours **562-657-9140**

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-823-4040**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours).....**1-888-KPONCALL**
(**1-888-576-6225**)

Discharge Planning

See Utilization Management.

**Durable Medical Equipment/
Prosthetics and Orthotics**

Phone hours: M-F, 8:30 a.m.-6 p.m.;
Sa, 8:30 a.m.-5 p.m.
Information**1-855-80KPDME**
(**1-855-805-7363**)

Genetics

See Orchard Medical Offices.

Gift Shop

Hours: M-F, 9:30 a.m.-3:30 p.m.
Information**562-657-9111**
Subject to volunteer availability.

Hearing

See HearUSA/HEARx West Hearing
Care Centers.

HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only

- **Bellflower**
14359 Clark Ave.
Bellflower, CA 90706
Information.....**562-804-3119**
- **Whittier**
13512 Whittier Blvd.
Whittier, CA 90605
Information.....**562-693-6106**

Laboratory (Inpatient only)

Information**562-657-8652**
Results..... **1-888-4KPTEST**
(**1-888-457-8378**)

Outpatient—see Orchard Medical Offices.
Call requesting practitioner for test results or
check lab results online at **kp.org**.

Long-Term Care

See Imperial Satellite Offices.

**Medical Correspondence/
Release of Information**

See Bellflower Medical Offices.

Medical Social Work Department

Hours: M-F, 8:30 a.m.-5 p.m.
Assistance/Counseling.....**562-657-8590**

Member Services Office

Office hours: M-F, 9 a.m.-5 p.m.

- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English..... **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects..... **1-800-757-7585**
TTY **711**

**Occupational Health Center
(Kaiser On-the-Job®)**

See Garden Medical Offices.

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente
at Rosecrans Medical Offices.

Pediatrics

See Bellflower, Cerritos, Cudahy, Lynwood,
or Whittier Medical Offices.

Peritoneal Dialysis

Hours: M-F, 8 a.m.-4:30 p.m.
Information **562-657-9170**

Pharmacy

Outpatient
Hours: 7 days, 24 hours
Info./Refills by phone **1-800-231-1096**
Mail-order Pharmacy..... **1-866-206-2986**
Online refills **kp.org/refill**

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Radiology/Diagnostic Imaging

Office hours: M-F, 7 a.m.-9 p.m.;
Sa, 8 a.m.-4:30 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **562-657-7300**
Call your physician for test results.

Urgent Care

See Orchard Medical Offices.

Utilization Management/Discharge Planning

Hours: 7 days, 8 a.m.-5 p.m.
Information **562-657-9261**

Vision Essentials by Kaiser Permanente

See Rosecrans Medical Offices.

Volunteer Services

Phone hours: M-F, 9:30 a.m.-3:30 p.m.
Information **562-657-9106**

▲ 9

Garden Medical Offices

9353 E. Imperial Hwy.
Downey, CA 90242
kp.org/downey

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-823-4040**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(**1-888-576-6225**)

Gastroenterology (GI) *By referral only*

Hours: M-F, 7:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **562-657-4292**

Integrated Pain Management *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Msgs. **562-657-2860**

Occupational Health Center (Kaiser On-the-Job®)

Hours: M-F, 8:30 a.m.-5 p.m.
Advice/Appts./Cancel/
Info./Msgs. **562-657-2200**
Medical treatment for work-related injuries,
illnesses, and workers' compensation.

Occupational Therapy *By referral only*

Office hours: M-F, 7:30 a.m.-5:30 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Msgs. **562-657-2711**

Orthopedics/Spine Services

Referral preferred
Office hours: M-F, 8 a.m.-5:30 p.m.
Phone hours: M-F, 7:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **562-657-4110**

Pain Block Clinic *By referral only*

Office hours: M-F, 7 a.m.-3:30 p.m.
Phone hours: M-F, 7:30 a.m.-3:45 p.m.
Appts./Cancel/Msgs. **562-657-4291**

Pediatrics

See Bellflower Medical Offices.

Pharmacy

Hours: M-F, 9 a.m.-5 p.m.
Information **562-657-4101**
Mail-order Pharmacy..... **1-866-206-2986**
Refills by phone..... **1-866-450-4942**
Online refills..... kp.org/refill

Physical Medicine *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Msgs. **562-657-2424**

Physical Therapy *By referral only*

Office hours: M-F, 7:30 a.m.-5:30 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Msgs. **562-657-2823**

Procedure Center *By referral only*

Office hours: M-F, 7 a.m.-5 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-657-4201**

Speech Therapy/Speech Pathology

By referral only
Office hours: M-F, 7:30 a.m.-5:30 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-657-2720**

Urgent Care

See Orchard Medical Offices.

10 Gardena Medical Offices

15446 S. Western Ave.
 Gardena, CA 90249
kp.org/southbay

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.) **1-800-780-1230**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy Injections *By referral only*

Office hours: W, F, 1:30-4:15 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Msgs. **1-800-780-1230**

Family Medicine

Office hours: M-F, 8:30 a.m.-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Advice/Appts./Cancel/Msgs./
 Same-day appts. **1-800-780-1230**

Gynecology

See Obstetrics-Gynecology.

Internal Medicine

Office hours: M-F, 8:30 a.m.-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Advice/Appts./Cancel/Msgs./
 Same-day appts. **1-800-780-1230**

Laboratory

Hours: M-F, 8 a.m.-5 p.m.
 Information **310-517-2620**
 Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at kp.org.

Medical Social Worker *By appointment only*

Appointments..... **424-251-7791**

Obstetrics-Gynecology

Office hours: M-F, 8:30 a.m.-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Advice/Appts./Cancel/Msgs./
 Same-day appts. **1-800-780-1230**

Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M-F, 8:30 a.m.-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Advice/Appts./Cancel/Msgs./
 Same-day appts. **1-800-780-1230**

Pharmacy

Hours: M-F, 8:30 a.m.-6 p.m.
 Info./Refills by phone **1-866-352-8559**
 Mail-order Pharmacy..... **1-866-206-2986**
 Online refills..... kp.org/refill

**Physical Therapy/Physical Medicine/
 Occupational Therapy**

By referral only
Hours: M-F, 8:30 a.m.-4:30 p.m.
 Appts./Cancel/Msgs. **424-251-7000**

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Podiatry *By referral only*

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appointments..... **310-602-7940**

Vision Essentials by Kaiser Permanente

▪ **Optical Center**

Eyeglasses

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information..... **310-217-5370**

Website..... **kp2020.org**

▪ **Optometry**

Office hours: M-F, 8:30 a.m.-4:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./Cancel/Msgs./

Same-day appts. **1-800-780-1230**

▲ **11** | **Imperial Satellite Offices**

12200 Bellflower Blvd.
Downey, CA 90242
kp.org/downey

Care Guidance Center

Hours: M-F, 8:30 a.m.-5 p.m.

Information **562-622-3820**

Case management services for Medicare and Medi-Cal Special Needs Program members.

Durable Medical Equipment/ Prosthetics and Orthotics

Phone hours: M-F, 8:30 a.m.-6 p.m.;

Sa, 8:30 a.m.-5 p.m.

Information **1-855-80KPDME**
(1-855-805-7363)

Health Education

Hours: M-F, 8:30 a.m.-5 p.m.

Information **562-622-4150**

Classes, literature, and audiovisual materials on a wide range of health, nutrition, and disease-related subjects.

Home Health

Hours: 7 days, 8:30 a.m.-5 p.m.

Information **1-888-215-4350**

Hospice/Palliative Care

Hours: 7 days, 24 hours

Information **1-888-215-4300**

Long-Term Care *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Information **562-622-3823**

Care for members in skilled and custodial nursing facilities.

Women and Children's Case Management

Hours: M-F, 8:30 a.m.-5 p.m.

Information **562-622-3224**

▲ **12** | **La Puente Peritoneal Dialysis Unit**

1813 N. Hacienda Blvd.
La Puente, CA 91744

Peritoneal Dialysis *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Office **626-931-3580**

Info./Msgs. **1-800-780-1277**

▲ **13** | **Lomita Medical Offices**

2081 Palos Verdes Dr. North
Lomita, CA 90717
kp.org/southbay

Psychiatry

Office hours: M-F, 7 a.m.-7 p.m.;

Sa, 8:30 a.m.-4 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Appts./Msgs. **310-325-6542**

▪ **Behavioral Health Care Member Help Line**

7 days, 24 hours..... **1-800-900-3277**

14 Long Beach Medical Offices

3900 E. Pacific Coast Hwy.
Long Beach, CA 90804
kp.org/southbay

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-780-1230**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy Injections *By referral only*

Office hours: Tu, F, 1:30-4:15 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Family Medicine

Office hours: M-F, 8:15 a.m.-4:45 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Gynecology

See Obstetrics-Gynecology.

Information

Operator **310-325-5111**

Internal Medicine

Office hours: M-F, 8:15 a.m.-4:45 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Laboratory

Hours: M-F, 7:30 a.m.-5 p.m.
Information **310-517-2620**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Medical Social Worker *By appointment only*
Appointments..... **424-251-7791**

Obstetrics-Gynecology

Office hours: M-F, 8:15 a.m.-4:45 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M-F, 8:15 a.m.-4:45 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Pharmacy

Hours: M-F, 8:30 a.m.-6 p.m.
Info./Refills by phone **1-866-352-8633**
Mail-order Pharmacy..... **1-866-206-2986**
Online refills..... kp.org/refill

Physical Therapy *By referral only*

Hours: M-F, 8:30 a.m.-4:30 p.m.
Appts./Msgs. **424-251-7000**

Podiatry *By referral only*

Office hours: M-F, 8:30 a.m.-4:30 p.m.
Phone hours: M-F, 8 a.m.-noon and 1-5 p.m.
Appts./Msgs. **310-602-7940**

Radiology/Diagnostic Imaging

By referral only

- **Mammography**
Self-referrals accepted
Office hours: M-F, 8:30 a.m.-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**
- **Radiology, X-ray**
Hours: M-F, 8:30 a.m.-4:30 p.m.
Cancel/Msgs. **310-517-2957**

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Urgent Care

See South Bay Medical Center.

Vision Essentials by Kaiser Permanente

Optical Center

Eyeglasses

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information..... 1-800-780-1230

Website..... kp2020.org

Optometry

Office hours: M-F, 8:30 a.m.-4:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. 1-800-780-1230

Volunteer Services

Hours: M-F, 9 a.m.-4 p.m.

For information and

to become a volunteer 310-517-2182

15 | Lynwood Medical Offices

3830 Martin Luther King Jr. Blvd.

Lynwood, CA 90262

kp.org/downey

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.) 1-800-823-4040

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... 1-888-KPONCALL

(1-888-576-6225)

Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./

Cancel/Msgs. 1-800-823-4040

Pediatrics

Hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./

Cancel/Msgs. 1-800-823-4040

▲ 16 | Main Street Health Education Pavilion

23621 Main St.

Carson, CA 90745

kp.org/southbay

Addiction Medicine/ Chemical Dependency Recovery Program (CDRP)

Hours: M-Th, 8 a.m.-8:30 p.m.;

F, 8 a.m.-7 p.m.

Appts./Msgs. 310-513-6707

Behavioral Health Care

Member Help Line

7 days, 24 hours..... 1-800-900-3277

Health Education

23701 Main St.

Hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-noon
and 1-5 p.m.

Appts./Msgs. **310-602-7940**
Information **310-816-5440**

Classes, literature, and audiovisual materials on a wide range of health, nutrition, and disease-related subjects.

Nutrition Classes

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-noon
and 1-5 p.m.

Appts./Msgs. **310-602-7940**

17 Montebello Medical Offices

1550 Town Center Dr.
Montebello, CA 90640
kp.org/baldwinpark

Services at this facility are provided in English, Spanish, and several Chinese dialects, including Cantonese and Mandarin.

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) **1-800-780-1277**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(**1-888-576-6225**)

Appointments

Hours: M-F, 7 a.m.-7 p.m.

Appts./Cancel **1-800-780-1277**
After-hours, weekends, and holidays, use
kp.org or self-service option when you call.

Family Medicine

Hours: M-F, 8:30 a.m.-4:30 p.m.

Advice/Appts./
Cancel/Msgs. **1-800-780-1277**
Information **626-851-1011**

Gynecology

See Obstetrics-Gynecology.

Laboratory

Hours: M-F, 8 a.m.-5 p.m.

Results..... **1-888-4KPTEST**
(**1-888-457-8378**)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Obstetrics-Gynecology

Hours: M-F, 8:30-11:30 a.m. and 1-4 p.m.

Appts./Cancel/Msgs. **1-800-780-1277**

Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pediatrics

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information **626-851-1011**
Advice/Appts./
Cancel/Msgs. **1-800-780-1277**

Pharmacy

Hours: M-W, 8:30 a.m.-6 p.m.;

Th, F, 8:30 a.m.-5:30 p.m.

Info./Refills by phone **1-877-425-7616**
Mail-order Pharmacy **1-866-206-2984**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 9 a.m.-5 p.m.

Mammography hours: M-F, 9 a.m.-4:30 p.m.

Appts./Cancel..... **626-851-5130**

Vision Essentials by Kaiser Permanente

Optical Center

Eyeglasses, contact lenses

Hours: M-F, 7:30 a.m.-5 p.m.

Contact lenses..... **323-724-7046**

Information..... **323-724-7046**

Website..... **kp2020.org**

Optometry

Hours: M-F, 7:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-800-780-1277**

▲ 18 | **Norwalk
Medical Offices**

12501 E. Imperial Hwy.
4th Floor, Ste. 400
Norwalk, CA 90650
kp.org/downey

Psychiatry/School Problems Clinic

Clinic hours: M-F, 7 a.m.-7 p.m.;
Sa, 8 a.m.-noon

Phone hours: M-Th, 7 a.m.-6 p.m.;
F, 7 a.m.-5 p.m.; Sa, 8 a.m.-noon
Appts./Cancel/Msgs. **562-807-6100**

Clinic for children, adolescents, and
young adults through age 24.

- **Behavioral Health Care**
Member Help Line
7 days, 24 hours..... **1-800-900-3277**

● 19 | **Orchard
Medical Offices**

Urgent care
9449 E. Imperial Hwy.
Downey, CA 90242
kp.org/downey

Addiction Medicine

Hours: M-Th, 8:15 a.m.-6:30 p.m.;
F, 8:15 a.m.-5 p.m.; Sa, 8:15 a.m.-noon

RN visits/Walk-in triage:
M-Th, 8:15 a.m.-6 p.m.
(last walk-in 5:30 p.m.);
F, 8:15 a.m.-5 p.m. (last walk-in 4:30 p.m.);
Sa, 8:15 a.m.-noon (last walk-in 11:30 a.m.)
Appts./Cancel/Info./Msgs. **562-657-2011**

- **Behavioral Health Care**
Member Help Line
7 days, 24 hours..... **1-800-900-3277**

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-823-4040**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7:30 a.m.-4:45 p.m.
Appts./Cancel/Msgs. **562-657-2626**

Audiology/Head and Neck Surgery
Self-referrals accepted for Audiology

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8:45 a.m.-4:45 p.m.
Appts./Cancel/Msgs. **562-657-4500**
HearUSA/HEARx West
consultant..... **562-657-2898**

Blood Donor Center

Call for appointment
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **562-657-2800**

Cardiology *By referral only*

Building C, Ste. 329
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **562-657-4683**

Dermatology *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7:30 a.m.-4:45 p.m.
Appts./Cancel/Msgs. **562-803-1331**

Diabetes Clinic *By referral only*

Office hours: M-F, 8:30 a.m.-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Cancel/Msgs. **1-800-823-4040**

Endocrinology *By referral only*

Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Cancel/Msgs. **1-800-823-4040**

Family Medicine

1st Floor, D130
Office hours: M-F, 8:30 a.m.-4:30 p.m.
 (Nurse visit hours closed
 M-F, noon-1:30 p.m.)
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-800-823-4040**

General Surgery

See Surgery (General).

Gynecology

See Obstetrics-Gynecology.

Genetics *Referral preferred*

Hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel/Info./Msgs. **562-657-4842**

Head and Neck Surgery *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8:45 a.m.-4:45 p.m.
 Appts./Cancel/Msgs. **562-657-4500**

Health Science Library

Building D, 1st Floor
Hours: Call for hours
 Information **562-657-3057**

Infectious Disease *By referral only*

Building C, Ste.120
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-657-4684**

Internal Medicine

Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Cancel/Msgs. **1-800-823-4040**

Laboratory

Hours: M-F, 7:30 a.m.-6 p.m.;
 Sa, 7 a.m.-1 p.m.; Su, 9 a.m.-3 p.m.
 Information **562-657-2312**
 Results..... **1-888-4KPTEST**
 (**1-888-457-8378**)

Call requesting practitioner for test results
 or check lab results online at **kp.org**.

Mammography

*By appointment/
 Same day appointments welcome*
Office hours: M-F, 7:30 a.m.-6 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Cancel/Msgs. **1-800-823-4040**
 Call your physician for test results.

**Medical Correspondence/
 Release of Information**

See Bellflower Medical Offices.

Member Services Office

Office hours: M-F, 9 a.m.-5 p.m.
 ■ **Member Service Contact Center**
Phone hours: 7 days, 24 hours
 (closed holidays)
 English..... **1-800-464-4000**
 Spanish **1-800-788-0616**
 Chinese dialects..... **1-800-757-7585**
 TTY **711**

Nephrology *By referral only*

Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-657-2714**

Neurology *By referral only*

Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-657-2696**

Obstetrics-Gynecology

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-800-823-4040**

**Occupational Health Center
 (Kaiser On-the-Job®)**

See Garden Medical Offices.

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Ophthalmology *By referral only*

Office hours: M-F, 7 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **562-461-3084**

Pediatrics Sub-specialty

Building D, 3rd Floor

Office hours: M-F, 8:30 a.m.-4:45 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts/Cancel/Msgs. **1-800-823-4040**

See also Pediatrics at Bellflower.

Pediatrics Extended Hours

(Weekend and holiday)

Building D, 3rd Floor

Office hours:

Sa, Su, holidays, 8:30 a.m.-4 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts. **1-800-823-4040**

If you are unsure about what kind of care you need, call our Advice Nurse at **1-800-823-4040**.

See Bellflower Medical Offices for weekday Pediatric Extended Hours.

Pharmacies

Mail-order Pharmacy **1-866-206-2986**

Online refills kp.org/refill

▪ **Pharmacy—Orchard Main**

Outpatient Pharmacy

Building A, 1st Floor

Hours: 7 days, 8:30 a.m.-8:45 p.m.;

closed holidays

Information **562-657-2022**

Refills by phone **1-800-776-1318**

▪ **Pharmacy**

Building D, 1st Floor

Hours: M-F, 9 a.m.-5 p.m.

Information **562-657-2030**

Refills by phone **1-866-340-5677**

Plastic Surgery *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-4:45 p.m.

Appts./Cancel/Msgs. **562-657-4958**

Psychiatry

2nd Floor, A206

Office hours: M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5 p.m.; Sa, 8 a.m.-noon

Phone hours: M-Th, 7 a.m.-6 p.m.;

F, 7 a.m.-5 p.m.

Appts./Cancel/Msgs. **562-807-6200**

For adults 25 and older. Children, adolescents, and young adults through age 24, see Norwalk Medical Offices.

▪ **Behavioral Health Care**

Member Help Line

7 days, 24 hours **1-800-900-3277**

Pulmonary Function Testing (PFT)

By referral only

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **562-657-2458**

Pulmonary Rehabilitation *By referral only*

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **562-657-8802**

Pulmonology *By referral only*

Building C, Ste. 120

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **562-657-2833**

Radiology/Diagnostic Imaging

Office hours: M-Sa, 8:30 a.m.-9:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Cancel/Msgs. **1-800-823-4040**

Call your physician for test results.

Rheumatology *By referral only*
Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Appts./Cancel/Msgs. **1-800-823-4040**

Surgery (General) *By referral only*
Hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-657-2751**

Surgical Urgent Care
Walk-in or by appointment
 For minor injuries
 1st Floor, D130
Appt. hours: M-F, 8:30 a.m.-5:30 p.m.
Walk-in hours: 7 days, 5:30-8:30 p.m.,
 including holidays
Phone hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-1 p.m.
 Advice/ Appts./
 Cancel/Msgs. **1-800-823-4040**

Urgent Care *Walk-in*
 1st Floor, D130
Hours: 7 days, 8:30 a.m.-10 p.m.

Urology *By referral only*
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8:45 a.m.-4:45 p.m.
 Appts./Cancel/Msgs. **562-657-4545**

Vision Essentials by Kaiser Permanente
 See Rosecrans Medical Offices.

Wound Care *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **562-461-6700**

20 Pasadena Medical Offices
Urgent Care
 3280 E. Foothill Blvd.
 Pasadena, CA 91107
kp.org/losangeles

Advice Nurse
 Advice
 (M-F, 7 a.m.-7 p.m.) **1-800-954-8000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*
Hours: Tu, Th, 9 a.m.-4:30 p.m.,
 appointment recommended
 Appts./Info. **1-800-954-8000**

Conservative Spine Back Care Clinic
By referral only
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **626-583-2322**

Dermatology *By referral only*
Hours: Tu, 8:30 a.m.-5 p.m.
 Appts./Info. **1-800-954-8000**

Family Medicine *By appointment only*
 4th Floor
Hours: M-Th, 8:30 a.m.-7 p.m.;
 F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-noon
 Appts./Info. **1-800-954-8000**

Gynecology
 See Obstetrics-Gynecology.

Laboratory
Hours: M-Th, 8 a.m.-6:45 p.m.;
 F, 8 a.m.-4:45 p.m.; Sa, 8 a.m.-11:45 a.m.
 Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at kp.org.

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Mammography

See Radiology/Diagnostic Imaging.

Nurse Clinic *Walk-in or by appointment*

Hours: M-F, 8:30 a.m.-4:30 p.m.;

Sa, 8:30-11:30 a.m.

Appts./Info. **1-800-954-8000**

Obstetrics-Gynecology *By appointment only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Registration..... **1-800-954-8000**

Pediatrics *By appointment only*

4th Floor

Hours: M-Th, 8:30 a.m.-7 p.m.;

F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-noon

Appts./Info. **1-800-954-8000**

Pharmacy

Hours: M-F, 8 a.m.-9 p.m.;

Sa, Su, holidays, 8 a.m.-4 p.m.

Info./Refills by phone **1-866-248-1408**

Mail-order Pharmacy..... **1-866-206-2982**

Online refills..... **kp.org/refill**

Call 48 hours in advance for refills.

Physical Medicine *By referral only*

Hours: M-F, 7:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **626-583-3435**

Physical Therapy *By referral only*

Hours: M-F, 7:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **626-583-3435**

Podiatry *By referral only*

Hours: Tu, 1:30-5 p.m.

Information **1-800-954-8000**

Psychiatry

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Cancel/Msgs. **323-783-2600**

First time appt. **323-783-2621**

▪ **Behavioral Health Care**

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Radiology/Diagnostic Imaging

Appts./Cancel/Msgs. **1-800-954-8000**

▪ **Bone Density** *By referral only*

Hours: M-F, 10:30 a.m.-4:30 p.m.

▪ **CT Scan** *By referral only*

Hours: 7 days, 8 a.m.-9 p.m.

▪ **Mammography**

Hours: M, 9:30 a.m.-5:15 p.m.;

Tu-F, Sa, Su, 8:30 a.m.-5:15 p.m.

▪ **Radiology/X-ray**

By referral only; Walk-in or by appointment

Hours: 7 days, 8 a.m.-9 p.m.

▪ **Ultrasound** *By referral only*

Hours: 7 days, 8 a.m.-9 p.m.

Urgent Care *Walk-in only*

Hours: 7 days, including

holidays, 8 a.m.-9 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-954-8000**

After-hours advice..... **1-888-576-6225**

21 Rosecrans Medical Offices

9333 E. Rosecrans Ave.
Bellflower, CA 90706
kp.org/downey

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-823-4040**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

Hours: M-F, 8:30 a.m.-4:30 p.m.
(Nurse visit hours closed
M-F, noon-1:30 p.m.)
Advice/ Appts./
Cancel/Msgs. **1-800-823-4040**

Vision Essentials by Kaiser Permanente

- **Ophthalmology**
See Orchard Medical Offices.
- **Optical Center**
Eyeglasses, contact lenses
Hours: M-Th, 7 a.m.-7 p.m.;
F, 8:15 a.m.-5:30 p.m.;
Sa, 7:15 a.m.-3:30 p.m.
Appts./Cancel/Info./Msgs. **562-461-3084**
Website..... **kp2020.org**
- **Optometry**
Hours: M-Th, 7 a.m.-7 p.m.;
F, 8:15 a.m.-5:30 p.m.;
Sa, 7:15 a.m.-3:30 p.m.
Appts./Cancel/Msgs. **562-461-3084**

22 San Dimas Medical Offices

1255 W. Arrow Hwy.
San Dimas, CA 91773
kp.org/baldwinpark

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.)..... **1-800-780-1277**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Appointments

Hours: M-F, 7 a.m.-7 p.m.
Appts./Cancel..... **1-800-780-1277**
After-hours, weekends, and holidays, use
kp.org or self-service option when you call.

Family Medicine

Building A and B, 2nd Floor
Hours: M-F, 8:30 a.m.-4:30 p.m.
Advice/ Appts./
Cancel/Msgs. **1-800-780-1277**
Information **626-851-1011**

Gynecology

See Obstetrics-Gynecology.

Laboratory

Building A
Hours: M-F, 8 a.m.-5 p.m.
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

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Obstetrics-Gynecology

Building B

Hours: M-F, 8:45 a.m.-4:10 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-780-1277**

Information **626-851-1011**

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pediatrics

Building A

Hours: M-F, 8:45 a.m.-4:20 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-780-1277**

Information **626-851-1011**

Pharmacy

Building B

Hours: M-Th, 8:30 a.m.-6 p.m.;

F, 8:30 a.m.-5:30 p.m.

Info./Refills by phone **1-866-319-4268**

Mail-order Pharmacy **1-866-206-2984**

Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

▪ Mammography

Hours: M-F, 8:15 a.m.-4 p.m.

Information **626-851-5130**

▪ Radiology

Building B

Hours: M-F, 8:45 a.m.-5 p.m.

Information **626-851-5130**

▪ Ultrasound

Hours: M-F, 8:30 a.m.-5 p.m.

Information **626-851-5130**

Vision Essentials by Kaiser Permanente

▪ Ophthalmology *By referral only*

Building B

Hours: M-F, 9 a.m.-5 p.m.

Appts./Cancel/Msgs. **626-851-6107**

▪ Optical Center

Eyeglasses, contact lenses

Hours: M-F, 8:30 a.m.-5 p.m.

Contact lenses **909-394-5380**

Information **909-394-5380**

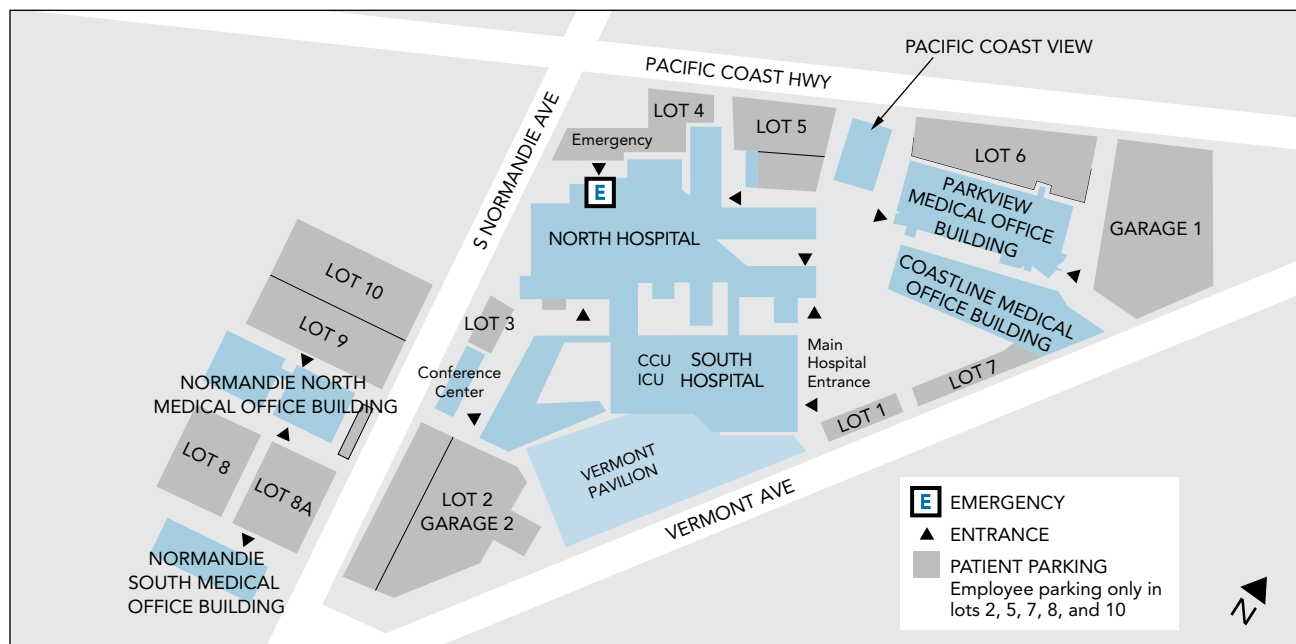
Website **kp2020.org**

▪ Optometry

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-800-780-1277**

South Bay Medical Center (hospital and medical offices)



Map not to scale

23 South Bay Medical Center

Hospital and Medical Offices
 25825 S. Vermont Ave.
 Harbor City, CA 90710
kp.org/southbay

- **Emergency**
North Hospital
- **Urgent Care (Adults)**
Normandie North Medical Office Building

Emergency

Hospital
 Emergency entrance is off of Pacific Coast Highway, between Vermont and Normandie Avenue.
Hours: 7 days, 24 hours

Information

Hospital patients..... **310-325-5111**

Poison Control **1-800-222-1222**

Some services are also available at the following locations:

- **Coastline Medical Office Building**
25821 S. Vermont Ave.
- **Normandie North Medical Office Building**
25965 S. Normandie Ave.
- **Normandie South Medical Office Building**
25975 S. Normandie Ave.
- **Pacific Coast View**
1030 W. Pacific Coast Hwy.
- **Parkview Medical Office Building**
1050 W. Pacific Coast Hwy.

Our parking structure, at the corner of Vermont Avenue and Pacific Coast Highway, provides convenient parking for patients visiting the Coastline, and Parkview Medical Office Buildings. Shuttle service is available Monday through Friday.

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Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-780-1230**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Audiology

Parkview Medical Office Building, 3rd Floor
Office hours: M-F, 7:30 a.m.-5:30 p.m.
Phone hours: M-F, 8 a.m.-noon and 1-5 p.m.
Appts./Msgs. **310-602-7940**

Bone Density/Dexa (Healthy Bones)

Coastline Medical Office Building, 2nd Floor
Hours: M-F, 7:30 a.m.-4 p.m.
Appts./Msgs. **310-517-2957**
(option 4)

Breast Clinic *Self-referral accepted*

Parkview Medical Office Building, 2nd Floor
Office hours: M-F, 8:45 a.m.-4:15 p.m.
Phone hours: M-F, 8 a.m.-4:30 p.m.
Appt./Msgs. **424-328-2689**
Breast-care coordinator, genetic counseling,
support programs and community
resource referrals.

Breastfeeding Clinic *By appointment only*

Normandie North Medical Office Building
3rd Floor
Hours: M-F, 9 a.m.-3:30 p.m.
Appts./Cancel/Msgs. **424-328-2690**

Cardiology *By referral only*

Coastline Medical Office Building, 3rd Floor
Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Disability/Family Leave

Parkview Medical Office Building, 1st Floor
Hours: M-F, 8 a.m.-4:30 p.m.
Information **310-257-5303**

Discharge Planning

South Hospital, 1st Floor
Hours: M-F, 8 a.m.-4 p.m.
Messages (7 days, 24 hours).... **310-517-2155**
Coordination of post-hospital care.

Durable Medical Equipment/ Prosthetics and Orthotics

Phone hours: M-F, 8:30 a.m.-6 p.m.;
Sa, 8:30 a.m.-5 p.m.
Information **1-855-80KPDME**
(1-855-805-7363)

Endocrinology *By referral only*

Parkview Medical Office Building, 3rd Floor
Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Family Medicine

Normandie North Medical Office Building
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Gastroenterology (GI) *By referral only*

Parkview Medical Office Building, 2nd Floor
Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel
(M-F, 8:30 a.m.-5 p.m.) **424-328-2736**
Advice/Info. (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-780-1230**

General Surgery

See Surgery (General).

Genetics *Referral preferred*

Normandie North Medical Office Building
1st Floor
Hours: M-F, 9 a.m.-5 p.m.
Appts./Msgs. **424-328-2341**

Geriatric Dementia Assessment Clinic

By referral only

Normandie South Medical Office Building

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info. **310-602-7963**

Messages **1-800-780-1230**

Gift Shop

North Hospital, 2nd Floor

Hours: M-F, 8 a.m.-8 p.m.;

Sa, Su, 10 a.m.-5 p.m.

Information **310-257-5120**

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

Parkview Medical Office Building, 3rd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8 a.m.-noon and 1-5 p.m.

Appts./Msgs. **310-602-7940**

Health Education

See Main Street Health Education Pavilion.

Hearing

See Audiology and HearUSA/HEARx West Hearing Care Centers.

HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

- **Lakewood**

4206 Woodruff Ave.

Lakewood, CA 90713

Information..... **562-303-1436**

- **South Bay**

3525 Pacific Coast Hwy., Ste. N

Torrance, CA 90505

Information..... **310-534-1113**

- **Torrance**

19800 Hawthorne Blvd., Ste. 226

Torrance, CA 90503

Information..... **310-371-7984**

Home Health Care

Normandie South Medical Office Building

Hours: 7 days, 8:30 a.m.-5 p.m.

Information **1-877-486-4020**

Hospice

Normandie South Medical Office Building

Hours: 7 days, 8:30 a.m.-5 p.m.

Information **1-877-486-4024**

Infectious Disease *By referral only*

Coastline Medical Office Building, 3rd Floor

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

Infusion Center *By referral only*

Parkview Medical Office Building, 3rd Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Info. **424-328-2540**

Integrated Pain Management *By referral only*

Parkview Medical Office Building, 3rd Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Information **424-328-2480**

Integrated Pain Services *By referral only*

Parkview Medical Office Building, 3rd Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Msgs. **310-602-7940**

Internal Medicine

Normandie North Building

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

Internal Medicine (Sub-Specialties)

Coastline Medical Office Building

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

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Laboratory

■ Coastline Medical Office Building

1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Information.....**310-517-2620**

■ Normandie North Medical Office Building

1st Floor

Hours: M-F, 7 a.m.-9 p.m.;

Sa, Su, 7 a.m.-8:30 p.m.

Information.....**310-517-2620**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Routine laboratory services also
available at Gardena and Long Beach
Medical Offices.

Long-Term Care *By referral only*

Normandie South Medical Office Building

Hours: M-F, 8:30 a.m.-5 p.m.

Information**424-251-7875**

Care for members in skilled and custodial
nursing facilities.

Mammography

See Radiology/Diagnostic Imaging.

Medical Center Business

Hours: M-F, 9 a.m.-4:30 p.m.

Central Eligibility Unit

(copies of co-payments).... **1-866-371-0044**

Patient Financial Services Center

(itemized statements)..... **1-800-201-2123**

Patient Financial Services

(dispute resolution) **1-888-512-6217**

Third Party Liability

(Rawlings Company) **1-877-426-4173**

Medical Social Worker

Normandie South Medical Office Building

Hours: M-F, 8:30 a.m.-5 p.m.

Assistance/Counseling.....**424-251-7791**

After-hours information.....**310-325-5111**

Member Services Office

Normandie South Medical Office Building

Office hours: M-F, 9 a.m.-5 p.m.

■ Member Service Contact Center

Phone hours: 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY **711**

Nephrology *By referral only*

Parkview Medical Office Building, 3rd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

Neurology *By referral only*

Normandie North Medical Office Building

3rd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-noon

and 1:30-5 p.m.

Advice/Appts./Cancel/

Info./Msgs. **424-328-2020**

Obstetrics-Gynecology

Normandie North Medical Office Building

2nd and 3rd Floors

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs./

Pregnancy test results..... **1-800-780-1230**

■ After-hours and Urgent Care

Pregnant women 20 weeks or more,
go to the Delivery and Labor room in the
Vermont Pavilion, 2nd Floor, or call
310-257-6921. Pregnant women less than
20 weeks call **1-888-576-6225** or go to the
Emergency Department.

Oncology *By referral only*

Parkview Medical Office Building, 3rd Floor

Office hours: M-F, 8 a.m.-4:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Orthopedics/Podiatry *By referral only*

Coastline Medical Office Building, 1st Floor

Office hours: M-F, 8 a.m.-4:30 p.m.

Phone hours: M-F, 8 a.m.-noon and 1-5 p.m.

Appts./Cancel/Msgs. **310-602-7940**

Pediatrics

Normandie North Medical Office Building

2nd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

▪ **After-Hours Care**

*By appointment only;
no urgent care provided*

Hours: M-F, 6-8:30 p.m.;

Sa, Su, holidays, 9 a.m.-4:30 p.m.

Advice/

Same-day appts. **1-800-780-1230**

Pharmacies

Mail-order Pharmacy **1-866-206-2986**

Online refills **kp.org/refill**

▪ **24-hour Pharmacy**

Normandie North Medical Office Building

Mail-order Pharmacy **1-866-206-2986**

Refills by phone **1-866-352-1314**

▪ **Parkview Pharmacy**

Hours: M-F, 9 a.m.-5 p.m.

Mail-order Pharmacy **1-866-206-2986**

Refills by phone **1-866-450-4943**

**Physical Medicine/Physical Therapy/
Occupational Therapy**

By referral only

Coastline Medical Office Building, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **424-251-7000**

Pulmonology *By referral only*

Coastline Medical Office Building, 3rd Floor

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

Radiology/Diagnostic Imaging

▪ **Hospital** *By referral only*

Vermont Ave.

Hours: M-F, 8 a.m.-8 p.m.;

Sa, Su, 8:30 a.m.-8 p.m.

Appointments **310-517-2957**

General and specialized radiology,
CT scan, mammography, MRI,
PET scan, and ultrasound.

▪ **Normandie North Medical Office Building**

By referral and appointment only

1st Floor

Mammography hours: M-Th, 7 a.m.-8 p.m.

X-ray hours: M-F, 9 a.m.-10 p.m.

Appointments **1-800-780-1230**

Cancel/Info./Msgs. **310-517-2957**

(option 4)

▪ **Parkview Medical Office Building**

By referral only

3rd Floor

X-ray hours: M-F, 9 a.m.-5 p.m.

Cancel/Info./Msgs. **310-517-2957**

(option 4)

Release of Information

South Hospital, 1st Floor

Vermont Avenue entrance

Hours: M-F, 8:30 a.m.-5 p.m.

Information **310-517-2905**

▪ **Disability/Family leave**

Hours: M-F, 8 a.m.-4:30 p.m.

Information **310-257-5303**

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Revenue Cycle

North Hospital, 2nd Floor

Admitting **310-517-2350**
or **310-517-2475**
Financial Counselors **310-257-6480**
Central Eligibility Unit **1-866-371-0044**
or **424-328-2738**
Cashier **310-517-2150**

Rheumatology *By referral only*

Coastline Medical Office Building, 3rd Floor

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

Speech Pathology *By referral only*

Coastline Medical Office Building, 2nd Floor

Office hours: M-F, 7:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-noon
and 1-5 p.m.

Appts./Cancel/Msgs. **424-251-7000**

Surgery (General) *By referral only*

Parkview Medical Office Building, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8 a.m.-noon
and 1-5 p.m.

Appts./Cancel/Info./Msgs. **310-602-7927**

Urgent Care (Adults)

Normandie North

Medical Office Building, 1st Floor

Office hours: 7 days, 8:30 a.m.-8:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

For urgent care after these hours,
call **1-888-KPONCALL (1-888-576-6225)**.

Urology *By referral only*

Parkview Medical Office Building, 2nd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8 a.m.-noon
and 1-5 p.m.

Appts./Cancel/Info./Msgs. **310-602-7940**

Vision Essentials by Kaiser Permanente

■ Ophthalmology *By referral only*

Parkview Medical Office Building, 1st Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8 a.m.-noon
and 1-5 p.m.

Appts./Msgs. **310-602-7940**

■ Optical Center

Eyeglasses, contact lenses

Parkview Medical Office Building, 1st Floor

Office hours: M-Th, 7:30 a.m.-6:30 p.m.;

F, 7:30 a.m.-5:30 p.m.; Sa, 8 a.m.-3 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

Eyeglasses/

Optical dispensing **310-517-2617**

Website **kp2020.org**

■ Optometry

Parkview Medical Office Building, 1st Floor

Office hours: M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-6 p.m.; Sa, 8 a.m.-4 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. **1-800-780-1230**

Volunteer Services

South Hospital, 1st Floor

Hours: M-F, 9 a.m.-4 p.m.;

Sa, Su, 9 a.m.-1 p.m.;

subject to volunteer availability

For information and

to become a volunteer **310-517-2182**

24 Torrance Medical Offices

20790 Madrona Ave.
Torrance, CA 90503
kp.org/southbay

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-780-1230**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

Office hours: M-W, 8:30 a.m.-6:30 p.m.;
Th, F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Gynecology

See Obstetrics-Gynecology.

Internal Medicine

Office hours: M-W, 8:30 a.m.-6:30 p.m.;
Th, F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Laboratory

Hours: M-W, 8 a.m.-5 p.m.
Information **310-517-2620**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Medical Social Worker *By appointment only*
Appointments..... **424-251-7791**

Obstetrics-Gynecology

Office hours: M-W, 8:30 a.m.-6:30 p.m.;
Th, F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Pediatrics

Office hours: M-W, 8:30 a.m.-6:30 p.m.;
Th, F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Msgs. **1-800-780-1230**

Pharmacy

Hours: M-W, 8:30 a.m.-6 p.m.;
Th, F, 8:30 a.m.-5:30 p.m.
Info./Refills by phone **1-866-352-8288**
Mail-order Pharmacy..... **1-866-206-2986**
Online refills..... kp.org/refill

Podiatry

By referral only

Office hours: M-Th, 8:30 a.m.-4:30 p.m.
Phone hours: M-F, 8 a.m.-noon
and 1-5 p.m.
Appts./Msgs. **310-602-7940**

Radiology/Diagnostic Imaging

By referral only

- **Mammography**
Hours: M-Th, 9 a.m.-5 p.m.;
F, 9 a.m.-2:30 p.m.
Information..... **1-800-780-1230**
- **Radiology, X-ray**
Hours: M-W, 8:30 a.m.-6:30 p.m.;
Th, F, 8:30 a.m.-5 p.m.
Advice/Appts./Cancel/
Info./Msgs. **310-517-2957**

Urgent Care

See South Bay Medical Center.

▲ 25 West Covina Behavioral Health Offices

1502 W. Covina Pkwy.
1511 W. Garvey Ave. North
1539 W. Garvey Ave. North
West Covina, CA 91790
kp.org/baldwinpark

Addiction Medicine

1539 W. Garvey Ave. North
Hours: M–Th, 8:30 a.m.–7 p.m.;
F, 8:30 a.m.–4 p.m.
New appts./Info. **626-814-6500**

- **Behavioral Health Care Member Help Line**
7 days, 24 hours. **1-800-900-3277**

Psychiatry

1502 W. Covina Pkwy.
1511 W. Garvey Ave. North
Hours: M–Th, 7 a.m.–7 p.m.;
F, 7 a.m.–5 p.m.
Appts./Info. **626-960-4844**
Emergency appts. **626-960-4846**
Crisis intervention; family, group, and
individual counseling.

● 26 West Covina Medical Offices

1249 S. Sunset Ave.
West Covina, CA 91790
kp.org/baldwinpark

Advice Nurse

Advice
(M–F, 7 a.m.–7 p.m.) **1-800-780-1277**
After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Appointments

Hours: M–F, 7 a.m.–7 p.m.
Appts./Cancel **1-800-780-1277**
After-hours, weekends, and holidays, use
kp.org or self-service option when you call.

Family Medicine

Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./
Cancel/Msgs. **1-800-780-1277**

Laboratory

Hours: M–F, 8 a.m.–5 p.m.
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Pharmacy

Hours: M–F, 8:30 a.m.–6 p.m.
Info./Refills by phone **1-866-319-4269**
Mail-order Pharmacy **1-866-206-2984**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M–F, 9 a.m.–5 p.m.
Information **626-851-5130**

27 Whittier Medical Offices

12470 E. Whittier Blvd.
Whittier, CA 90602
kp.org/downey

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.) **1-800-823-4040**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Diabetes Retinal Screening

Office hours: M-F, 8:30 a.m.-noon
and 1:30-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Cancel/Msgs. **1-800-823-4040**

Family Medicine

Office hours: M, 8:30 a.m.-6:30 p.m.;
Tu-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Advice/Appts./
Cancel/Msgs. **1-800-823-4040**

Gynecology

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Advice/Appts./
Cancel/Msgs. **1-800-823-4040**

Laboratory

Hours: M, 8:30 a.m.-6:30 p.m.;
Tu-F, 8:30 a.m.-4:30 p.m.
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

Office hours: M-F, 9 a.m.-12:45 p.m.
and 2-4:45 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Cancel/Msgs. **1-800-823-4040**
Call your physician for test results.

Medical Social Worker

Hours: M-F, 9 a.m.-5 p.m.
Appointments..... **562-907-3496**

Optometry

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:15 p.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Advice/Appts./
Cancel/Msgs. **1-800-823-4040**

Pharmacy

Hours: M, 8:45 a.m.-7 p.m.;
Tu-F, 8:45 a.m.-5 p.m.
Information **562-907-3510**
Mail-order Pharmacy..... **1-866-206-2986**
Refills by phone..... **1-866-340-5974**
Online refills kp.org/refill

Radiology/Diagnostic Imaging

Office hours: M-F, 9 a.m.-5:15 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-1 p.m.
Appts./Cancel/Msgs. **1-800-823-4040**

Vision Essentials by Kaiser Permanente

- **Optometry**
Hours: M-F, 8:30 a.m.-noon
and 1-4:45 p.m. ;
closed second Tuesday of each
month, noon-2 p.m.
Appts./Info. **562-461-3084**



Inland Empire and Coachella Valley

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

English..... **1-800-464-4000**
Spanish..... **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY..... **711**

Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

Information **1-888-956-1616**
Website **kp.org**

TTY for the Hearing or Speech Impaired

California Relay Service..... **711**



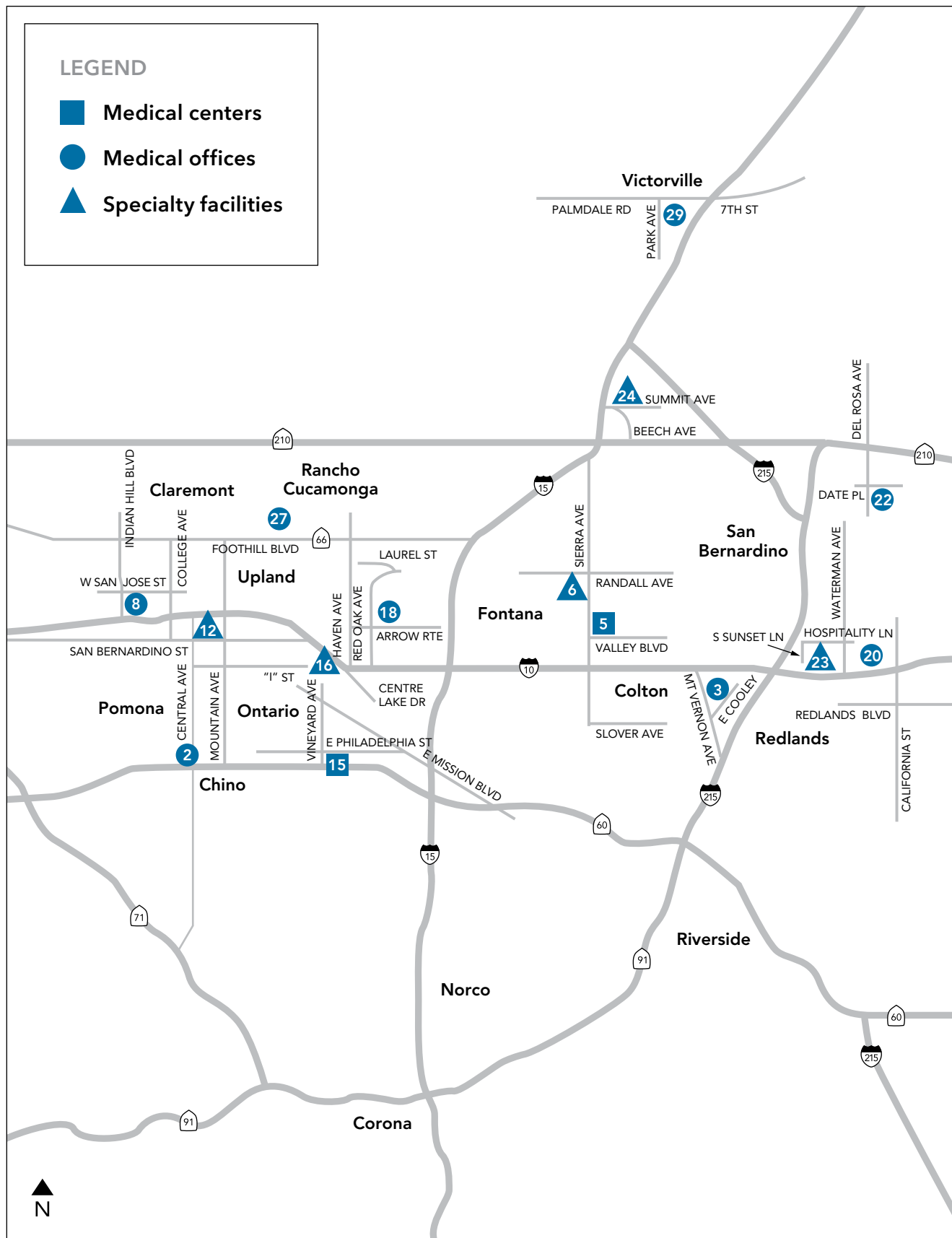
CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App StoreSM or Google Play®.



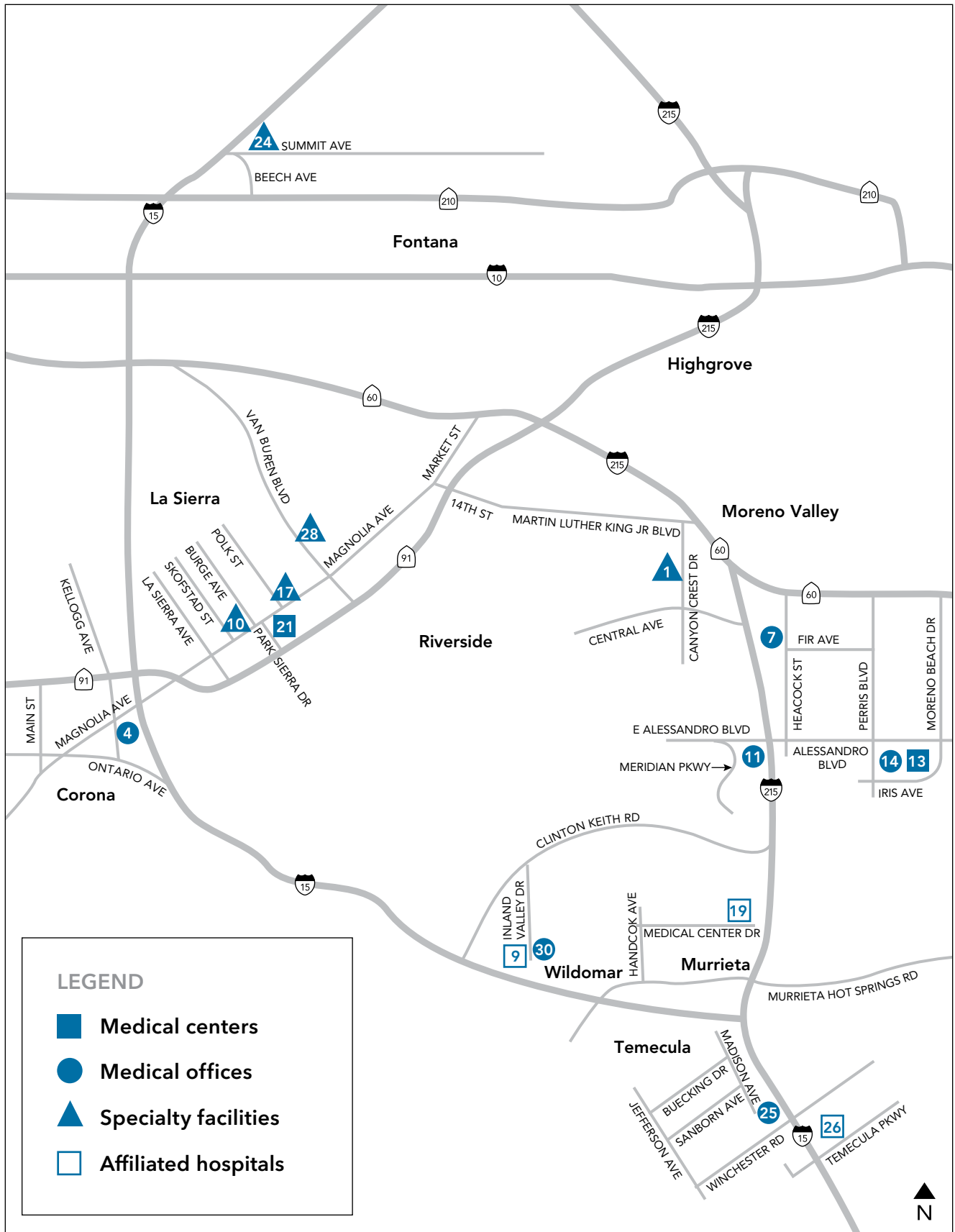
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Inland Empire–Fontana Area



Map not to scale

Inland Empire–Riverside Area




Map not to scale


Inland Empire—Area Locations

- ▲ 1 Canyon Crest
Mental Health Offices** 49


5225 Canyon Crest Dr.
Building 100, Ste. 103
Riverside, CA 92507

 DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)
- 5 Fontana Medical Center** 52

Emergency
Urgent Care
9961 Sierra Ave.
Fontana, CA 92335


 DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)
- 2 Chino Medical Offices** 49

11911 Central Ave.
Chino, CA 91710


 DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)
- ▲ 6 Fontana
Mental Health Offices** 58

9310 Sierra Ave.
Fontana, CA 92335
- 3 Colton Medical Offices** 50


789 E. Cooley Dr.
Colton, CA 92324

 DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)
- 7 Heacock Medical Offices** 58


12815 Heacock St.
Moreno Valley, CA 92553

 DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)
- 4 Corona Medical Offices** 50

2055 Kellogg Ave.
Corona, CA 92879

 DHCS survey results: Limited
and medical equipment access
(E, EB, IB, R, T)
- 8 Indian Hill
Medical Offices** 60

250 W. San Jose St.
Claremont, CA 91711

 DHCS survey results: Basic
and medical equipment access
(P, E, EB, IB, R, T)
- 9 Inland Valley
Medical Center** 60

Emergency
36485 Inland Valley Dr.
Wildomar, CA 92595

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**

- ▲ 10 **Magnolia Village**..... 60
10917 Magnolia Ave.
Riverside, CA 92505
- 11 **Meridian Medical Offices** 61
14305 Meridian Pkwy.
Riverside, CA 92518
♿ DHCS survey pending
- ▲ 12 **Montclair Mental Health Offices** 61
5330 San Bernardino St.
Montclair, CA 91763
- 13 **Moreno Valley Medical Center**..... 62
Emergency
27300 Iris Ave.
Moreno Valley, CA 92555
♿ DHCS survey pending
- 14 **Moreno Valley Medical Center Medical Office Building 2** 62
27200 Iris Ave.
Moreno Valley, CA 92555
♿ DHCS survey pending
- 15 **Ontario Medical Center**..... 63
Emergency
Urgent Care
2295 S. Vineyard Ave.
Ontario, CA 91761
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 16 **Ontario Mental Health Offices** 67
3330 Centre Lake Dr.
Ontario, CA 91761
- ▲ 17 **Polk Street Offices** 67
10689 Magnolia Ave.
Riverside, CA 92505
Mailing address:
10800 Magnolia Ave.
Riverside, CA 92505
- 18 **Rancho Cucamonga Medical Offices** 67
10850 Arrow Rte.
Rancho Cucamonga, CA 91730
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 19 **Rancho Springs Medical Center**..... 68
25500 Medical Center Dr.
Murrieta, CA 92562
- 20 **Redlands Medical Offices** 68
1301 California St.
Redlands, CA 92374
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building
R = Restroom | T = Exam Table/Scale | See page 285 for further explanation of abbreviations.

- 21 Riverside Medical Center** 70

Emergency Urgent Care
 10800 Magnolia Ave.
 Riverside, CA 92505

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T).
 Medical Office Building 2 and Medical Office Building 3, limited access (E, EB, IB, P, T)
- 22 San Bernardino Medical Offices** 75

1717 Date Pl.
 San Bernardino, CA 92404

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 23 San Bernardino Mental Health Offices** 75

325 W. Hospitality Ln., Ste. 312
 San Bernardino, CA 92408
- 24 Target Clinic, care provided by Kaiser Permanente Fontana North Target** 76

No emergency services
 15272 Summit Ave.
 Fontana, CA 92336
- 25 Temecula Medical Offices** 76

27309 Madison Ave.
 Temecula, CA 92590

DHCS survey pending
- 26 Temecula Valley Hospital** 77

Emergency
 31700 Temecula Pkwy.
 Temecula, CA 92592
- 27 Upland Medical Offices** 77

1183 E. Foothill Blvd.
 Upland, CA 91786

DHCS survey pending
- 28 Van Buren Offices** 78

3951 Van Buren Blvd.
 Riverside, CA 92503
- 29 Victorville Medical Offices** 78

Urgent Care
 14011 Park Ave.
 Victorville, CA 92392

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 30 Wildomar Medical Offices** 79

Urgent Care
 36450 Inland Valley Dr.
 Wildomar, CA 92595

DHCS survey results: Limited and medical equipment access (P, R, T)

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**

Location Details

▲ 1 Canyon Crest Mental Health Offices

5225 Canyon Crest Dr.
 Building 100, Ste. 103
 Riverside, CA 92507
kp.org/riverside

Psychiatry

- **Adult, child, and adolescent**
Hours: M, Tu, Th, 7 a.m.–9 p.m.;
 W, 7 a.m.–7 p.m.; F, 7 a.m.–5 p.m.
 Appts./Cancel/Info. **951-248-4000**
 Emergency **951-248-4000**
 Refills by phone **951-353-4045**
- **Behavioral Health Care**
Member Help Line
 7 days, 24 hours **1-800-900-3277**

● 2 Chino Medical Offices

11911 Central Ave.
 Chino, CA 91710
kp.org/fontana

Advice Nurse

Advice (M-F, 7 a.m.–7 p.m.;
 Sa, 7 a.m.–3:30 p.m.) **1-888-750-0036**
 After-hours advice (M-F, 7 p.m.–7 a.m.;
 Sa, 7 a.m.–3 p.m.) **1-888-KPONCALL**
 (**1-888-576-6225**)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.–5 p.m.
Phone hours: M-F, 7 a.m.–7 p.m.
 Appts./Cancel/
 Info./Msgs. **1-888-750-0036**

HearUSA/HEARx West Hearing Care Center

3920 Grand Ave., Ste. E, Space 9
 Chino, CA 91710
Hours: M-F, 8:30 a.m.–5 p.m.; after-hours
 and other days, by appointment only
 Information **909-248-9112**

Laboratory

Office hours: M-F, 7:30 a.m.–4:30 p.m.
Phone hours: M-F, 7 a.m.–7 p.m.
 Information **1-888-750-0036**
 Results **1-888-4KPTEST**
 (**1-888-457-8378**)

Call requesting practitioner for test results
 or check lab results online at kp.org.

Pediatrics

Office hours: M-F, 8:30 a.m.–5 p.m.
Phone hours: M-F, 7 a.m.–7 p.m.
 Appts./Cancel/
 Info./Msgs. **1-888-750-0036**

Pharmacy

Hours: M-F, 8:30 a.m.–5 p.m.
 Info./Refills by phone **1-866-342-2824**
 Mail-order Pharmacy **1-866-206-2984**
 Online refills kp.org/refill

Radiology/Diagnostic Imaging

Office hours: M-F, 8:30 a.m.–4:30 p.m.
Phone hours: M-F, 7 a.m.–7 p.m.
 Appts./Info. **1-888-750-0036**

Treatment Nurse *Walk-in only*

Hours: M-F, 8:30–11:30 a.m.
 and 1:30–4:30 p.m.
 Information **1-888-750-0036**

● 3 Colton Medical Offices

789 E. Cooley Dr.
Colton, CA 92324
kp.org/fontana

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, 7 a.m.-3:30 p.m.)..... **1-888-750-0036**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(**1-888-576-6225**)

Family Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Appts./Info. **1-888-750-0036**

Laboratory

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Information **1-888-750-0036**
Results..... **1-888-4KPTEST**
(**1-888-457-8378**)

Call requesting practitioner for test results
or check lab results online at kp.org.

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./Cancel/
Info./Msgs. **1-888-750-0036**

Pharmacy

Hours: M-F, 8:45 a.m.-5 p.m.
Info./Refills by phone **1-866-342-2805**
Mail-order Pharmacy..... **1-866-206-2984**
Online refills..... kp.org/refill

Radiology/Diagnostic Imaging

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Appts./Info. **1-888-750-0036**

Treatment Nurse *Walk-in only*

Hours: M-F, 8:30-11:30 a.m.
and 1:30-4:30 p.m.
Information **1-888-750-0036**

Vision Essentials by Kaiser Permanente

- Optical Center *Self-referral*
Eyeglasses
Optical dispensing..... **909-370-6010**
Website..... kp2020.org
Allow 5 business days before calling
to check on eyeglasses.
- **Optometry** *Self-referral*
Office hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/
Info./Msgs. **1-888-750-0036**

● 4 Corona Medical Offices

2055 Kellogg Ave.
Corona, CA 92879
kp.org/riverside

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
(**1-866-984-7483**)
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(**1-888-576-6225**)

Family Medicine

Office hours: M-F, 8:30 a.m.-noon
and 1:30-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Msgs. **1-866-9THRIVE**
(**1-866-984-7483**)

Gynecology

See Obstetrics-Gynecology.

Insurance/Medical Correspondence

Office hours: M-F, 9 a.m.-12:30 and 1:30-4:30 p.m.; closed 1st Thursday of each month, 1-4:30 p.m.; closed major holidays

Phone hours: M-F, 9 a.m.-4:30 p.m.
 Fax **951-353-4077**
 Information **951-353-4470**
 Email..... **rivroui@kp.org**
 Disability forms/requests for medical records.

Laboratory

Hours: M-F, 8:30 a.m.-5 p.m.
 Results..... **1-888-4KPTEST**
 (**1-888-457-8378**)
 Call requesting practitioner for test results or check lab results online at **kp.org**.

Mammography *By appointment only*

Hours: M-F, 8 a.m.-5 p.m.
 Appointments..... **951-898-7025**

Obstetrics-Gynecology

Office hours: M-F, 8:30 a.m.-noon and 1:30-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-866-9THRIVE**
 (**1-866-984-7483**)

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M-F, 8:30 a.m.-noon and 1:30-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-866-9THRIVE**
 (**1-866-984-7483**)

Pharmacy

Hours: M-F, 8:30 a.m.-5:30 p.m.
 Info./Refills by phone **1-866-370-1941**
 Mail-order Pharmacy..... **1-866-206-2983**
 Online refills..... **kp.org/refill**

Population Care Nurse Clinic

Hours: M-F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.
 Appts./Cancel/Info. **951-602-4229**
 Nurses offer follow-up care and education to members managing chronic diseases such as asthma, diabetes, and hyperlipidemia. Some services may require a referral.

Psychiatry

- **Adult, child, and adolescent**
Hours: M, W, Th, 7 a.m.-9 p.m.;
 Tu, F, 7 a.m.-7 p.m.;
 Sa, 8:30 a.m.-4 p.m.
 Appts./Cancel/Info./Msgs. ... **951-898-7010**
 Emergency **951-898-7010**
 Refills by phone **951-353-4045**
- **Behavioral Health Care Member Help Line**
 7 days, 24 hours..... **1-800-900-3277**

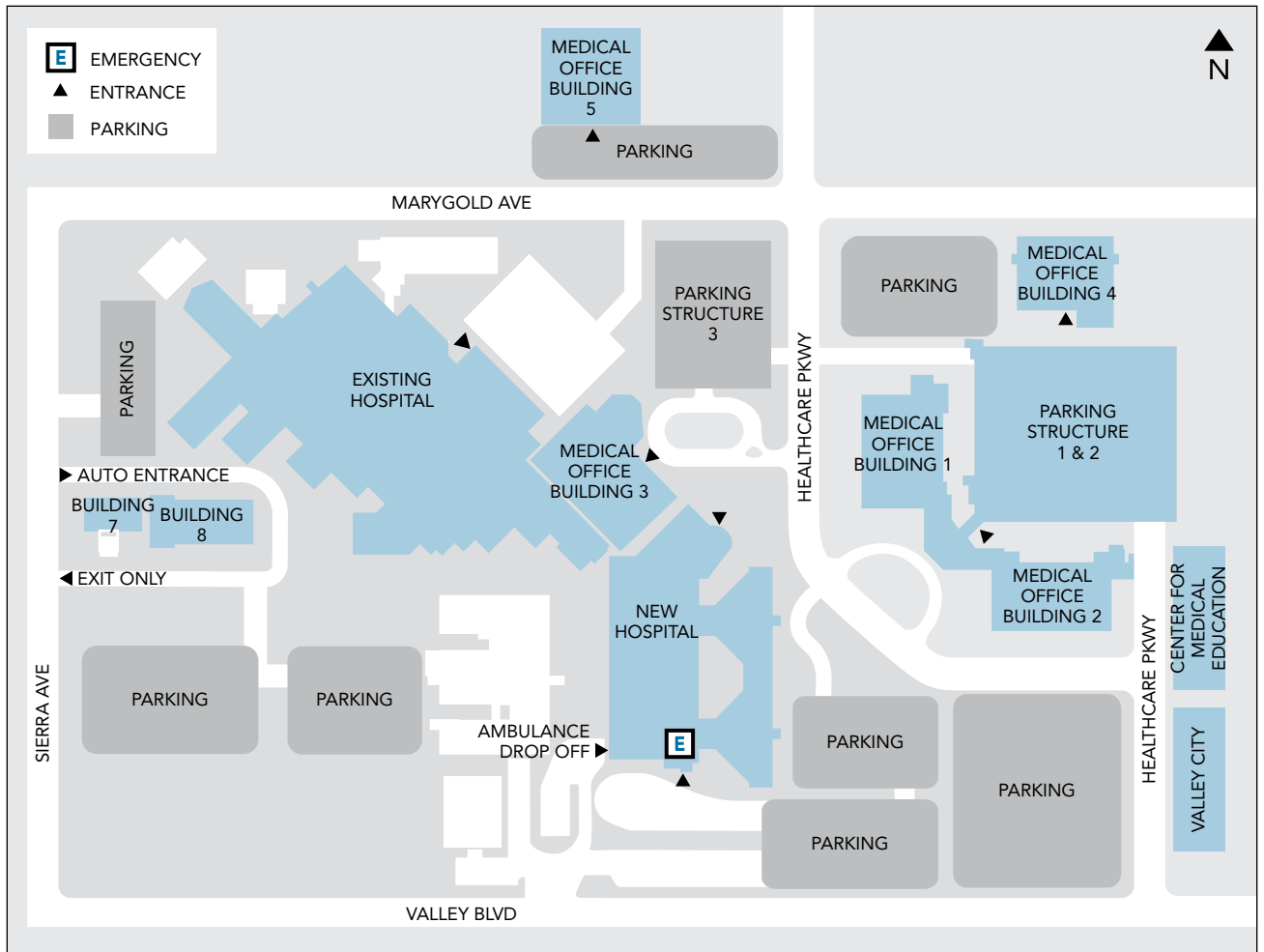
Radiology/Diagnostic Imaging

By referral only
Hours: M-F, 9 a.m.-noon and 1:30-4:30 p.m.
 Information **951-898-7025**

Vision Essentials by Kaiser Permanente

- **Optical Center**
 Eyeglasses
Hours: M-F, 8 a.m.-6 p.m.
 Advice/Appts./
 Cancel/Msgs. **951-898-7223**
 Website..... **kp2020.org**
 Allow 5 business days before calling to check on eyeglasses.
- **Optometry**
Hours: M-F, 8 a.m.-5:45 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-866-9THRIVE**
 (**1-866-984-7483**)

Fontana Medical Center (hospital and medical offices)



Map not to scale

5

Fontana Medical Center

Hospital and Medical Offices
9961 Sierra Ave.
Fontana, CA 92335
kp.org/fontana

- **Emergency**
Hospital, 1st Floor
- **Urgent Care**
Medical Office Building 1
1st Floor

Emergency

Hospital, 1st Floor

Hours: 7 days, 24 hours

Information

Operator 909-427-5000

TTY..... 1-866-735-2922

Poison Control..... 1-800-222-1222

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.)..... 1-888-750-0036

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... 1-888-KPONCALL
(1-888-576-6225)

Allergy *By referral only*

Medical Office Building 1, 6th Floor
Office hours: M-W, F, 8:30 a.m.-4:30 p.m.;
 Th, 8:30 a.m.-12:30 p.m.
 Advice/Appts./Cancel/
 Info./Msgs. **1-888-750-0036**

Anesthesia *By referral only*

Medical Office Building 3
Hours: M-F, 7:45 a.m.-4:15 p.m.
 Appts./Info. **1-866-454-3485**
 Advice Nurse **909-427-7440**

Audiology *Self-referrals accepted*

Medical Office Building 3, 2nd Floor
Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Advice/Appts./Cancel/Info. . **1-866-454-3485**
 HearUSA/HEARx West
 consultant..... **909-427-4302**

Behavioral Health

Medical Office Building 5

- **Addiction Medicine**
Outpatient: M-Th, 8 a.m.-9 p.m.;
 F, 8 a.m.-7 p.m.;
 Sa, Su, holidays, 8 a.m.-5 p.m.
Assessment: M-Th, 8 a.m.-8 p.m.;
 F, 8 a.m.-7 p.m.
 Advice/Appts./Info. **909-427-5128**
- **Behavioral Health Care**
Member Help Line
 7 days, 24 hours..... **1-800-900-3277**
- **Psychiatry**
Scheduled to open August 2015.
Hours: M-Th, 7 a.m.-7 p.m.;
 F, 7 a.m.-5:30 p.m.
 Appts./Cancel/Info./
 Prescription refills..... **1-866-205-3595**
 Individual, relational, family, crisis
 intervention and group psychotherapy,
 for children, adolescents, and adults.

Breast Care Program

Medical Office Building 3
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Breast Cancer
 Support Group **909-427-6034**
 Information regarding breast cancer
 and breast reconstruction (Image Reborn,
 options for breast reconstruction).

Business Office

Palm Court II, Ste. 201
 17284 Slover Ave.
Walk-in/Phone hours: M-F, 8 a.m.-4:30 p.m.
 Collections..... **909-609-3131**
 Fax **909-609-3208**
 Insurance and
 Workers' Compensation..... **909-609-3131**
 MFAP information **1-866-399-7696**
 Nonmember billing **909-609-3131**

Cancer Support Groups

Phone hours: M-F, 8:30 a.m.-5 p.m.
 Colon Cancer
 Support Group..... **909-427-5495**
 Lung Cancer Support Group
 (Pulmonary Pals) **909-427-5495**

Cardiology *By referral only*

Medical Office Building 3
Office hours: M-F, 8:30 a.m.-5 p.m.
Walk-in EKG: M-F, 8 a.m.-4:15 p.m.
 Appts./Cancel/Msgs. **1-866-454-3485**

Cardiac Surgery *By referral only*

Medical Office Building 3
Hours: M-F, 8:30 a.m.-4 p.m.
 Appts./Cancel/Msgs. **1-909-427-3614**

Dermatology *By referral only*

Medical Office Building 1, 6th Floor
Hours: M-W, F, 8:30 a.m.-4:30 p.m.;
 Th, 8:30 a.m.-12:30 p.m.
 Appts./Cancel/Msgs. **1-888-750-0036**

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Durable Medical Equipment

Palm Court II
17284 Slover Ave.
Hours: M-F, 8:30 a.m.-5 p.m.
Information **1-855-80KPDME**
(1-855-805-7363)

Extended Care

Palm Court II
17284 Slover Ave.
Hours: M-F, 8:30 a.m.-5 p.m.
Information **909-609-3500**
Senior Care Connection **909-609-3737**
Special Needs Program
(SNP)..... **1-866-287-1401**

Family Medicine

Medical Office Building 1
1st and 2nd Floors
Hours: M-F, 8:30 a.m.-5 p.m.
Advice/Appts./
Cancel/Msgs. **1-888-750-0036**

Gastroenterology (GI) *By referral only*

Medical Office Building 3
GI Lab hours: M-F, 8 a.m.-4:30 p.m.
Office hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel **1-866-454-3485**

Genetics *Referral preferred*

Hours: M-F, 8:30 a.m.-4 p.m.
Advice/Appts./
Cancel/Msgs. **909-427-2431**

Gift Shop

Hospital, 1st Floor

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

Medical Office Building 3
Hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Appts./Cancel/Msgs. **1-866-454-3485**

Health Education

Palm Court I
17296 Slover Ave.
Office hours: M-Th, 8 a.m.-7 p.m.;
F, 8 a.m.-5 p.m.
Phone hours: M-F, 8:30 a.m.-4:30 p.m.
Appts./Cancel/Info./
Health Education classes **909-609-3000**
Classes include diabetes, smoking cessation,
weight management, prediabetes, taking
care of your heart (cholesterol, hypertension,
heart care), African American hypertension,
nutrition, heart failure, fitness, stress and
emotional health, chronic conditions
self-management, childbirth preparation,
insomnia (sleep well), fall prevention, female
incontinence, and advance care planning.
Some classes or services may have fees.
Selected Health Education classes are
available at Rancho Cucamonga, Redlands,
and Victorville Medical Offices and at
Ontario Medical Center.

Healthy Living Store

- **Medical Office Buildings 1 and 2**
Hours: Vary, call for time
Information **909-427-6116**
- **Palm Court I**
17296 Slover Ave.
Hours: Vary, call for time
Information **909-609-3001**
Books, pamphlets, videos, and
health-related items for sale.

HearUSA/HEARx West Hearing Care Centers

- Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only
- **Claremont**
554 E. Baseline Rd.
Claremont, CA 91711
Information **909-626-4617**
 - **Fontana**
16940 Slover Ave., Ste. A
Fontana, CA 92337
Information **909-854-8569**

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Obstetrics-Gynecology

Medical Office Building 1

▪ Gynecology

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/ Appts./

Cancel/Msgs. **1-888-750-0036**

▪ Obstetrics

Office hours: M-W, F, 8:30 a.m.-5 p.m.;

Th, 8:30-11:30 a.m.

Phone hours: M-W, F, 8:30 a.m.-5 p.m.;

Th, 8:30 a.m.-12:30 p.m.

Advice/ Appts./

Cancel/Msgs. **909-427-3902**

Occupational Health Center

(Kaiser On-the-Job®)

Medical Office Building 3, lower level

Hours: M-F, 8 a.m.-5 p.m.

Advice/Info./Msgs. **909-427-3917**

Medical treatment for work-related injuries and illnesses.

Occupational Therapy *By referral only*

Medical Office Building 2

Hours: M-F, 8 a.m.-5 p.m.

Appointments..... **909-427-3945**

Cancel..... **909-427-7885**

▪ Pediatric Occupational Therapy

By referral only

Appointments..... **909-427-4073**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Orthopedics/Podiatry *By referral only*

▪ Medical Office Building 1

Cast room hours: M-F, 8:30 a.m.-10 p.m.;

Sa, Su, 9 a.m.-10 p.m.

Appts./Cancel/Msgs. **1-866-454-3485**

▪ Medical Office Building 3

Office hours: M-F, 8:30 a.m.-5 p.m.

Cast room hours: M-F, 8:30 a.m.-5 p.m.

Pain Management *By referral only*

Medical Office Building 2, 6th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-866-454-3485**

Palliative Care *By referral only*

Medical Office Building 3

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **909-427-6896**

Patient Support

Palm Court II

17284 Slover Ave., Ste. 202

Hours: M-F, 8:30 a.m.-5 p.m.

Disability claims..... **909-609-3200**

Legal administrative

coordinator fax..... **909-609-3325**

Medical request office **909-609-3200**

Outside medical referrals **909-609-3262**

Patient records access fax **909-609-3208**

Pediatrics

Medical Office Building 2

Hours: M-F, 8:30-11:30 a.m.

and 1:30-4:30 p.m.

Advice/ Appts./Cancel/Info./Msgs./

School/camp forms **1-888-750-0036**

For school/camp forms, allow 3-5 business days to complete; fees may apply.

Pharmacies

Mail-order Pharmacy..... **1-866-206-2984**

Online refills..... **kp.org/refill**

▪ 24-hour Pharmacy

Medical Office Building 3

Hours: 7 days, 24 hours

Info./Refills by phone..... **1-866-340-6143**

▪ Family Medicine/

Urgent Care Pharmacy

Medical Office Building 1, 1st Floor

Hours: M-F, 9 a.m.-6 p.m.

Info./Refills by phone..... **1-866-340-6110**

▪ Home Health Pharmacy

Palm Court I

17296 Slover Ave.

Hours: M-F, 8:30 a.m.-5 p.m.

Info./Refills by phone..... **909-609-3360**

- **Link Pharmacy**
 Medical Office Buildings 1 and 2
 2nd Floor
Hours: M-F, 8:30 a.m.-8 p.m.;
 Sa, Su, 8:30 a.m.-5:30 p.m.
 Info./Refills by phone..... **1-866-340-6109**
- **Obstetrics-Gynecology Pharmacy**
 Medical Office Building 1, 3rd Floor
Hours: M-W, F, 9 a.m.-12:45 p.m.
 and 1:45-5 p.m.;
 Th, 9 a.m.-12:30 p.m.
 Info./Refills by phone..... **1-866-342-2688**
- **Ophthalmology Pharmacy**
Hours: M-F, 9 a.m.-12:45 p.m.
 and 1:45-5 p.m.
 Info./Refills by phone..... **1-866-342-2747**

Physical Medicine *By referral only*
 Medical Office Building 2
Hours: M-F, 8:30 a.m.-5 p.m.
 Appointments..... **909-427-3945**
 Cancel..... **909-427-7885**

Physical Therapy *By referral only*
 Medical Office Building 2
Hours: M-Th, 7:30 a.m.-7 p.m.;
 F, 7:30 a.m.-6 p.m.
 Appointments..... **909-427-3945**
 Cancel..... **909-427-7885**

Plastic and Reconstructive Surgery
By referral only
 Medical Office Building 3
Hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Appts./Cancel/Msgs. **1-866-454-3485**
Phone hours: M-F, 8:30 a.m.-4 p.m.
 Advice..... **909-427-3909**

Preventive Medicine/Health Education
 See Health Education/Preventive Medicine.

Pulmonology/Pulmonary Function Testing (PFT) Lab *By referral only*
 Medical Office Building 3
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./
 Asthma information..... **1-866-454-3485**

Radiology/Diagnostic Imaging
 Hospital, 1st Floor
 Medical Office Building 1, Link, 3rd Floor
 Medical Office Building 2, 4th Floor
 Medical Office Building 3, lower level
Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel..... **909-427-3914**

Sleep Center *By referral only*
 Medical Office Building 7
Office hours: M-F, 8:30 a.m.-5 p.m.
 and 6-7 p.m.; Sa, 6-7 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.;
 Sa, Su, 6-10 p.m.
 Appts./Cancel/Msgs. **909-427-4432**

Speech Therapy
 Medical Office Building 3
Hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Appts./Cancel/Msgs. **1-866-454-3485**
Phone hours: M-F, 8:30 a.m.-4 p.m.
 Advice..... **1-866-454-3485**

Surgery (Outpatient Clinic) *By referral only*
 Medical Office Building 3
Hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Appts./Cancel/Msgs. **1-866-454-3485**
Phone hours: M-F, 8:30 a.m.-4 p.m.
 Advice..... **909-427-3909**

Teen Clinic
 Medical Office Building 2
 Information..... **1-888-750-0036**

TTY for the Hearing or Speech Impaired
Phone hours: M-F, 7 a.m.-8:30 p.m.
 Appointments..... **1-866-735-2922**

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Urgent Care

▪ Adult Medicine

Medical Office Building 1, 1st Floor

Office hours: 7 days, 9 a.m.-9 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.

Advice/Appts./Info. **1-888-750-0036**

▪ Pediatrics

Medical Office Building 1, 1st Floor

Office hours: M-F, 5:30-9 p.m.;

Sa, Su, 9 a.m.-noon,

1:30-4:40 p.m., 6 p.m.-9 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.

Advice/Appts./Info. **1-888-750-0036**

Urology *By referral only*

Medical Office Building 3

Hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-4 p.m.

(Advice) **1-866-454-3485**

M-F, 7 a.m.-7 p.m.

(Appts./Cancel/Msgs.) **1-866-454-3485**

Vision Essentials by Kaiser Permanente

▪ Ophthalmology *By referral only*

Medical Office Building 4

Clinic hours: M-F, 7 a.m.-5:30 p.m.

Phone hours: M-F, 7:15 a.m.-4:30 p.m.

Advice/Appts./

Cancel/Msgs. **1-888-750-0036**

▪ Optical Center *Self-referral*

Eyeglasses, contact lenses

Medical Office Building 4

Hours: M-F, 7 a.m.-6:30 p.m.;

Sa, 7 a.m.-3:30 p.m.

Information **909-427-6984**

Website **kp2020.org**

Allow 5 business days before calling to check on eyeglasses.

▪ Optometry *Self-referral*

Medical Office Building 4

Hours: M-F, 7 a.m.-6 p.m.; Sa, 7 a.m.-3 p.m.

Appts./Cancel/Msgs. **1-888-750-0036**

Volunteer Services

Hospital, 1st Floor

Director **909-302-7188**

For information and

to become a volunteer **909-302-7180**

Wound Ostomy Continence Nurses

Medical Office Building 3

Advice/Appts./Msgs. **1-866-454-3485**

Ostomy Support Group **909-427-6972**



Fontana Mental Health Offices

9310 Sierra Ave.

Fontana, CA 92335

kp.org/fontana

Psychiatry

Hours: M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5:30 p.m.

Appts./Cancel/Info./

Prescription refills **1-866-205-3595**

Individual, relational, family, crisis intervention and group psychotherapy, for children, adolescents, and adults.

▪ Behavioral Health Care

Member Help Line

7 days, 24 hours **1-800-900-3277**



Heacock Medical Offices

12815 Heacock St.

Moreno Valley, CA 92553

kp.org/riverside

Addiction Medicine

Hours: M-Th, 8:30 a.m.-8 p.m.;

F, 8:30 a.m.-5 p.m.; Sa, 9 a.m.-2 p.m.

Appts./Cancel/Msgs. **951-601-6174**

▪ Behavioral Health Care

Member Help Line

7 days, 24 hours **1-800-900-3277**

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
(1-866-984-7483)

After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy Injections

Hours: M, 1:30-4:30 p.m.; Th, 9 a.m.-noon
and 1:30-4:30 p.m.

Dermatology *By referral only*

Hours: Tu, Th, 2nd and 4th Wednesday of the
month, 8:30 a.m.-5 p.m.

Information **1-866-9THRIVE**
(1-866-984-7483)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-7:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/Appts./
Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

HearUSA/HEARx West Hearing Care Center

27120 Eucalyptus Ave., Ste. F
Moreno Valley, CA 92555

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and other days, by appointment only

Information **951-488-0479**

Laboratory

Hours: M-F, 8 a.m.-5 p.m.

Information **951-601-6066**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography *By appointment only*

Hours: M-F, 8 a.m.-5:30 p.m.

Information **951-353-4000**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/Appts./
Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Pharmacies

Mail-order Pharmacy..... **1-866-206-2983**

Online refills **kp.org/refill**

- **1st Floor Pharmacy**
Hours: M-F, 8 a.m.-8 p.m.
- Information..... **1-866-370-1908**
- Refills by phone **951-601-6000**
- **2nd Floor Pharmacy**
Hours: M-F, 9 a.m.-5 p.m.
- Information..... **1-866-370-1909**
- Refills by phone **951-601-6229**

Population Care Nurse Clinic

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Appts./Cancel/Info. **951-602-4229**

Nurses offer follow-up care and education to
members managing chronic diseases such as
asthma, diabetes, and hyperlipidemia. Some
services may require a referral.

Radiology/Diagnostic Imaging

By referral only

Hours: M-F, 8 a.m.-5 p.m.

Information **951-601-6166**

Ultrasound by appointment only.

Vision Essentials by Kaiser Permanente

- **Optical Center**
Eyeglasses
- Hours:** M-F, 8 a.m.-6:15 p.m.
- Information **951-601-6107**
- Appts./Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)
- Website..... **kp2020.org**
- **Optometry**
Hours: M-F, 8 a.m.-5:45 p.m.
- Advice/Appts./
Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

● 8 Indian Hill Medical Offices

250 W. San Jose St.
Claremont, CA 91711
kp.org/fontana

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, 7 a.m.-3:30 p.m.)..... **1-888-750-0036**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
Advice/Appts./
Info./Msgs. **1-888-750-0036**

Laboratory

Hours: M-F, 7:30 a.m.-4:40 p.m.
Information **1-888-750-0036**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Pediatrics

Hours: M-F, 8:30 a.m.-5 p.m.
Advice/Appts./
Info./Msgs. **1-888-750-0036**

Pharmacy

Hours: M-F, 7:30 a.m.-5 p.m.
Info./Refills by phone **1-866-342-2806**
Mail-order Pharmacy **1-866-206-2984**
Online refills kp.org/refill

Radiology/Diagnostic Imaging

By referral only
Hours: M-F, 9 a.m.-1 p.m. and 2-4:40 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Appts./Info. **909-427-3914**
Results **1-888-750-0036**

Treatment Nurse *By appointment only*

Hours: M-F, 8:30-11:30 a.m. and 1:30-4 p.m.
Information **1-888-750-0036**

□ 9 Inland Valley Medical Center

Emergency
36485 Inland Valley Dr.
Wildomar, CA 92595

Hours: 7 days, 24 hours
Emergency **951-677-9773**
Information **951-677-1111**

▲ 10 Magnolia Village

10917 Magnolia Ave.
Riverside, CA 92505
kp.org/riverside

Continuing Care

Skofstad Building
11011 Skofstad St.
Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
calls will be returned the next business day
Information **951-602-4230**

Geriatrics/Long-Term Care

Skofstad Building
11011 Skofstad St.
Hours: M-F, 8:30 a.m.-5 p.m.;
Sa, Su, holidays, calls referred
to the Emergency Department
Information **951-602-4230**

Home Health Agency *By referral only*

Hours: 7 days, 8:30 a.m.-5 p.m.
Information **951-358-2600**

■ Nurse on-call

Hours: 7 days, 8:30 a.m.-5 p.m.
Information **951-353-2000**
After-hours advice **1-888-KPONCALL**
(1-888-576-6225)

■ Senior Care Connection

Hours: M-F, 8:30 a.m.-5 p.m.
Information **951-358-2664**

11 Meridian Medical Offices

14305 Meridian Pkwy.
Riverside, CA 92518
kp.org/riverside

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
(1-866-984-7483)

After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*

Hours: M, W, 8:30-11:15 a.m.
and 1:30-4:30 p.m.

- **Allergy Injections**
Hours: M, 1:30-4:30 p.m.;
W, 8:30-11:30 a.m. and 1:30-4:30 p.m.
Appts./Cancel/Info. **1-866-9THRIVE**
(1-866-984-7483)

Care Management

Hours: M-F, 8:30 a.m.-5 p.m.

Dermatology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info. **1-866-9THRIVE**
(1-866-984-7483)

Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m..
Appts./Cancel/Info. **1-866-9THRIVE**
(1-866-984-7483)

Internal Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info. **1-866-9THRIVE**
(1-866-984-7483)

Laboratory

Drop-in available
Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Info. **1-866-9THRIVE**
(1-866-984-7483)
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results or
check lab results online at **kp.org**.

Ophthalmology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info..... **1-866-9THRIVE**
(1-866-984-7483)

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.; closed holidays
Info./Refills by phone **1-855-396-2464**
Mail-order Pharmacy..... **1-866-206-2983**
Online **kp.org/refill**

Radiology/Diagnostic Imaging

By referral only
Hours: M-F, 9 a.m.-5 p.m.
Appts./Cancel/Info. **1-866-9THRIVE**
(1-866-984-7483)

12 Montclair Mental Health Offices

5330 San Bernardino St.
Montclair, CA 91763
kp.org/fontana

Psychiatry

Hours: M-Th, 7 a.m.-7 p.m.;
F, 7 a.m.-5:30 p.m.
Appts./Info. **1-866-205-3595**
Individual, marital, family, and group
psychotherapy, and crisis intervention
for adults.

- **Behavioral Health Care Member Help Line**
7 days, 24 hours..... **1-800-900-3277**

■ 13 **Moreno Valley Medical Center**

Emergency
27300 Iris Ave.
Moreno Valley, CA 92555
kp.org/riverside

Emergency

Hours: 7 days, 24 hours
Information **951-251-6565**

Insurance/Medical Correspondence

Office hours: M, F, 9 a.m.-4:30 p.m.;
closed major holidays
Phone hours: M-F, 9 a.m.-4:30 p.m.
Fax **951-353-4077**
Information **951-353-4470**
Email..... **rivroui@kp.org**
Disability forms/requests for medical records.

● 14 **Moreno Valley Medical Center Medical Office Building 2**

27200 Iris Ave.
Moreno Valley, CA 92555
kp.org/riverside

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
(1-866-984-7483)
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

After-Hours Appointment Clinic (Adult)

By appointment only
Office hours: M-F, 5:30-8:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)
TTY..... **711**

Audiology *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Cardiology *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Gastroenterology (GI) *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

General Surgery
See Surgery (General).

Gynecology
See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Hematology *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

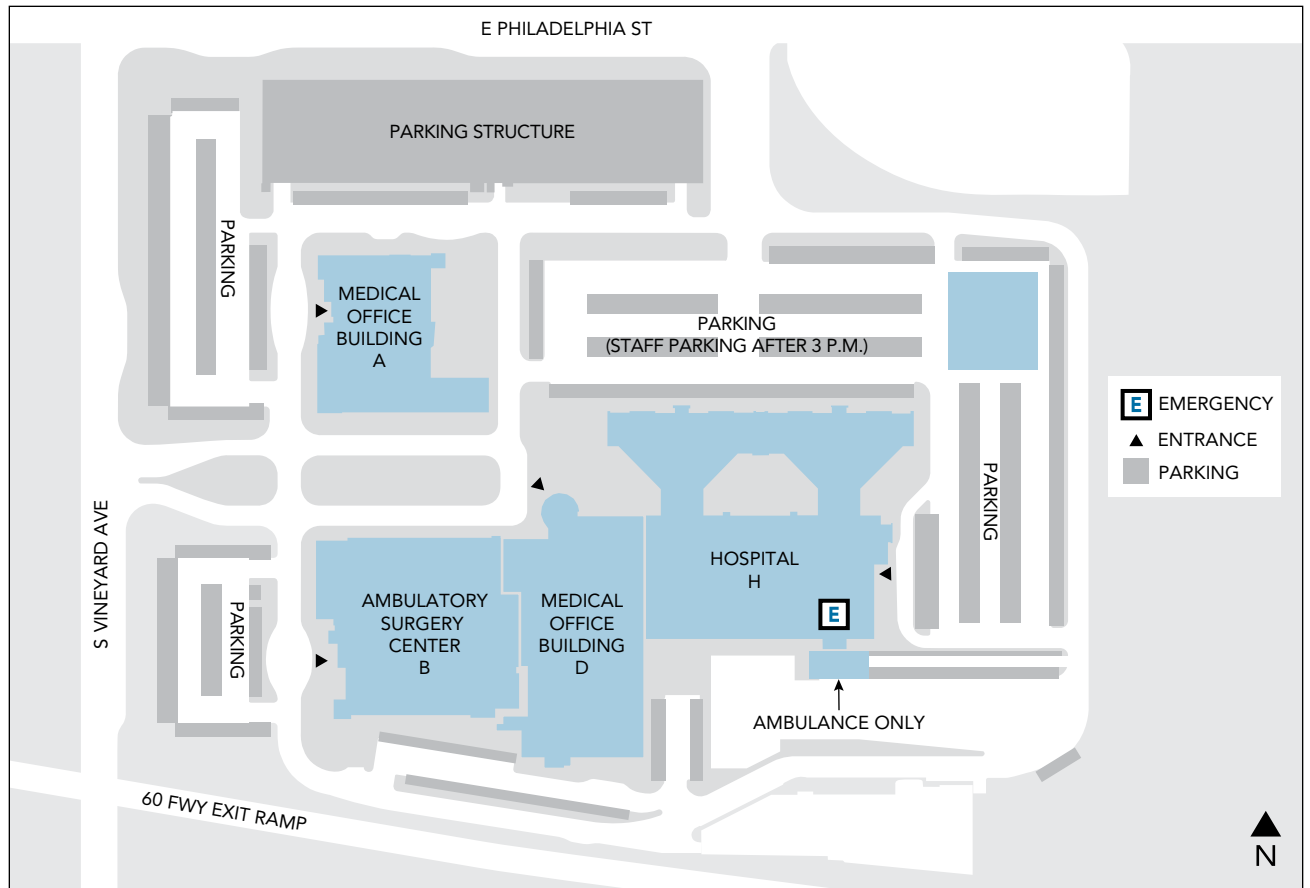
Infectious Disease *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Internal Medicine
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Laboratory
Hours: M-F, 8 a.m.-5 p.m.; closed holidays
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Ontario Medical Center (hospital and medical offices)



Map not to scale

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Cardiology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-866-454-3485**

Endocrinology *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-noon

Phone hours: M, Tu, Th, F, 7 a.m.-7 p.m.;

W, 7 a.m.-noon

Appts./Cancel/Msgs. **1-888-750-0036**

Family Medicine/Internal Medicine

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info. **1-888-750-0036**

Gastroenterology (GI) *By referral only*

Medical Office Building A

Hours: M-F, 7:30 a.m.-5 p.m.

Appts./Cancel..... **1-866-454-3485**

Head and Neck Surgery *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-4 p.m.

Advice **909-427-3918**

Phone hours: M-F, 7 a.m.-7 p.m.

Appts./Cancel/Msgs. **1-866-454-3485**

Hematology/Oncology/Infusion

By referral only

Appts./Cancel/Msgs. **1-888-750-0036**

Infectious Disease *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.-noon

Appts./Cancel/Msgs. **1-888-750-0036**

Laboratory

- **Medical Office Building A**
Hours: M-F, 7 a.m.-7:30 p.m.;
Sa, 8 a.m.-noon
- **Medical Office Building D**
Hours: M-F, 7 a.m.-5:30 p.m.
Information..... 1-888-750-0036
Results 1-888-4KPTEST
(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at kp.org.

Medical Social Work

- Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info. 909-724-3320

Member Services Office

- Medical Office Building D
2nd Floor, Ste. 228
Office hours: M-F, 9 a.m.-5 p.m.
- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English..... 1-800-464-4000
Spanish..... 1-800-788-0616
Chinese dialects..... 1-800-757-7585
TTY711

Nephrology/Peritoneal Dialysis

- By referral only*
Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-noon
Appointments..... 1-866-454-3485

Neurology *By referral only*

- Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. 1-888-750-0036

Obstetrics-Gynecology

- Hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-W, F, 8:30 a.m.-5 p.m.;
Th, 8:30 a.m.-12:30 p.m.
Advice..... 909-427-3902
Appts./Cancel/Msgs. 1-888-750-0036

Occupational Therapy *By referral only*

- Medical Office Building A
Hours: M-F, 8 a.m.-4:30 p.m.
Appointments..... 909-427-3945
Cancel..... 909-427-7885

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Orthopedics *By referral only*

- Hours: M-F, 8:30 a.m.-5 p.m.
Phone hours:
M-F, 8:30 a.m.-4:30 p.m. (Advice);
M-F, 7 a.m.-7 p.m. (Appts./Cancel/Msgs.)
Advice/Appts./
Cancel/Msgs. 1-866-454-3485

Pediatrics

- Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs./
School/camp forms 1-888-750-0036
For school/camp forms, allow 3-5 business days to complete; fees may apply.

Pharmacies

- **Medical Office Building A**
Hours: M-F, 8:30 a.m.-5 p.m.
Info./Refills by phone..... 1-866-450-4944
Mail-order Pharmacy 1-866-206-2984
Online refills kp.org/refill
- **Ontario 24-hour Pharmacy**
Medical Office Building D
Hours: 7 days, 24 hours
Info./Refill by phone 1-866-536-1310
Mail-order Pharmacy 1-866-206-2984

Physical Medicine *By referral only*

- Medical Office Building A
Hours: M-F, 8:30 a.m.-5 p.m.
Appointments..... 909-427-3945
Cancel..... 909-427-7885

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Physical Therapy *By referral only*

Medical Office Building A

Hours: M–Th, 7:30 a.m.–7 p.m.;
F, 7:30 a.m.–6 p.m.

Information **909-427-3945**

Cancel **909-427-7885**

Plastic Surgery *By referral only*

Hours: M–F, 8:30 a.m.–5 p.m.

Phone hours: M–F, 8 a.m.–4:30 p.m. (Advice);

M–F, 7 a.m.–7 p.m. (Appts./Cancel/Msgs.)

Advice/Appts./

Cancel/Msgs. **1-866-454-3485**

Podiatry *By referral only*

Hours: M–F, 8:30 a.m.–5 p.m.

Phone hours:

M–F, 8:30 a.m.–4:30 p.m. (Advice);

M–F, 7 a.m.–7 p.m. (Appts./Cancel/Msgs.)

Advice/Appts./

Cancel/Msgs. **1-866-454-3485**

Pulmonology *By referral only*

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. **1-866-454-3485**

Radiation Therapy Center *By referral only*

Hours: M–F, 7:30 a.m.–6 p.m.

Information **1-888-750-0036**

Radiology/Diagnostic Imaging

By referral only

Office hours: M–F, 8 a.m.–5 p.m.

Phone hours: M–F, 7 a.m.–7 p.m.

Appts./Info. **909-427-3914**

Rheumatology *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;

W, 8:30 a.m.–noon

Information **1-888-750-0036**

RN Treatment Room

Hours: M–F, 8:30–11:30 a.m.

and 1:30–4:30 p.m.

Information **1-888-750-0036**

Speech Therapy *By referral only*

Appts./Info. **1-866-454-3485**

Surgery *By referral only*

Hours: M–F, 8:30 a.m.–5 p.m.

Phone hours:

M–F, 8:30 a.m.–4:30 p.m. (Advice);

M–F, 7 a.m.–7 p.m. (Appts./Cancel/Msgs.)

Advice/Appts./

Cancel/Msgs. **1-866-454-3485**

Urgent Care

▪ Adult and Pediatrics

Medical Office Building A, 2nd Floor

Office hours: 7 days, 9 a.m.–9 p.m.,

including holidays

Phone hours: M–F, 7 a.m.–7 p.m.;

Sa, 7 a.m.–3:30 p.m.

Advice/Appts./Info. **1-888-750-0036**

Urology *By referral only*

Hours: M–F, 8:30 a.m.–5 p.m.

Phone hours: M–F, 8:30 a.m.–4 p.m.

Advice **909-427-3918**

Appts./Cancel/Msgs. **1-866-454-3485**

Vision Essentials by Kaiser Permanente

▪ Ophthalmology *By referral only*

Building A

Office hours: M–F, 7 a.m.–5:30 p.m.

Phone hours: M–F, 7:15 a.m.–4:30 p.m.

Advice/Appts./Cancel/

Info./Msgs. **1-888-750-0036**

▪ Optical Center *Self-referral*

Eyeglasses

Building A

Hours: M–F, 7 a.m.–6 p.m.

Optical Dispensing **909-724-2177**

Website **kp2020.org**

Allow 5 business days before calling

to check on eyeglasses.

▪ Optometry *Self-referral*

Building A

Office hours: M–F, 7 a.m.–5:30 p.m.

Phone hours: M–F, 7:15 a.m.–6 p.m.

Appts./Cancel/

Info./Msgs. **1-888-750-0036**

▲ 16 Ontario Mental Health Offices

3330 Centre Lake Dr.
Ontario, CA 91761
kp.org/ontario

Psychiatry

Hours: M-Th, 7 a.m.-7 p.m.;
F, 7 a.m.-5:30 p.m.; Sa, 8:30 a.m.-4:30 p.m.,
by appointment only
Appts./Info. **1-866-205-3595**
Individual, family, group psychotherapy,
and crisis intervention for adults, children,
and adolescents.

- **Behavioral Health Care Member Help Line**
7 days, 24 hours..... **1-800-900-3277**

▲ 17 Polk Street Offices

10689 Magnolia Ave.
Riverside, CA 92505
Mailing address:
10800 Magnolia Ave.
Riverside, CA 92505
kp.org/riverside

Insurance/Medical Requests

Ste. 7
Office hours: M-F, 9 a.m.-4:30 p.m.; closed
1st Thursday of each month, 1-4:30 p.m.;
closed major holidays
Phone hours: M-F, 9 a.m.-4:30 p.m.
Fax **951-353-4077**
Information **951-353-4470**
Email..... **rivroui@kp.org**
Disability forms/requests for medical records.

Physical Therapy

Ste. 2
Hours: M, Th, 8 a.m.-noon
Appts./Info./Msgs. **951-353-4670**
Cancel **951-353-4659**

● 18 Rancho Cucamonga Medical Offices

10850 Arrow Rte.
Rancho Cucamonga, CA 91730
kp.org/fontana

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, 7 a.m.-3:30 p.m.)..... **1-888-750-0036**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

By appointment only
Office hours: M-F, 8:30 a.m.-5 p.m.
After-hours: M-F, 5-7 p.m.; Sa, 9 a.m.-noon
Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-888-750-0036**

Laboratory

Office hours: M-F, 7:30 a.m.-7 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Information **1-888-750-0036**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

Office hours: M-F, 8:15 a.m.-4 p.m.;
Saturday and evening by appointment only,
call for availability
Appts./Cancel/Info. **1-888-750-0036**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-888-750-0036**

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Pharmacy

Hours: M-F, 8:30 a.m.-7 p.m.

Info./Refills by phone **1-866-342-2822**

Mail-order Pharmacy..... **1-866-206-2984**

Online refills..... **kp.org/refill**

For refills, call 72 hours in advance.

Radiology/Diagnostic Imaging

Office hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-4:30 p.m

Phone hours: M-F, 7 a.m.-7 p.m.

Appts./Info. **909-427-3914**

Treatment Nurse *Walk-in only*

Hours: M-F, 8:30-11:30 a.m.

and 1:30-4:30 p.m.

Information **1-888-750-0036**

Vision Essentials by Kaiser Permanente

- Optical Dispensing *Self-referral*
Eyeglasses

Hours: M-F, 8:30 a.m.-5 p.m.

Optical dispensing..... **909-477-3886**

Website..... **kp2020.org**

Allow 5 business days before calling
to check on eyeglasses.

- **Optometry** *Self-referral*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/

Info./Msgs. **1-888-750-0036**

19 Rancho Springs Medical Center

25500 Medical Center Dr.

Murrieta, CA 92562

Hours: 7 days, 24 hours

Emergency..... **951-696-6161**

Information **951-696-6000**

20 Redlands Medical Offices

1301 California St.

Redlands, CA 92374

kp.org/fontana

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.)..... **1-888-750-0036**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Allergy Injections *By referral only*

Injection hours: Tu-Th, 1:30-4:30 p.m.

Family Medicine/Internal Medicine

By appointment only

Office hours: M-F, 8:30 a.m.-5 p.m.

After-hours: M-F, 5-7 p.m.;

Sa, 9 a.m.-noon;

by appointment only, call for care

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/Appts./Cancel/

Info./Msgs. **1-888-750-0036**

General Surgery

See Surgery (General).

Gynecology

See Obstetrics-Gynecology.

HearUSA/HEARx West Hearing Care Center

415 E. Citrus Ave.

Redlands, CA 92373

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours

and other days, by appointment only

Appts./Info. **909-793-2631**

Laboratory

Hours: M-F, 8 a.m.-7p.m.; Sa, 8:30 a.m.-noon

Information **1-888-750-0036**

Results..... **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Member Services Telepresence

Ste. 113

Office Hours: M-F, 9-11:30 a.m.
and 12:30-5 p.m.

- **Member Service Contact Center**

Phone hours: 7 days, 24 hours
(closed holidays)

English **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY **711**

Obstetrics-Gynecology *By appointment only*

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/ Appts./Cancel/
Info./Msgs. **1-888-750-0036**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics *By appointment only*

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/ Appts./Cancel/
Info./Msgs. **1-888-750-0036**

Pharmacy

Hours: M-F, 8:30 a.m.-7 p.m.;

Sa, 8:30 a.m.-noon

Info./Refills by phone **1-866-214-7583**

Mail-order Pharmacy **1-866-206-2984**

Online refills **kp.org/refill**

Call 72 hours in advance for refills.

Physical Therapy *By referral only*

Hours: M-F, 7:30 a.m.-6 p.m.

Appointments **909-427-3945**

Cancel **909-427-7885**

Radiology/Diagnostic Imaging

Office hours: M-F, 8:30 a.m.-7 p.m.;

Sa, 8:30 a.m.-noon

Phone hours: M-F, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-888-750-0036**

Surgery (General) *By appointment only*

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-888-750-0036**

Surgery (Podiatry) *By appointment only*

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-888-750-0036**

Thrive Clinic *By appointment only*

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-888-750-0036**

Treatment Nurse

Hours: M-F, 8:30 a.m.-4:30 p.m.;

Sa, 8:30 a.m.-noon

Information **1-888-750-0036**

Vision Essentials by Kaiser Permanente

- **Ophthalmology *By referral only***

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7:15 a.m.-4:30 p.m.

Advice/ Appts./Cancel/

Info./Msgs. **1-888-750-0036**

- **Optical Center/Optomety *Self-referral***

Eyeglasses, Contact lenses

Hours: M-F, 7:30 a.m.-6 p.m.

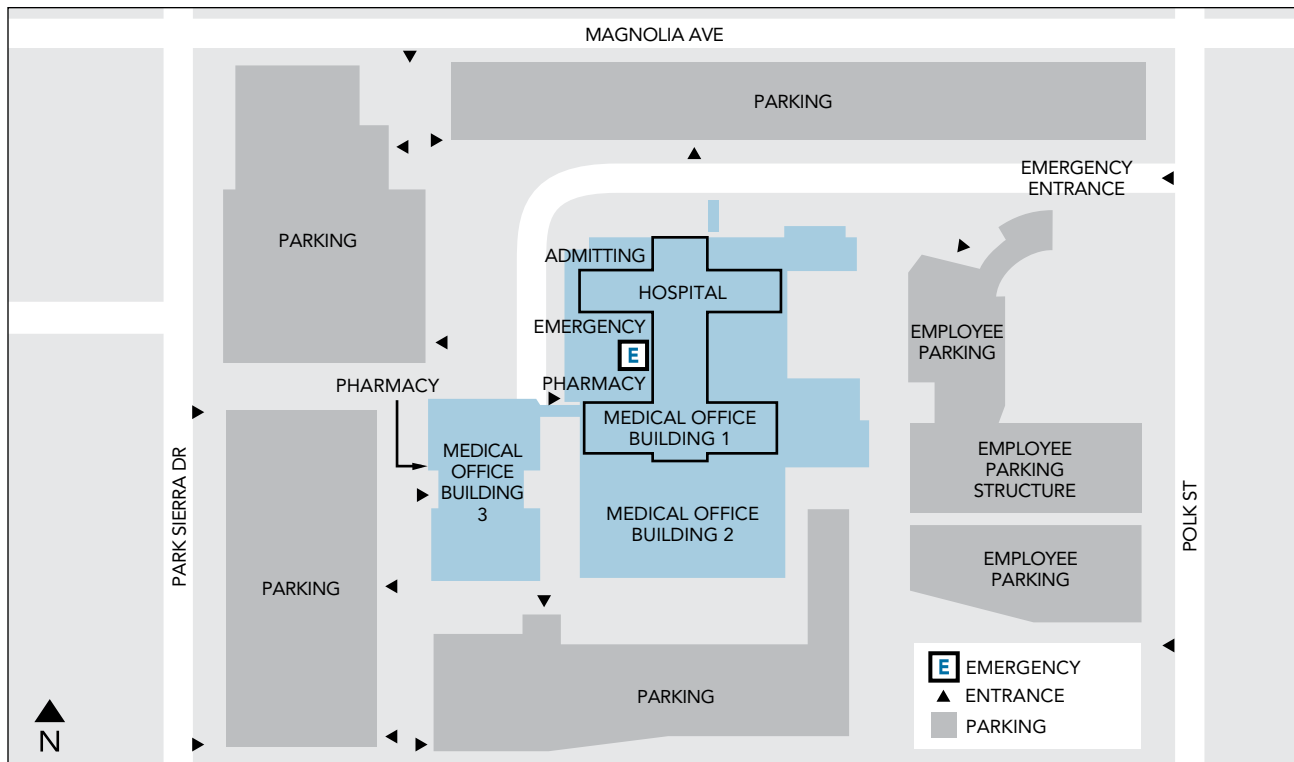
Optical Dispensing **909-809-3070**

Appts./Info. **1-888-750-0036**

Website **kp2020.org**

Allow 5 business days before calling
to check on eyeglasses.

Riverside Medical Center (hospital and medical offices)



Map not to scale

21 Riverside Medical Center

Hospital and Medical Offices
10800 Magnolia Ave.
Riverside, CA 92505
kp.org/riverside

- **Emergency**
10800 Magnolia Ave.
- **Urgent Care**
Medical Office Building 3

Emergency

Entrance on Polk St.
Hours: 7 days, 24 hours

Information

Operator951-353-2000
TTY.....951-353-3005

Poison Control 1-800-222-1222

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
(1-866-984-7483)
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*

Medical Office Building 3
Office hours: M-F, 8:30-11:15 a.m.
and 1:30-4:30 p.m.

▪ Allergy Injections

Hours: M, W, 1:30-4:30 p.m.;
Tu, Th, 8:30-11:30 a.m.
and 1:30-4:30 p.m.; F, 8:30-11:30 a.m.
Advice/ Appts./Cancel/
Info./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Anesthesiology *By referral only*

▪ **Interventional Pain Clinic**

By referral only

Medical Office Building 1, 4th Floor

Hours: M-F, 7 a.m.-3:30 p.m.

Appts./Cancel/Msgs. **951-353-4237**

Advice/Info. **951-353-4310**

▪ **Preoperative Clinic** *By referral only*

Medical Office Building 1, 2nd Floor

Hours: M-F, 8:30 a.m.-5:15 p.m.

Appts./Cancel/Msgs. **951-353-4809**

Audiology *Self-referrals accepted*

Medical Office Building 2, 5th Floor

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appointments **1-866-9THRIVE**
(1-866-984-7483)

Continuing Care *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.; After-hours calls will be returned the next business day

Information **1-866-9THRIVE**
(1-866-984-7483)

Dermatology *By referral only*

Medical Office Building 3

3rd Floor

Hours: M-Th, 8:30 a.m.-5 p.m.;

F, 8:30 a.m.-noon

Advice/Appts./Cancel/

Info./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Family Medicine

Medical Office Building 3

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

▪ **After-hours Clinic** *By appointment only*

Medical Office Building 3

Hours: M-F, 6-8 p.m.;

Sa, Su, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Gastroenterology (GI) *By referral only*

Medical Office Building 2, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Cancel/Info./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Genetics *Referral preferred*

Hours: M-F, 9 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **951-353-3494**

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

Medical Office Building 2, 5th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

HearUSA/HEARx West Hearing Care Center

3832 La Sierra Ave.

Riverside, CA 92505

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

Information **951-637-3722**

Insurance/Medical Correspondence

10689 Magnolia Ave., Ste. 7

Office hours: M-F, 9 a.m.-4:30 p.m.;

closed 1st Thursday of each month,

1-4:30 p.m.; closed major holidays

Phone hours: M-F, 9 a.m.-4:30 p.m.

Fax **951-353-4077**

Information **951-353-4470**

Email **rivroi@kp.org**

Disability forms/requests for medical records.

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Internal Medicine

Medical Office Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/ Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

▪ **Cardiac Rehabilitation** *By referral only*

Medical Office Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **951-353-4894**

▪ **Cardiodiagnostic Laboratory**

By referral only

EKG, echocardiography, Holter monitoring, treadmill

Medical Office Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Cardiodiagnostic nurse
message line **951-353-4842**

A referral is necessary for subspecialties cardiology, endocrinology, gastroenterology, hematology/oncology, infectious disease, nephrology, pulmonology, and rheumatology.

Labor and Delivery/Family Care Center

Hours: 7 days, 24 hours

Advice/Emergency **951-353-3160**

Family Care Center **951-353-3300**

Laboratory

▪ **Medical Office Building 1**

Lower level

Hours: M-F, 7:30 a.m.-5 p.m.;

Sa, 7:30 a.m.-noon

Information. **951-353-4055**

Results **1-888-4KPTEST**
(1-888-457-8378)

▪ **Medical Office Building 2**

4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information. **951-353-5181**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at **kp.org**.

Mammography

Medical Office Building 3

1st Floor

Office hours: 7:30 a.m.-5:30 p.m.

Walk-in hours: M-F, 8 a.m.-5:30 p.m.;

no appointment necessary

Information **951-353-4444**

Member Services Office

Medical Office Building 3

2nd Floor

Office hours: M-F, 9 a.m.-5 p.m.

▪ **Member Service Contact Center**

Phone hours: 7 days, 24 hours

(closed holidays)

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects **1-800-757-7585**

TTY **711**

Neurology *By referral only*

Medical Office Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/ Appts./Cancel/

Info./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Nuclear Medicine *By referral only*

Medical Office Building 1, 1st Floor

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/

Info./Msgs. **951-353-5220**

Obstetrics-Gynecology

Medical Office Building 2, 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

After-hours advice **1-888-KPONCALL**
(1-888-576-6225)

▪ **Labor and Delivery**

Advice/Emergency **951-353-3160**

Occupational Health Center
(Kaiser On-the-Job®)

Medical Office Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Info./Msgs. **951-353-4322**

Medical treatment for work-related injuries and illnesses.

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Orthopedics *By referral only*

Medical Office Building 2, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Outside Referral

11080 Magnolia Ave.

Riverside, CA 92505

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-866-450-4938**

Pediatrics *By appointment only*

Medical Office Building 3

Hours: 7 days, 8:30 a.m.-9 p.m.

Advice/Appts./Cancel/

Info./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Pharmacies

Mail-order Pharmacy **1-866-206-2983**

Online refills **kp.org/refill**

▪ **Medical Office Building 2**

4th Floor

Hours: M-F, 9 a.m.-5 p.m.

Info./Refills by phone **1-866-362-5493**

▪ **Medical Office Building 3**

1st Floor

Hours: M-F, 9 a.m.-9 p.m.;

Sa, Su, 9 a.m.-5:30 p.m.

Info./Refills by phone **1-866-370-1813**

▪ **Medical Office Building 3**

2nd Floor

Hours: M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone **1-866-370-1893**

▪ **Riverside Medical Center**

Medical Office Building 1, 1st Floor

Hours: 7 days, 24 hours

Information **951-353-4045**

Refills by phone **951-353-4050**

Physical Medicine *By referral only*

Medical Office Building 2, 1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Appts./Info./Msgs. **951-353-4670**

Cancel **951-353-4659**

Physical/Occupational/Speech Therapy

By referral only

Medical Office Building 2, 1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Appts./Info./Msgs. **951-353-4670**

Cancel **951-353-4659**

Podiatry *By referral only*

Medical Office Building 1, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

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Population Care Nurse Clinic

Medical Office Building 3, 3rd Floor

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info. **951-602-4028**

Nurses offer follow-up care and education to members managing chronic diseases such as diabetes, high blood pressure, osteoporosis, and high cholesterol. Some services may require a referral.

Pulmonary Function Testing (PFT) Lab

By referral only

Medical Office Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info. **1-866-9THRIVE**

(1-866-984-7483)

Radiology/Diagnostic Imaging

By referral only

Advice/Appts./Cancel/

Info./Msgs. **951-353-4000**

- **General diagnostic imaging**

Medical Office Building 1, 1st Floor

Hours: 7 days, 7:30 a.m.-10 p.m.

- **Medical Office Building 3**

1st Floor

Hours: 7 days, 8:30 a.m.-9 p.m.

- **Specialty imaging**

Medical Office Building 1, 1st Floor

Hours: Vary

Social Services

Medical Office Building 1, 5th Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Information **1-866-9THRIVE**

(1-866-984-7483)

Speech Pathology *By referral only*

Medical Office Building 2, 1st Floor

Physical Therapy Office

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. **951-353-4670**

Cancel **951-353-4659**

Surgery *By referral only*

Breast Clinic, General Surgery,

Vascular Surgery

Medical Office Building 1, 5th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-866-9THRIVE**

(1-866-984-7483)

TTY for the Hearing or Speech Impaired

Information **951-353-3005**

Urgent Care Clinic

Medical Office Building 3, 1st Floor

Hours: 7 days, 8:30 a.m.-10 p.m.;

no appointment necessary

Information **1-866-9THRIVE**

(1-866-984-7483)

Urology *By referral only*

Medical Office Building 2, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-866-9THRIVE**

(1-866-984-7483)

Vision Essentials by Kaiser Permanente

- **Ophthalmology *By referral only***

Medical Office Building 2, 5th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/

Info./Msgs. **1-866-9THRIVE**

(1-866-984-7483)

- **Optical Center**

Eyeglasses, contact lenses

Medical Office Building 2, 5th Floor

Hours: M-F, 8 a.m.-7 p.m.;

Sa, 8 a.m.-5:30 p.m.

Information..... **951-353-4490**

Website..... **kp2020.org**

- **Optometry**

Medical Office Building 2, 5th Floor

Hours: M-F, 7:30 a.m.-5:45 p.m.;

Sa, 8 a.m.-5:15 p.m.

Appts./Cancel/

Info./Msgs. **1-866-9THRIVE**

(1-866-984-7483)

Volunteer Services

Hospital, 1st Floor
Gift shop hours: M-F, 9 a.m.-4 p.m.
Volunteer hours: M-F, 8:30 a.m.-5 p.m.
 Gift Shop **951-353-3605**
 Messages **951-353-3613**
 Training 3 times a year. Please call
 or email **Stephanie.E.Soloway@kp.org** for
 information and to become a volunteer.

Wellness Resource Center and Store

Medical Office Building 2, 1st Floor
Hours: M-F, 8:45 a.m.-12:30 p.m.
 and 1:30-4:45 p.m.
 Information **951-353-4475**

● 22 San Bernardino Medical Offices

1717 Date Pl.
 San Bernardino, CA 92404
kp.org/fontana

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-3:30 p.m.) ... **1-888-750-0036**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Appts./Advice/Cancel/
 Info./Msgs. **1-888-750-0036**

Laboratory

Hours: M-Th, 8 a.m.-4:30 p.m.;
 F, 8 a.m.-4 p.m.
 Information **1-888-750-0036**
 Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at kp.org.

Pharmacy

Hours: M-F, 8 a.m.-5:30 p.m.
 Info./Refills by phone **1-866-342-2823**
 Mail-order Pharmacy **1-866-206-2984**
 Online refills kp.org/refill

Radiology/Diagnostic Imaging

Office hours: M-F, 8:30 a.m.-12:30 p.m.;
 and 1:30-4:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Appts./Info. **909-427-3914**

Treatment Nurse *Walk-in only*

Hours: M-F, 8:30-11:30 a.m.
 and 1:30-4:30 p.m.
 Information **1-888-750-0036**

▲ 23 San Bernardino Mental Health Offices

325 W. Hospitality Ln., Ste. 312
 San Bernardino, CA 92408
kp.org/fontana

Psychiatry

Hours: M-Th, 7 a.m.-7 p.m.;
 F, 7 a.m.-5:30 p.m.
 Appts./Info. **1-866-205-3595**
 Individual, marital, family, and group
 psychotherapy, and crisis intervention for
 children, adolescents, and adults.

Behavioral Health Care

Member Help Line
 7 days, 24 hours..... **1-800-900-3277**

▲ 24

Target Clinic,

care provided by
**Kaiser Permanente
Fontana North Target**

No emergency services

15272 Summit Ave.
Fontana, CA 92336

kp.org/scal/targetclinic

Hours: M-F, 9 a.m.-7 p.m.;
Sa, Su, 11 a.m.-4 p.m.

**Walk-in care available for over 85 services
for you and your family, including:**

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

● 25

**Temecula
Medical Offices**

27309 Madison Ave.
Temecula, CA 92590

kp.org/riverside

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
(1-866-984-7483)

After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

Office hours: M-F, 8:20 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Insurance/Medical Correspondence

Office hours: Tu, Th, 9 a.m.-12:30 p.m. and
1:30-4:30 p.m.; closed first Thursday of each
month, 1-4:30 p.m.; closed major holidays

Phone hours: M-F, 9 a.m.-4:30 p.m.

Fax **951-353-4077**

Information **951-353-4470**

Email..... **rivroui@kp.org**

Disability forms/requests for medical records.

Laboratory

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information **951-302-4063**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Pediatrics

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone **1-866-214-7586**

Mail-order Pharmacy..... **1-866-206-2983**

Online refills..... **kp.org/refill**

For refills, call 24 hours in advance.

Radiology/Diagnostic Imaging

By referral only

Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.

Information **951-302-4053**

26 | **Temecula Valley Hospital**

31700 Temecula Pkwy.
Temecula, CA 92592

Emergency

Hours: 7 days, 24 hours

Emergency **951-331-2280**

Main hospital **951-331-2200**

27 | **Upland Medical Offices**

1183 E. Foothill Blvd.
Upland, CA 91786
kp.org/fontana

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-3:30 p.m.) ... **1-888-750-0036**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/ Appts./Cancel/

Info./Msgs. **1-888-750-0036**

Laboratory

Hours: M-F, 7:30 a.m.-5 p.m.

Information **1-888-750-0036**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Pediatrics

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Appts./Advice/Cancel/

Info./Msgs. **1-888-750-0036**

Pharmacy

Hours: M-F, 8:30 a.m.-5 p.m.

Info./Refills by phone **1-866-214-6142**

Mail-order Pharmacy..... **1-866-206-2984**

Online refills kp.org/refill

Radiology/Diagnostic Imaging

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Appts./Info. **909-427-3914**

Treatment Nurse *Walk-in only*

Hours: M-F, 8:30-11:30 a.m.

and 1:30-4:30 p.m.

Information **1-888-750-0036**

▲ 28 | Van Buren Offices

3951 Van Buren Blvd.
Riverside, CA 92503
kp.org/riverside

Preventive Medicine/Health Education

Office hours: M-Th, 8:30 a.m.-9 p.m.;
F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs.

(24-hour voice mail)..... **1-866-883-0119**

Classes, group appointments, and/or individual appointments for diabetes, smoking cessation, weight management, prediabetes, heart health, cholesterol, hypertension, nutrition, heart failure, fitness, stress and emotional health, chronic conditions self-management, breastfeeding/baby care basics/childbirth preparation, insomnia, falls prevention, incontinence, TB prevention, and advance care planning. Some services require a referral. Some classes or services may have fees.

Preventive Medicine appointments are also available at Corona, Moreno Valley, Heacock, and Palm Desert Medical Offices.

Selected Health Education classes are available at Van Buren, Corona, Moreno Valley, Moreno Valley Medical Office Building 2, Heacock, Wildomar, and Palm Desert Medical Offices.

● 29 | Victorville Medical Offices

Urgent Care

14011 Park Ave.
Victorville, CA 92392

kp.org/fontana

Medical Offices closed Sunday
and major holidays.

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-3:30 p.m.) ... **1-888-750-0036**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy Injections

By appointment only; no walk-ins

Hours: Tu, Th, 9-11:30 a.m.

and 1:30-4:30 p.m.

Advice/Appts./

Info./Msgs. **1-888-750-0036**

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-9 p.m.;

Sa, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, 7-11:30 a.m.

Advice/Appts./Cancel/

Info./Msgs. **1-888-750-0036**

Laboratory

Hours: M-Sa, 7:30 a.m.-9 p.m.;

Su, 9 a.m.-9 p.m.

Information **1-888-750-0036**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

Hours: M-F, 8:30 a.m.-4 p.m.;
Sa, call for availability
Appts./Info./Msgs. **1-888-750-0036**

Pediatrics

Office hours: M-F, 8:30 a.m.-8 p.m.;
Sa, 8:30 a.m.-12:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, 7 a.m.-11:30 p.m.
Advice/Appts./Cancel/
Info./Msgs. **1-888-750-0036**

Pharmacy

Hours: M-Sa, 8:30 a.m.-9 p.m.;
Su, 9 a.m.-9 p.m.
Info./Refills by phone **1-866-352-1151**
Mail-order Pharmacy **1-866-206-2984**
Online refills **kp.org/refill**

Physical Therapy *By appointment only*

Hours: M-F, 7:30 a.m.-5 p.m.
Appointments **909-427-3945**
Cancel **909-427-7885**

Radiology/Diagnostic Imaging

By referral only
Office hours: 7 days, 9 a.m.-9 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Appts./Cancel/Info. **909-427-3914**

Retinal Photos *By appointment only*

Hours: W, Th, Sa, 8:30-11:30 a.m.
and 1:30-4:30 p.m.
Appts./Cancel **1-888-750-0036**

Treatment Nurse *Walk-in only*

Hours: M-F, 8:30 a.m.-4:30 p.m.;
Sa, 8:30-11:30 a.m.
Information **1-888-750-0036**

Urgent Care

Hours: 7 days, 9 a.m.-9 p.m.
Information **1-888-750-0036**

30 Wildomar Medical Offices

Urgent Care
36450 Inland Valley Dr.
Wildomar, CA 92595
kp.org/riverside

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
(1-866-984-7483)
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy

Hours: M-F, 8:30-11:15 a.m.
and 1:30-4:30 p.m.
▪ **Allergy Injections**
Hours: M, Th, 1:30-4:30 p.m.;
F, 8:30-11:30 a.m.
Information..... **1-866-9THRIVE**
(1-866-984-7483)

Family Medicine

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Gynecology

See Obstetrics-Gynecology.

HearUSA/HEARx West Hearing Care Center

41880 Kalmia St., Ste. 120
Murrieta, CA 92562
Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and other days, by appointment only
Appts./Info. **951-698-9807**

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Internal Medicine

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Laboratory

Hours: M-Sa, 7:30 a.m.-9 p.m.

Info./Msgs. **951-600-3311**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Obstetrics-Gynecology

Office hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Pediatrics

Office hours: M-Sa, 8:30 a.m.-12:30 p.m.,
1:30-5 p.m., and 5:30-8:30 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-3 p.m.

Advice/Appts./

Cancel/Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Pharmacy

Hours: M-F, 8 a.m.-9 p.m.;

Sa, 9 a.m.-9 p.m.

Info./Refills by phone **1-866-370-1940**

Mail-order Pharmacy **1-866-206-2983**

Online refills **kp.org/refill**

Population Care Nurse Clinic

Hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appts./Cancel/Info. **951-602-4229**

Nurses offer follow-up care and education to
members managing chronic diseases such as
asthma, diabetes, and hyperlipidemia. Some
services may require a referral.

Radiology/Diagnostic Imaging

By referral only

Hours: M-F, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.

Information **951-600-3309**

Urgent Care

Hours: M-F, 8:30 a.m.-8:30 p.m.;

Sa, 8:30 a.m.-8:30 p.m.; Christmas Eve
and New Year's Eve, 8:30 a.m.-5 p.m.;

Labor Day, Memorial Day, and

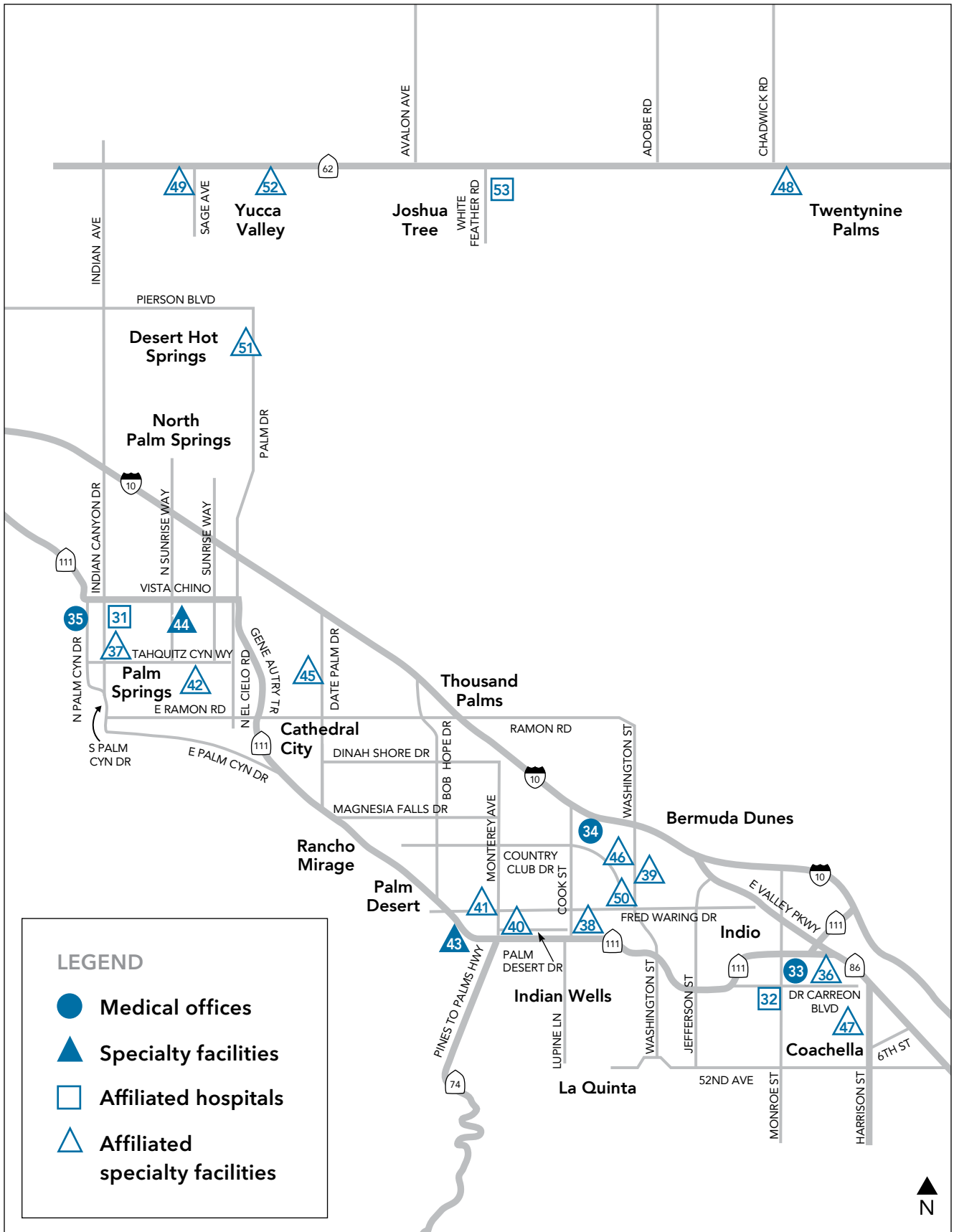
Independence Day, 8:30 a.m.-8:30 p.m.;

closed Thanksgiving, Christmas,

and New Year's Day

Advice/Info. **1-866-9THRIVE**
(1-866-984-7483)

Coachella Valley Area



Map not to scale

Coachella Valley–Area Locations

- 31 **Desert Regional Medical Center** 85
Emergency
 1150 N. Indian Canyon Dr.
 Palm Springs, CA 92262
- 32 **John F. Kennedy Memorial Hospital** 85
Emergency
 47111 Monroe St.
 Indio, CA 92201
- 33 **Kaiser Permanente Indio Medical Offices** 85
 46-900 Monroe St.
 Indio, CA 92201
 ♿ DHCS survey results:
 Limited and medical equipment access (E, IB, P, R, T)
- 34 **Kaiser Permanente Palm Desert Medical Offices** 86
 University Park Centre
 75-036 Gerald Ford Dr.
 Palm Desert, CA 92211
 ♿ DHCS survey results:
 Limited and medical equipment access (E, EB, IB, P, T)
- 35 **Kaiser Permanente Palm Springs Medical Offices** 87
 1100 N. Palm Canyon Dr., Ste. 208
 Palm Springs, CA 92262
 ♿ DHCS survey results:
 Limited and medical equipment access (E, P, T)
- △ 36 **24 Hour Urgent Care of the Desert** 87
Urgent Care
No emergency
 82-013 Dr. Carreon Blvd., Ste. G
 Indio, CA 92201
- △ 37 **24 Hour Urgent Care of the Desert** 87
Urgent Care
No emergency
 1080 N. Indian Canyon Dr., Ste. 206
 Palm Springs, CA 92262
- △ 38 **Executive Urgent Care of Indian Wells** 88
Urgent Care
No emergency
 74-785 Highway 111, Ste. 100
 Indian Wells, CA 92210
- △ 39 **Healthcare Express Urgent Care** 88
Urgent Care
No emergency
 42575 Washington St., Ste. B
 Palm Desert, CA 92211
- △ 40 **Palm Desert Urgent Care** 88
Urgent Care
No emergency
 73-345 Highway 111, Ste. 101
 Palm Desert, CA 92260

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building
 R = Restroom | T = Exam Table/Scale | See page 285 for further explanation of abbreviations.

△ 41 VIP Urgent Care 88
Urgent Care
No emergency
 72-630 Fred Waring Dr., Ste. 101
 Palm Desert, CA 92260

△ 42 VIP Urgent Care 88
Urgent Care
No emergency
 100 S. Sunrise Way, Ste. A
 Palm Springs, CA 92262

▲ 43 Kaiser Permanente Member Services 88
 73-733 Fred Waring Dr., Ste. 110
 Palm Desert, CA 92260

▲ 44 Kaiser Permanente Pharmacy 88
 1717 E. Vista Chino, Ste. B-2
 Palm Springs, CA 92262

△ 45 CVS Pharmacy 89
After-hours, new fill only
 31575 Date Palm Dr.
 Cathedral City, CA 92234

△ 46 CVS Pharmacy 89
After-hours, new fill only
 42155 Washington St.
 Palm Desert, CA 92211

△ 47 Rite Aid Pharmacy 89
After-hours, new fill only
 51101 Harrison St.
 Coachella, CA 92236

△ 48 Rite Aid Pharmacy 89
(Twentynine Palms)
 72253 Twentynine Palms Hwy.
 Twentynine Palms, CA 92277

△ 49 Rite Aid Pharmacy 89
(Yucca Valley)
 57701 Twentynine Palms Hwy.
 Yucca Valley, CA 92284

△ 50 Walgreens Pharmacy 89
After-hours, new fill only
 42010 Washington St.
 Bermuda Dunes, CA 92203

△ 51 Walgreens Pharmacy 89
After-hours, new fill only
 14001 Palm Dr.
 Desert Hot Springs, CA 92240

Yucca Valley – Twentynine Palms Area

△ 52 Avalon Urgent Care Center 49
Urgent Care
No emergency
 58471 Twentynine Palms Hwy.
 Ste. 303
 Yucca Valley, CA 92284

□ 53 Hi-Desert Medical Center 49
Emergency
 6601 White Feather Rd.
 Joshua Tree, CA 92252

Getting Care in Coachella Valley

Kaiser Permanente physicians and medical offices in Coachella Valley

We provide primary care at 3 medical offices in Coachella Valley: in Palm Springs, Palm Desert, and Indio. We also provide some specialty care at Palm Desert Medical Offices. As a Coachella Valley resident, you can choose a Kaiser Permanente primary care doctor as your personal physician.

Your Kaiser Permanente physician can help you get Kaiser Permanente services such as easier referrals to specialists and other health resources, so you can get the most out of your life.

Some Kaiser Permanente services in Coachella Valley will continue to be provided by affiliated providers, which include physicians and hospitals.

Affiliated hospitals provide selected inpatient and emergency services to Kaiser Permanente members. For specialty care, you will continue to be referred to our affiliated network of specialists if we do not provide that Kaiser Permanente specialist. But because your referral will come from a Kaiser Permanente physician, you won't have to wait for authorization from anyone else.

State law requires directories to include the following notice:

“Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion.”

“You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the Kaiser Permanente Member Service Contact Center at 1-800-777-1256 or 711 (TTY for the hearing/speech impaired), to ensure that you can obtain the health care services that you need.”

Please be aware that if a service is covered but not available at a particular Plan facility, we will make it available to you at another facility.

Selecting your personal physician

Please refer to the information on pages 244-245 of this *Guidebook*. Please note that members in the Coachella Valley cannot choose a personal physician from our Ob-Gyn Department.

Note: All Kaiser Permanente members enrolled in one of the following state programs have limited coverage in Coachella Valley: AIM, Healthy Families, Medi-Cal, MRMIP, or Post-MRMIP Graduate.

If you are enrolled in one of these state programs, please also note that you may not select a personal physician or receive routine care from providers in Coachella Valley. You are, however, entitled to out-of-area urgent and emergency care in Coachella Valley.

Member Services

The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays), at **1-800-777-1256** (English) or **1-800-788-0616** (Spanish). Visit our Member Services office at 73-733 Fred Waring Dr., Ste. 110, Palm Desert. Or you can email questions to Member Services at **kp.org**.

Location Details

31 Desert Regional Medical Center

Emergency
1150 N. Indian Canyon Dr.
Palm Springs, CA 92262

Hours: 7 days, 24 hours
Emergency.....760-323-6251
Information760-323-6511

32 John F. Kennedy Memorial Hospital

Emergency
47111 Monroe St.
Indio, CA 92201

Hours: 7 days, 24 hours
Emergency.....760-775-8111
Information760-347-6191

33 Kaiser Permanente Indio Medical Offices

46-900 Monroe St.
Indio, CA 92201
kp.org/riverside

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.)1-866-9THRIVE
(1-866-984-7483)
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... 1-888-KPONCALL
(1-888-576-6225)

Family Medicine

Hours: M-F, 8:30 a.m.-noon
and 1:30-5 p.m.
Nurse visit hours: M-F, 9-11 a.m.
and 2-4 p.m.
Advice/Appts./Msgs.1-866-9THRIVE
(1-866-984-7483)

Laboratory

Hours: M, F, 8:30 a.m.-4:45 p.m.;
Tu, W, 8:30 a.m.-1:15 p.m.;
Th, 8:30 a.m.-12:30 p.m.
Results..... 1-888-4KPTEST
(1-888-457-8378)
Call requesting practitioner for test results
or check lab results online at kp.org.

Orthopedics *By referral only*

Hours: M-F, 8:30 a.m.-noon
and 1:30-5 p.m.
Appts./Cancel/Info./Msgs.1-866-9THRIVE
(1-866-984-7483)

Pharmacy

Hours: M-F, 9:30 a.m.-1 p.m.
and 2-5:30 p.m.
Mail-order pharmacy..... 1-866-206-2983
Refills by phone..... 1-866-889-8555
Online refill kp.org/refill

Podiatry *By referral only*

Hours: M-F, 8:30 a.m.-noon
and 1:30-5 p.m.
Appts./Cancel/Info./Msgs.1-866-9THRIVE
(1-866-984-7483)

Radiology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

**34 Kaiser Permanente
Palm Desert
Medical Offices**

University Park Centre
75-036 Gerald Ford Dr.
Palm Desert, CA 92211
kp.org/riverside

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
(1-866-984-7483)

After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*

Hours: M, 8:30-11:15 a.m.
and 1:30-4:30 p.m.

▪ **Allergy Injections**

Hours: Tu, F, 1:30-4:15 p.m.
Appts./Cancel/Info. **1-866-9THRIVE**
(1-866-984-7483)

Dermatology

By referral only; by appointment only

Hours: Vary
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Family Medicine/Internal Medicine

Hours: M-F, 8:30 a.m.-7 p.m.;
Sa, 8:30 a.m.-5 p.m.
Nurse visit hours: M-F, 9-11 a.m.
and 2-4 p.m.
Advice/Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Head and Neck Surgery

By referral only; by appointment only

Hours: Vary
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

HearUSA/HEARx West Hearing Care Center

72655 Highway 111, Ste. B-3
Palm Desert, CA 92260

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and other days, by appointment only
Appts./Info. **760-340-9082**

Insurance/Medical Correspondence

73-733 Fred Waring St., Ste. 110

Office hours: M, W, F, 9 a.m.-noon
and 1-4:30 p.m.; closed major holidays

Phone hours: M-F, 9 a.m.-4:30 p.m.
Fax **951-353-4077**
Information **951-353-4470**
Email..... **rivroui@kp.org**
Disability forms/requests for medical records.

Laboratory

Hours: M-F, 7:30 a.m.-7:30 p.m.;

Sa, 7:30 a.m.-12:30 p.m. and 1:30-5 p.m.

Information **1-866-9THRIVE**
(1-866-984-7483)
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Oncology

By referral only; by appointment only

Hours: Vary
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Ophthalmology

By referral only; by appointment only

Hours: Vary
Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Pediatrics

Hours: M-Sa, 8:30 a.m.-5 p.m.

Advice/Appts./Msgs. **1-866-9THRIVE**
(1-866-984-7483)

Pharmacy

Hours: M-F, 9 a.m.-7:30 p.m.;
 Sa, 9 a.m.-12:30 p.m. and 1:30-5 p.m.
 Mail-order Pharmacy..... **1-866-206-2983**
 Refills by phone..... **1-866-279-8954**
 Online refills..... **kp.org/refill**

Physical Medicine

By referral only; by appointment only
Hours: Vary
 Appts./Msgs. **1-866-9THRIVE**
 (1-866-984-7483)

Physical Therapy

By referral only; by appointment only
Hours: Vary
 Appts./Msgs. **1-866-9THRIVE**
 (1-866-984-7483)

Radiology/Diagnostic Imaging

Hours: M-F, 9 a.m.-7:30 p.m.;
 Sa, 8:30 a.m.-5 p.m.
 Information **1-866-9THRIVE**
 (1-866-984-7483)

**35 Kaiser Permanente
 Palm Springs
 Medical Offices**

1100 N. Palm Canyon Dr., Ste. 208
 Palm Springs, CA 92262
kp.org/riverside

Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-3 p.m.) **1-866-9THRIVE**
 (1-866-984-7483)
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
 (1-888-576-6225)

Family Medicine/Internal Medicine

Hours: M-F, 8:30 a.m.-noon
 and 1:30-5 p.m.
Nurse visit hours: M-F, 9-11 a.m.
 and 2-4 p.m.
 Advice/Appts./Msgs. **1-866-9THRIVE**
 (1-866-984-7483)

Laboratory

Hours: M-F, 8:30 a.m.-noon
 and 1:30-5 p.m.
 Results..... **1-888-4KPTEST**
 (1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at **kp.org**.

**36 24 Hour Urgent Care
 of the Desert**

Urgent Care
No emergency
 82-013 Dr. Carreon Blvd., Ste. G
 Indio, CA 92201

Hours: 7 days, 24 hours
 Information **760-775-9500**

**37 24 Hour Urgent Care
 of the Desert**

Urgent Care
No emergency
 1080 N. Indian Canyon Dr.
 Ste. 206
 Palm Springs, CA 92262

Hours: M-F, 9 a.m.-5 p.m.; closed Sa, Su
 Information **760-864-1000**

△ 38 Executive Urgent Care of Indian Wells

Urgent Care
No emergency

74-785 Highway 111, Ste. 100
Indian Wells, CA 92210

Hours: M-F, 9 a.m.-7 p.m.;
Sa, Su, 10 a.m.-6 p.m.
Information **760-346-3932**

△ 39 Healthcare Express Urgent Care

Urgent Care
No emergency

42575 Washington St., Ste. B
Palm Desert, CA 92211

Hours: M-F, 8 a.m.-8 p.m.; Sa, 8 a.m.-5 p.m.;
Su, 8 a.m.-2 p.m.
Information **760-360-1475**

△ 40 Palm Desert Urgent Care

Urgent Care
No emergency

73-345 Highway 111, Ste. 101
Palm Desert, CA 92260

Hours: M-F, 8 a.m.-5:30 p.m.;
Sa, 9 a.m.-2 p.m.; Su, 10 a.m.-2 p.m.
Information **760-340-5800**

△ 41 VIP Urgent Care

Urgent Care
No emergency

72-630 Fred Waring Dr., Ste. 101
Palm Desert, CA 92260

Hours: M-F, 8:30 a.m.-8 p.m.;
Sa, Su, 9 a.m.-5 p.m.
Information **760-674-1923**

△ 42 VIP Urgent Care

Urgent Care
No emergency

100 S. Sunrise Way, Ste. A
Palm Springs, CA 92262

Hours: M-F, 8 a.m.-8 p.m.;
Sa, Su, 8:30 a.m.-5 p.m.
Information **760-969-5999**

▲ 43 Kaiser Permanente Member Services

73-733 Fred Waring Dr., Ste. 110
Palm Desert, CA 92260

Office hours: M-F, 8:30 a.m.-noon
and 1-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.;
Sa, Su, 7 a.m.-3 p.m.
English..... **1-800-777-1256**
Spanish..... **1-800-788-0616**

▲ 44 Kaiser Permanente Pharmacy

1717 E. Vista Chino, Ste. B-2
Palm Springs, CA 92262

Hours: M-F, 9:30 a.m.-1 p.m.
and 2-5:30 p.m.
Info./Refills by phone **1-866-370-1942**
Mail-order Pharmacy..... **1-866-206-2983**
Online refills..... **kp.org/refill**

△ 45 | CVS Pharmacy
After-hours, new fill only
 31575 Date Palm Dr.
 Cathedral City, CA 92234

Hours: M-F, 8 a.m.-9 p.m.;
 Sa, 9 a.m.-6 p.m.;
 Su, 10 a.m.-6 p.m.
 Information **760-324-4239**
 New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

△ 46 | CVS Pharmacy
After-hours, new fill only
 42155 Washington St.
 Palm Desert, CA 92211

Hours: 7 days, 24 hours
 Information **760-345-3259**
 New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

△ 47 | Rite Aid Pharmacy
After-hours, new fill only
 51101 Harrison St.
 Coachella, CA 92236

Hours: M-F, 7 a.m.-11 p.m.;
 Sa, 8 a.m.-8 p.m.;
 Su, 9 a.m.-7 p.m.
 Information **760-398-0833**
 New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

△ 48 | Rite Aid Pharmacy
(Twentynine Palms)
 72253 Twentynine Palms Hwy.
 Twentynine Palms, CA 92277

Hours: M-F, 8 a.m.-9 p.m.;
 Sa, 9 a.m.-5 p.m.;
 Su, 10 a.m.-6 p.m.
 Information **760-367-3262**

△ 49 | Rite Aid Pharmacy
(Yucca Valley)
 57701 Twentynine Palms Hwy.
 Yucca Valley, CA 92284

Hours: M-F, 8 a.m.-9 p.m.;
 Sa, 9 a.m.-6 p.m.;
 Su, 10 a.m.-6 p.m.
 Information **760-365-2618**

△ 50 | Walgreens Pharmacy
After-hours, new fill only
 42010 Washington St.
 Bermunda Dunes, CA 92203

Hours: M-F, 8 a.m.-9 p.m.;
 Sa, 9 a.m.-9 p.m.;
 Su, 9 a.m.-9 p.m.
 Information **760-772-9122**
 New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

△ 51 | Walgreens Pharmacy
After-hours, new fill only
 14001 Palm Dr.
 Desert Hot Springs, CA 92240

Hours: M-F, 8 a.m.-9 p.m.;
 Sa, 9 a.m.-6 p.m.;
 Su, 10 a.m.-6 p.m.
 Information **760-288-3210**
 New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

Getting Care in Yucca Valley–Twentynine Palms Area

Affiliated providers

Most Kaiser Permanente services in the Yucca Valley–Twentynine Palms area are provided by affiliated providers, which include physicians and hospitals. We've contracted with affiliated physicians to provide care to Kaiser Permanente members. Affiliated hospitals provide selected inpatient and emergency services to Kaiser Permanente members.

State law requires directories to include the following notice:

“Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion.”

“You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the Kaiser Permanente Member Service Contact Center at 1-800-777-1256 (English) or 711 (TTY for the hearing/speech impaired), to ensure that you can obtain the health care services that you need.”

Please be aware that if a service is covered but not available at a particular Plan facility, we will make it available to you at another facility.

Selecting a personal physician in the Yucca Valley–Twentynine Palms area

If you live in the Yucca Valley–Twentynine Palms area, you may select either a Kaiser Permanente personal physician

from one of our primary care departments in Coachella Valley (see “Selecting a personal physician” on pages 244–245 of this *Guidebook*). Or you may select an affiliated primary care physician contracted to provide care to Kaiser Permanente members in the Yucca Valley–Twentynine Palms area. Please note that members in the Yucca Valley–Twentynine Palms area cannot choose a personal physician from our Ob-Gyn Department.

Note: Kaiser Permanente members enrolled in the programs listed below have limited coverage in Yucca Valley.

- All Medicare-entitled individuals, including Kaiser Permanente Senior Advantage and Medicare Cost members.
- All Kaiser Permanente members enrolled in one of the following state programs: AIM, Healthy Families, Medi-Cal, MRMIP, or Post-MRMIP Graduate.

Notice of availability of Contracted Providers List

Kaiser Permanente is required by California law to provide members or prospective members, upon request, a list of affiliated medical providers contracted to provide health care services to Kaiser Permanente members in a general geographic area.

The list includes certain information about these contracted health care providers, including which primary care providers may be accepting new patients. The Contracted Providers List is not intended to replace other Kaiser Permanente physician directories, provider listings, or guidebooks.

To receive a copy of this list, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays), and ask for the Contracted Providers List. The Member Service Contact Center numbers are:
1-800-777-1256 (English),
1-800-788-0616 (Spanish),
1-800-757-7585 (Chinese dialects), and
711 (TTY for the hearing/speech impaired).
 You may also receive the list by writing to:
 Kaiser Foundation Health Plan, Inc.
 Publications Distribution
 393 E. Walnut St.
 Pasadena, CA 91188

Selecting a personal physician

Call our Member Service Contact Center at **1-800-777-1256** (English) or **1-800-788-0616** (Spanish), and ask for assistance in making a selection. Our Member Services representatives are ready to answer your questions and help you find the Kaiser Permanente primary care physician or an affiliated primary care physician who best fits your needs. Each family member may choose a different personal physician. In addition, you may change your personal physician for any reason.

Your request to change your physician must be received by the 25th of the month to be effective on the 1st of the following month.

Member Services

Call our Member Service Contact Center at **1-800-777-1256** (English) or **1-800-788-0616** (Spanish). You can also visit the Member Services office at 73-733 Fred Waring Dr., Ste. 110 in Palm Desert. Or you can email questions to Member Services at **kp.org**.

△ 52

Avalon Urgent Care Center

Urgent Care

No emergency

58471 Twentynine Palms Hwy.
 Ste. 303
 Yucca Valley, CA 92284

Hours: M-F, 8 a.m.-6:30 p.m.
 Information **760-365-0851**

□ 53

Hi-Desert Medical Center

Emergency

6601 White Feather Rd.
 Joshua Tree, CA 92252

Hours: 7 days, 24 hours
 Emergency..... **760-366-6127**
 Information **760-366-3711**



Kern County, Valleys, and western Ventura County

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

English..... **1-800-464-4000**
Spanish..... **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY..... **711**

Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

Information **1-888-956-1616**
Website **kp.org**

TTY for the Hearing or Speech Impaired

California Relay Service..... **711**



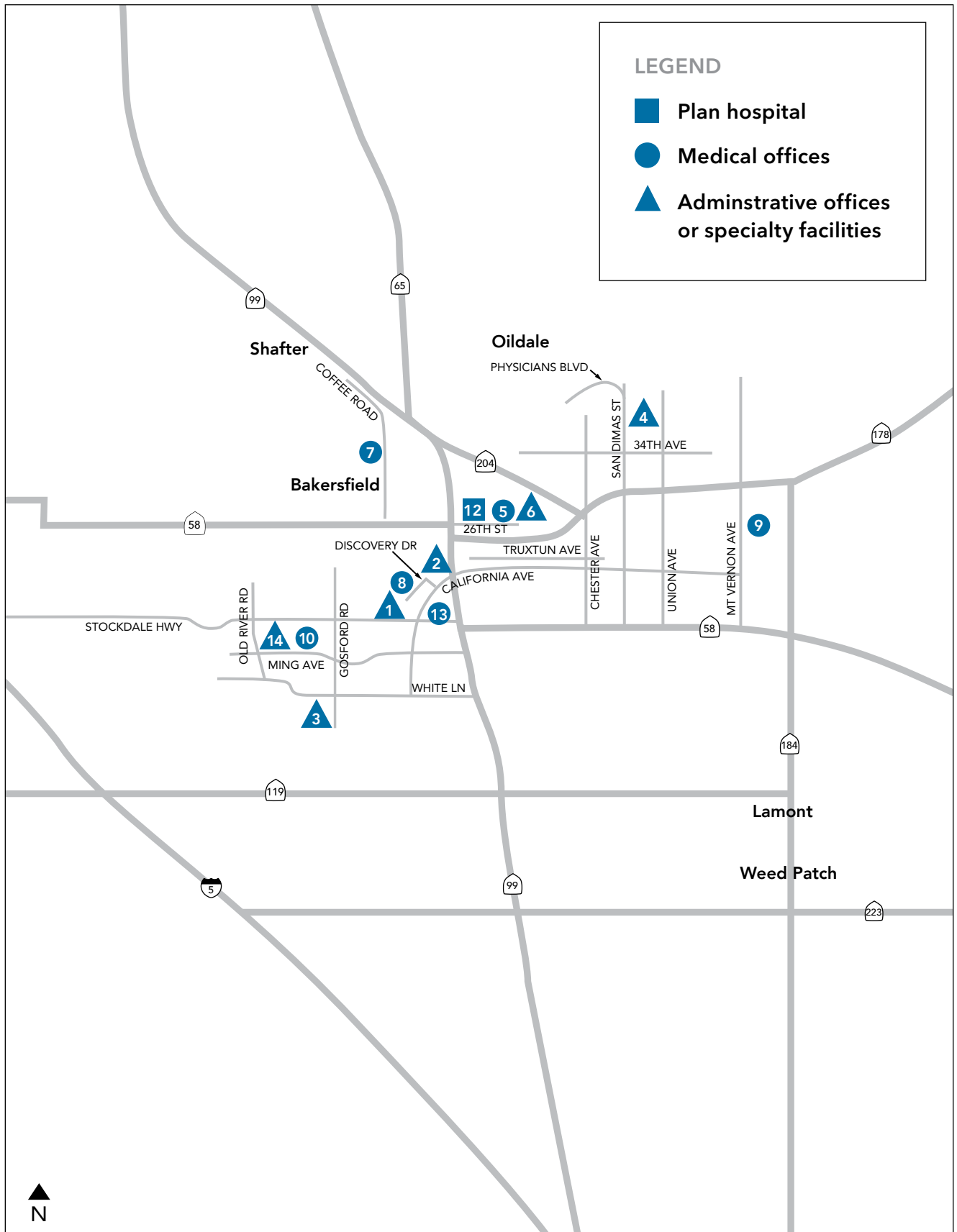
CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App StoreSM or Google Play®.



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Kern County



Map not to scale

Kern County–Area Locations

- ▲ 1 Bakersfield Administrative Offices** 97
 5055 California Ave.
 Bakersfield, CA 93309
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 5 Chester Avenue Medical Offices** 98
 2531 Chester Ave.
 Bakersfield, CA 93301
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 2 Behavioral Health Offices** 97
 4900 California Ave.
 Tower A, Ste. 200
 Bakersfield, CA 93309
- ▲ 6 Chester Avenue Medical Offices 2** 98
 2620 Chester Ave.
 Bakersfield, CA 93301
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 3 Care Corner Walmart–Bakersfield** 97
No emergency services
 5075 Gosford Rd.
 Bakersfield, CA 93313
- 7 Coffee Road Medical Offices** 98
 4801 Coffee Rd.
 Bakersfield, CA 93308
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 4 Central Medical Offices** 97
 3733 San Dimas St.
 Bakersfield, CA 93301
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 8 Discovery Plaza Medical and Administrative Offices** 99
 1200 Discovery Dr.
 Bakersfield, CA 93309
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**

- **9 East Hills Medical Offices** 99
 3700 Mall View Rd.
 Bakersfield, CA 93306
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **10 Ming Medical Offices** 100
 8800 Ming Ave.
 Bakersfield, CA 93311
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- ▲ **11 Mobile Health Vehicle** 101
 Locations are Tehachapi, Taft, and Delano. Call **1-877-524-7373** for days and location of a mobile health vehicle.

- **12 San Joaquin Community Hospital** 101
Emergency
 2615 Chester Ave.
 Bakersfield, CA 93301

- **13 Stockdale Medical Offices** 101
Urgent Care
 3501 Stockdale Hwy.
 Bakersfield, CA 93309
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- ▲ **14 Vision Essentials by Kaiser Permanente** 102
 The Marketplace
 9000 Ming Ave., Ste. L-1B
 Bakersfield, CA 93311

Coming Soon

Our new Tehachapi Medical Offices in Tehachapi are scheduled to open fall 2015.

Location Details

▲ 1 | **Bakersfield Administrative Offices**
 5055 California Ave.
 Bakersfield, CA 93309
kp.org/kerncounty

Administration

Hours: M-F, 8 a.m.-5 p.m.
 Information **661-334-2020**

▲ 2 | **Behavioral Health Offices**
 4900 California Ave.
 Tower A, Ste. 200
 Bakersfield, CA 93309
kp.org/kerncounty

Addiction Medicine, Psychiatry, Social Services

Office hours: M-F, 8 a.m.-7 p.m.;
 Sa, 8 a.m.-noon
Phone hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. ... **1-855-323-2700**
 ■ **Behavioral Health Care Member Help Line**
 7 days, 24 hours **1-800-900-3277**

▲ 3 | **Care Corner Walmart-Bakersfield**
No emergency services
 5075 Gosford Rd.
 Bakersfield, CA 93313
kp.org/kerncounty

Hours: M, Th, F, Sa, Su, 11 a.m.-7 p.m.
 Information **661-337-7067**

Walk-in care available for:

- Chronic Care
- Minor Illnesses
- Minor Injuries
- Physician Telemedicine Consultations
- Skin Treatments
- Vaccinations
- Wellness Services

▲ 4 | **Central Medical Offices**
 3733 San Dimas St.
 Bakersfield, CA 93301
kp.org/kerncounty

Physical Therapy

Hours: M-F, 8 a.m.-5 p.m.
 Information **661-635-3402**

● 5 **Chester Avenue Medical Offices**

2531 Chester Ave.
Bakersfield, CA 93301
kp.org/kerncounty

General Surgery, Head and Neck Surgery, Ophthalmology, Orthopedic Surgery, Podiatry, Pulmonology, Respiratory Care, Urology, Wound Care

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/ Appts./Cancel

(24 hours)/Info./Msgs. **1-877-524-7373**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL (1-888-576-6225)**

Laboratory

Hours: M-F, 8 a.m.-5:15 p.m.

Information **1-877-524-7373**

Results..... **1-888-4KPTEST (1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at kp.org.

Pharmacy

Hours: M-F, 9 a.m.-12:30 p.m. and 1:30-5 p.m.

Mail-order Pharmacy..... **1-866-206-2981**

Refills by phone..... **1-877-842-9583**

Online refills..... kp.org/refill

Radiology/Diagnostic Imaging

Hours: M-F, 8 a.m.-5 p.m.

Information **1-877-524-7373**

▲ 6 **Chester Avenue Medical Offices 2**

2620 Chester Ave.
Bakersfield, CA 93301
kp.org/kerncounty

Hematology

By appointment only; by referral only

Hours: M-F, 7:30 a.m.-4:30 p.m.

Information **661-337-7160**

Oncology

By appointment only; by referral only

Hours: M-F, 7:30 a.m.-4:30 p.m.

Information **661-337-7160**

Rheumatology

By appointment only; by referral only

Hours: M-F, 8 a.m.-5 p.m.

Information **1-877-524-7373**

● 7 **Coffee Road Medical Offices**

4801 Coffee Rd.
Bakersfield, CA 93308
kp.org/kerncounty

Family Medicine, Internal Medicine, Pediatrics

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/ Appts./Cancel

(24 hours)/Info./Msgs. **1-877-524-7373**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL (1-888-576-6225)**

Laboratory

Hours: M-F, 8 a.m.-4:45 p.m.

Information **1-877-524-7373**

Results..... **1-888-4KPTEST (1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at kp.org.

Pharmacy

Hours: M-F, 9 a.m.-12:30 p.m. and 1:30-5 p.m.
 Mail-order Pharmacy..... **1-866-206-2981**
 Refills by phone..... **1-866-554-6040**
 Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M, Tu, Th, F, 9:30 a.m.-12 p.m. and 1-5 p.m.; W, 9 a.m.-1 p.m.
 Information **1-877-524-7373**
 Results..... **1-888-4KPTEST (1-888-457-8378)**
 Call requesting practitioner for test results or check lab results online at **kp.org**.

8 Discovery Plaza Medical and Administrative Offices

1200 Discovery Dr.
 Bakersfield, CA 93309
kp.org/kerncounty

Allergy, Obstetrics-Gynecology, Pain Management, Physical Medicine

Hours: M-F, 8 a.m.-5 p.m.
 Advice/Appts./Cancel (24 hours)..... **1-877-524-7373**
 After-hours advice (M-F, 7 p.m.-7 a.m.; Sa, Su, 24 hours)..... **1-888-KPONCALL (1-888-576-6225)**

Genetics *By referral only*

6th Floor, Obstetrics-Gynecology
Hours: Appointments available on Tuesdays
 Appts./Cancel/Info./Msgs. **818-375-2073**

Laboratory

Hours: M-F, 8 a.m.-4:45 p.m.
 Information **1-877-524-7373**
 Results..... **1-888-4KPTEST (1-888-457-8378)**
 Call requesting practitioner for test results or check lab results online at **kp.org**.

Pharmacy

Hours: M-F, 9 a.m.-1 p.m. and 2-5 p.m.
 Mail-order Pharmacy..... **1-866-206-2981**
 Refills by phone..... **1-866-451-4957**
 Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8 a.m.-5 p.m.
 Information **1-877-524-7373**

Release of Information

2nd Floor, Ste. 200
Hours: M-F, 8 a.m.-5 p.m.
 Information **661-852-3450**
 Fax **661-852-3446**
 Disability/Medical records/
 Medical correspondence.

Revenue Cycle

2nd Floor, Ste. 200
Hours: M-F, 8 a.m.-5 p.m.
 Information **661-852-3449**

9 East Hills Medical Offices

3700 Mall View Rd.
 Bakersfield, CA 93306
kp.org/kerncounty

Family Medicine, Internal Medicine, Pediatrics

Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Advice/Appts./Cancel (24 hours)/Msgs. **1-877-524-7373**
 After-hours advice (M-F, 7 p.m.-7 a.m.; Sa, Su, 24 hours) **1-888-KPONCALL (1-888-576-6225)**

Gastroenterology (GI) *By referral only*

Follow-up and consultation only, no GI lab
Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. **1-877-524-7373**

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Laboratory

Hours: M-F, 7:45 a.m.-4:45 p.m.

Information **1-877-524-7373**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Pharmacy

Hours: M-F, 8:30 a.m.-5:30 p.m.

Mail-order Pharmacy **1-866-206-2981**
Refills by phone **1-866-319-3581**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M, Tu, Th, F, 9:30 a.m.-5 p.m.;

W, 9 a.m.-1 p.m.

Information **1-877-524-7373**

● 10 | Ming Medical Offices

8800 Ming Ave.
Bakersfield, CA 93311
kp.org/kerncounty

Adolescent Medicine, Family Medicine, Internal Medicine, Pediatrics

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice/ Appts./Cancel

(24 hours)/Msgs. **1-877-524-7373**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Advanced Care Clinic/Geriatrics

Hours: M-F, 8 a.m.-5 p.m.

Advice/ Appts./Cancel

(24 hours) **1-877-524-7373**

Health Education

Hours: M-F, 8 a.m.-5 p.m.

Appts./Info./Cancel/Msgs. **661-664-3712**

Wellness Coaching

by Phone **1-866-862-4295**

Laboratory

Hours: M-F, 7 a.m.-4:45 p.m.

Appts./Cancel

(24 hours)/Msgs. **1-877-524-7373**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Neurology *By referral only*

Hours: M-F, 8 a.m.-5 p.m.

Advice/ Appts./

Cancel (24 hours) **1-877-524-7373**

Pharmacy

Hours: M-F, 8:30 a.m.-6 p.m.

Mail-order Pharmacy **1-866-206-2981**

Refills by phone **1-866-319-3582**

Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 7:30 a.m.-5 p.m.

Information **1-877-524-7373**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

▲ 11 Mobile Health Vehicle

Delano, Taft, Tehachapi,
and Tejon Outlets
kp.org/kerncounty

Locations are Delano, Taft,
Tehachapi, and Tejon Outlets.

For an appointment on the
Kern County Mobile Health Vehicle
please call **1-877-524-7373**.

Services include:

- Routine office visits
- Immunizations
- Ordering prescriptions
- Ordering lab tests
- Blood pressure, cholesterol,
and body mass index screenings
- Help for managing conditions like
diabetes and asthma

■ 12 San Joaquin Community Hospital

Emergency
2615 Chester Ave.
Bakersfield, CA 93301
kp.org/kerncounty

Hours: 7 days, 24 hours
Information **661-395-3000**

● 13 Stockdale Medical Offices

Urgent Care
3501 Stockdale Hwy.
Bakersfield, CA 93309
kp.org/kerncounty

Cardiology, Dermatology, Endocrinology, Nephrology

By referral only

Office hours: M-F, 8 a.m.-5 p.m.;
some evening clinics

Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./Cancel
(24 hours)/Msgs. **1-877-524-7373**

Family Medicine, Internal Medicine, Pediatrics

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./Cancel
(24 hours)/Msgs. **1-877-524-7373**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Laboratory

Hours: M-F, 7:45 a.m.-midnight;
Sa, Su, holidays, 8:45 a.m.-midnight
Information **1-877-524-7373**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Member Services Office *Walk-in*

Hours: M-F, 8:30 a.m.-4:30 p.m.

- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English..... **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects..... **1-800-757-7585**
TTY **711**

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Occupational Health Center (Kaiser On-the-Job®)

Hours: M-F, 8:30 a.m.-5 p.m.
Advice/Info./Msgs. **1-877-524-7373**
Medical treatment for work-related
injuries and illnesses.

Pediatrics Same-day Clinic

Hours: M-F, 1-9 p.m.;
Sa, Su, holidays, 9 a.m.-9 p.m.
Appts./Advice/Cancel/
Info./Msgs. **1-877-524-7373**

Pharmacy

Hours: M-F, 8:30 a.m.-10 p.m.;
Sa, Su, 9 a.m.-9 p.m.;
most major holidays, including Thanksgiving,
Christmas, and New Year's Day, 9 a.m.-6 p.m.
Mail-order Pharmacy **1-866-206-2981**
Refills by phone **1-800-463-2137**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8 a.m.-midnight;
Sa, Su, holidays, 9 a.m.-midnight
Information **1-877-524-7373**

Urgent Care

Walk-in
Hours: M-F, 8 a.m.-10 p.m.;
Sa, Su, holidays, 9 a.m.-10 p.m.
Advice/Appts./Cancel
(24 hours)/Msgs. **1-877-524-7373**

▲ 14 Vision Essentials by Kaiser Permanente

The Marketplace
9000 Ming Ave., Ste. L-1B
Bakersfield, CA 93311
kp.org/kerncounty

Optical Center/Optometry

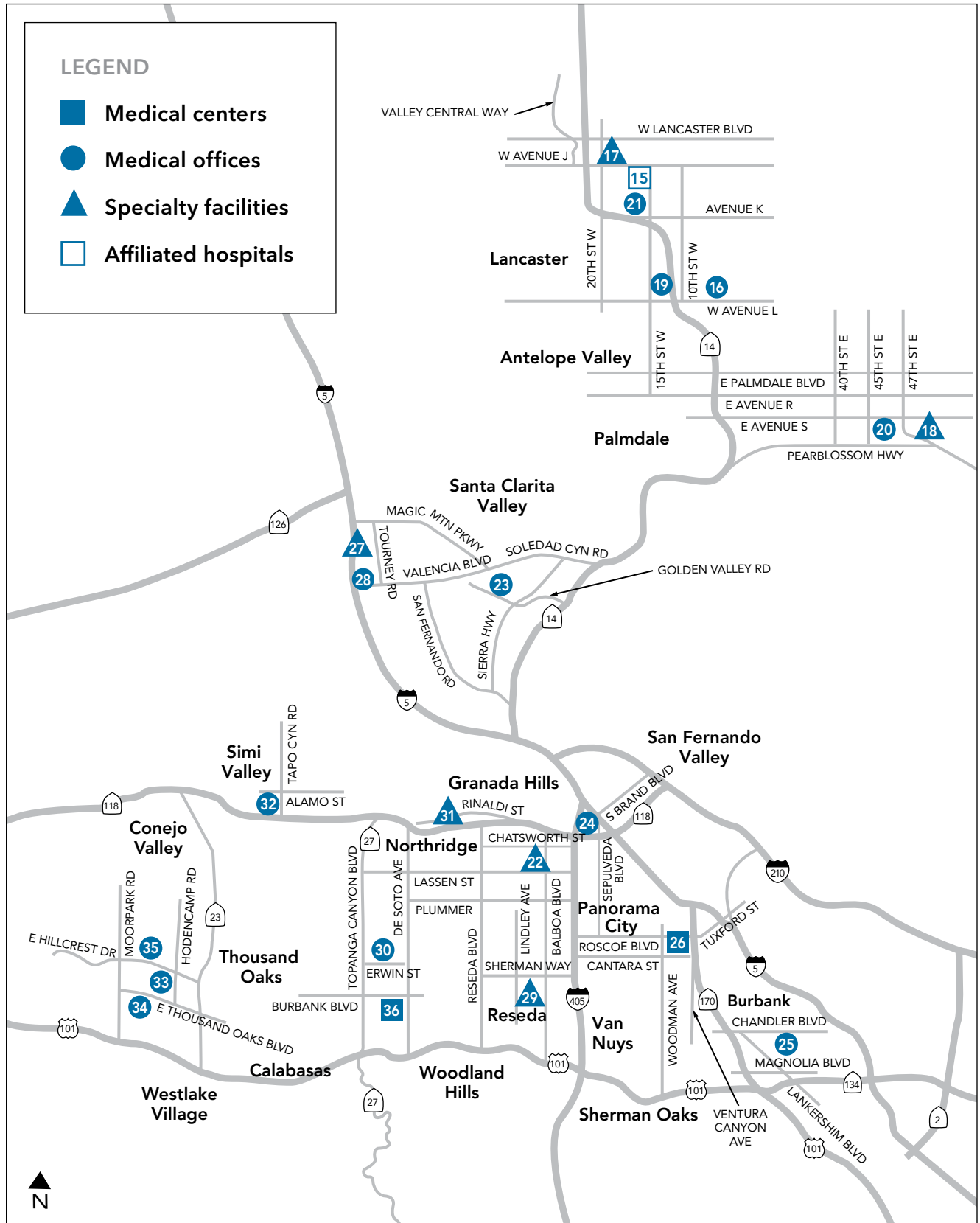
Eyeglasses, contact lenses
Hours: M-F, 7 a.m.-7 p.m.; Sa, 9 a.m.-5 p.m.;
Su, noon-4 p.m.
Appts./Cancel/Msgs. **1-877-524-7373**
Website **kp2020.org**

HearUSA/HEARx West Hearing Care Center

2530 F St., Ste. 100
Bakersfield, CA 93301
Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only
Information **661-633-2934**

Valleys Area

(Conejo, Simi, San Fernando, Santa Clarita, and Antelope Valley)



Map not to scale

Valleys–Area Locations

Antelope Valley Area

- **15 Antelope Valley Hospital**106
Emergency
 1600 W. Avenue J
 Lancaster, CA 93534

- **16 Antelope Valley Medical Offices**106
 615 W. Avenue L
 Lancaster, CA 93534
♿ DHCS survey pending

- ▲ **17 Behavioral Health**108
 44444 20th St. West
 Lancaster, CA 93534

- ▲ **18 Care Corner Walmart–Palmdale**108
No emergency services
 37140 47th St. E
 Palmdale, CA 93552

- **19 Lancaster Medical Offices**108
Urgent Care
 43112 N. 15th St. West
 Lancaster, CA 93534
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **20 Palmdale Medical Offices**111
 4502 E. Avenue S
 Palmdale, CA 93552
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **21 Women’s Health**111
 Obstetrics-Gynecology
 44105 15th St. West
 4th Floor, Ste. 405
 Lancaster, CA 93534
♿ DHCS survey pending

Panorama City Area

- ▲ **22 Balboa Plaza Administrative Offices**112
 10605 Balboa Blvd., Ste. 330
 Granada Hills, CA 91344

- **23 Canyon Country Medical Offices**112
 26415 Carl Boyer Dr.
 Santa Clarita, CA 91350
♿ DHCS survey pending

- **24 Mission Hills Medical Offices**112
 11001 Sepulveda Blvd.
 Mission Hills, CA 91345
♿ DHCS survey pending

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**

● 25 **North Hollywood Medical Offices**113
 5250 Lankershim Blvd.
 North Hollywood, CA 91601

♿ DHCS survey pending

■ 26 **Panorama City Medical Center**114

Emergency

13651 Willard St.
 Panorama City, CA 91402

♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

▲ 27 **Santa Clarita Executive Plaza**121

27201 Tourney Rd.
 Santa Clarita, CA 91355

● 28 **Santa Clarita Medical Offices**121

Urgent Care

27107 Tourney Rd.
 Santa Clarita, CA 91355

♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

▲ 29 **Sherman Terrace Offices**122

18040 Sherman Way
 Reseda, CA 91335

Woodland Hills Area

● 30 **Erwin Street Medical Offices**123

21263 Erwin St.
 Woodland Hills, CA 91364
 ♿ DHCS survey results: Basic access (E, EB, IB, P, R, T)

▲ 31 **Northridge Pharmacy**123

Porter Ranch Courtyard
 19300 Rinaldi St., Ste. 1
 Northridge, CA 91326

● 32 **Simi Valley Medical Offices**123

3900 Alamo St.
 Simi Valley, CA 93063

♿ DHCS survey pending

● 33 **Thousand Oaks 145 Hodencamp Road Medical Offices**124

145 Hodencamp Rd.
 Thousand Oaks, CA 91360

♿ DHCS survey pending

● 34 **Thousand Oaks 322 East Thousand Oaks Boulevard Medical Offices**125

322 East Thousand Oaks Blvd.
 Thousand Oaks, CA 91360

♿ DHCS survey pending

● 35 **Thousand Oaks 365 East Hillcrest Drive Medical Offices**125

After-Hours Care

365 E. Hillcrest Dr.
 Thousand Oaks, CA 91360

♿ DHCS survey pending

■ 36 **Woodland Hills Medical Center**126

Emergency

5601 De Soto Ave.
 Woodland Hills, CA 91367

♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Location Details—Antelope Valley Area

□ 15 Antelope Valley Hospital

Emergency
1600 W. Avenue J
Lancaster, CA 93534

Hours: 7 days, 24 hours
Information **661-949-5000**

● 16 Antelope Valley Medical Offices

615 W. Avenue L
Lancaster, CA 93534
kp.org/antelopevalley

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-877-554-4404**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Audiology *Self-referral*

2nd Floor
Appts./Cancel/Msgs. **661-729-7100**
HearUSA/HEARx West
Consultant **661-948-7377**

Cardiology *By referral only*

3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **661-729-7100**

Chemotherapy Infusion Center

By referral only
3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-723-2144**

Endocrinology *By referral only*

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **661-729-7100**

Gastroenterology (GI) *By referral only*

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **661-729-7100**

General Surgery

See Surgery (General).

Head and Neck Surgery *By referral only*

2nd Floor
Hours: M-F, 8 a.m.-5:30 p.m.
Appts./Cancel/Msgs. **661-729-7100**

Hematology/Oncology *By referral only*

3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-729-7100**

Infectious Disease *By referral only*

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **661-729-7100**

Infusion Clinic *By referral only*

3rd Floor
Hours: M-F, 8 a.m.-6:30 p.m.;
Sa, 1:30-6:30 p.m.
Information **661-723-2883**

Laboratory

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Member Services Office

Hours: M-F, 8:30 a.m.-4:30 p.m.

▪ **Member Service Contact Center**

Phone hours: 7 days, 24 hours
(closed holidays)

English..... **1-800-464-4000**
 Spanish..... **1-800-788-0616**
 Chinese dialects..... **1-800-757-7585**
 TTY **711**

Nephrology *By referral only*

3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **661-951-2865**

Neurology *By referral only*

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **661-729-7100**

Occupational Therapy *By referral only*

1st Floor

Hours: M-F, 7 a.m.-5:30 p.m.

Information **661-726-2270**

Ophthalmology *By referral only*

3rd Floor

Hours: M-F, 8 a.m.-8 p.m.

Appts./Cancel/Info./Msgs. **661 729-7100**

Orthopedics *By referral only*

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **661-729-7100**

Pacemaker Clinic *By appointment only*

3rd Floor

Pacemaker hours: vary

Treadmill hours: M-F, 9 a.m.-5 p.m.

Appts./Info. **661-726-2305**

Pain Medicine *By referral only*

2nd Floor

Office hours: M, W, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8 a.m.-5 p.m.

Information **661-729-7100**

Patient Representative

1st Floor

Information **1-877-554-4404**

Pharmacy

1st Floor

Hours: M-F, 8:30 a.m.-5:30 p.m.

Mail-order Pharmacy **1-866-206-2983**

Refills by phone..... **1-844-824-6474**

Online refills **kp.org/refill**

Physical Medicine *By referral only*

1st and 2nd Floors

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information **661-729-7100**

Physical Therapy *By referral only*

1st Floor

Hours: M-F, 7 a.m.-5:30 p.m.

Information **661-723-6868**

Podiatry *By referral only*

1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Appt/Cancel/Msgs. **661-729-7100**

Pulmonology *By referral only*

3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-877-554-4404**

Radiology/Diagnostic Imaging

1st Floor

Information **1-877-554-4404**

Rheumatology *By referral only*

3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **661-729-7100**

Sleep Clinic *By referral only*

3rd Floor

East Building

Information **661-729-4037**

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Surgery (General) *By referral only*

2nd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Information **661-726-2284**

Scheduling hours: M-F, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. **661-533-7640**

Urology *By referral only*

2nd Floor

Hours: Days and hours may vary

Information **661-729-7100**

Wound Clinic *By referral only*

2nd Floor

Hours: M-F, 8 a.m.-6:30 p.m.;

Sa, 8 a.m.-12:30 p.m.

Information **661-723-6955**

▲ 17 Behavioral Health

44444 20th St. West

Lancaster, CA 93534

kp.org/antelopevalley

Addiction Medicine

Self-referrals accepted

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info. **661-951-0070**

▪ **Behavioral Health Care**

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Psychiatry *Self-referrals accepted*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info. **661-951-0070**

▲ 18 Care Corner Walmart–Palmdale

No emergency services

37140 47th St. E

Palmdale, CA 93552

kp.org/antelopevalley

Hours: M, Th, F, Sa, Su, 11 a.m.-7 p.m.

Information **661-729-5504**

Walk-in care available for:

- Chronic Care
- Minor Illnesses
- Minor Injuries
- Physician Telemedicine Consultations
- Skin Treatments
- Vaccinations
- Wellness Services

● 19 Lancaster Medical Offices

Urgent Care

43112 N. 15th St. West

Lancaster, CA 93534

kp.org/antelopevalley

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) **1-877-554-4404**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Allergy *By referral only*

West Building

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. **661-729-7100**

Allergy Injections *By referral only*

Hours: M, Tu, Th, F, 9-11:20 a.m.

and 1:30-4:20 p.m.

Appts./Cancel/Msgs. **661-729-7100**

Continuing Care

1050 Commerce Center Dr.
Hours: M-F, 8:30 a.m.-5 p.m.

- **Home Health Care**
 Information.....**661-729-7250**
- **Hospice and Palliative Care**
 Information.....**818-832-7422**
- **Hospital Outside Utilization Management**
 Information.....**661-729-7213**
- **Long-term Care**
Hours: M-F, 8 a.m.-4:30 p.m.
 Information**661-729-4443**

Dermatology *By referral only*

East Building
Hours: Days may vary, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs.**661-729-7100**

Family Medicine

West Building
Hours: M-F, 8:30 a.m.-5 p.m.
After-hours: M-F, 5-9 p.m.
 Appts./Cancel/Msgs. **1-877-554-4404**

Genetics *By referral only*

Located at Obstetrics-Gynecology;
 Appointments available on Wednesdays
 and some Fridays
 Appointments.....**818-375-2073**

Geriatric Medicine *By referral only*

North Building
Hours: M-F, 8 a.m.-4:30 p.m.
 Appointments.....**661-726-2358**

Health Education

Hours: M-F, 8:30 a.m.-5 p.m.
 Information**661-533-7600**
 Wellness Coaching
 by Phone..... **1-866-862-4295**
 Classes offered at Lancaster and
 Palmdale Medical Offices.

Insurance

Disability/Medical correspondence
 West Building
Hours: M-F, 8:30 a.m.-4:30 p.m.
 Information**661-726-2266**

Internal Medicine

North Building
Office hours: M-F, 8:30 a.m.-5 p.m.
After-hours: M-F, 5-9 p.m.
 Appts./Cancel/Msgs. **1-877-554-4404**

Laboratory

West Building
Hours: 7 days, 6 a.m.-9 p.m.
 Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at **kp.org**.

Member Services Office

West Building
Hours: M-F, 8:30 a.m.-4:30 p.m.

- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
 (closed holidays)
 English **1-800-464-4000**
 Spanish **1-800-788-0616**
 Chinese dialects **1-800-757-7585**
 TTY **711**

Metabolic Clinic

North Building
Hours: M-F, 8:30 a.m.-5 p.m.
 Information**661-729-4035**

Occupational Health Center (Kaiser On-the-Job®)

Self-referrals accepted
 West Building
Hours: M-F, 9 a.m.-5 p.m.
 Information**661-726-2262**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Outside Referrals

Hours: M-F, 8:30 a.m.-5 p.m.
 Main line**661-729-7108**
 Radiology**661-729-7136**

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Palliative Care (Outpatient) *By referral only*
North Building
Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-723-2636**

Patient Representative
Administration
Hours: M-F, 8 a.m.-4:30 p.m.
Information **661-726-2243**

Pediatrics
South Building
Office hours: M-F, 8:30 a.m.-8:30 p.m.
Walk-in hours: Sa, Su, 9 a.m.-4:30 p.m.;
Walk-ins will be booked until the providers' schedules are full. Once the schedules are full, members will be directed to Urgent Care. Appointments recommended for after-hours visits.
Immunization walk-in clinic:
M-F, 12:30-9 p.m.;
1st and 3rd Saturday, 9 a.m.-12:30 p.m. and 1:30-4:30 p.m.
Appts./Cancel/Msgs. **1-877-554-4404**
Teen Health Care **1-877-554-4404**

Pharmacy
West Building
Hours: M-F, 7 a.m.-11 p.m.;
Sa, 8 a.m.-9 p.m.; Su, 8:30 a.m.-6 p.m.
Mail-order Pharmacy **1-866-206-2983**
Refills by phone **1-866-362-5488**
Online refills **kp.org/refill**

Population Care Management
West Building
Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-729-4048**

Radiology/Diagnostic Imaging
By referral only
Radiology, X-ray
West Building
Hours: 7 days, 8 a.m.-9 p.m.
Appts./Cancel **661-729-7100**

Social Medicine
Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-726-2368**

Special Needs Program
North Building
Hours: M-F, 8 a.m.-4:30 p.m.
Information **1-866-324-0010**

Urgent Care
South Building

- **Adult Medicine**
Hours: 7 days, 7 a.m.-11 p.m.
Information **1-877-554-4404**
- **Pediatrics**
Hours: M-F, 8:45-11 p.m.;
Sa, Su, 4:45-11 p.m.
Information **1-877-554-4404**

Vision Essentials by Kaiser Permanente

- **Optical Center**
Eyeglasses hours: M-F, 8 a.m.-7 p.m.;
Sa, 8 a.m.-4:30 p.m.
Information **661-726-2207**
Website **kp2020.org**
Contact lens hours: M-F, 8:30 a.m.-5 p.m.
Information **661-726-2193**
Website **kp2020.org**

- **Optometry**
North Building
Hours: M-F, 8 a.m.-7 p.m.;
Sa, 8 a.m.-4:30 p.m.
Appts./Cancel/Msgs. **1-877-554-4404**

20 Palmdale Medical Offices

4502 E. Avenue S
Palmdale, CA 93552
kp.org/antelopevalley

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-877-554-4404**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

Hours: M-F, 8 a.m.-9 p.m.
Appts./Cancel/Info./Msgs. ... **1-877-554-4404**

Health Education

Hours: M-F, 8:30 a.m.-6 p.m.
Appts./Cancel/Info./Msgs. **661-533-7600**
Wellness Coaching
by Phone..... **1-866-862-4295**

Internal Medicine

Hours: M-F, 8 a.m.-9 p.m.
Appts./Cancel/Info./Msgs. ... **1-877-554-4404**

Laboratory

Hours: M-F, 8 a.m.-9 p.m.
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Member Services Office

Hours: W, 8:30 a.m.-4 p.m.

▪ **Member Service Contact Center**

Phone hours: 7 days, 24 hours
(closed holidays)
English..... **1-800-464-4000**
Spanish..... **1-800-788-0616**
Chinese dialects..... **1-800-757-7585**
TTY **711**

Patient Representative

Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-533-7536**

Pediatrics

Hours: M-F, 8:30 a.m.-9 p.m.
Immunization Walk-in Clinic:
Every Tuesday, 5:30-8:30 p.m.
Appts./Cancel/Info./Msgs. ... **1-877-554-4404**

Pharmacy

Hours: M-F, 8 a.m.-9 p.m.
Mail-order Pharmacy..... **1-866-206-2983**
Refills by phone..... **1-866-362-5490**
Online refills kp.org/refill

Population Care Management

Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-729-4048**

Radiology/Diagnostic Imaging

By referral only
Radiology, X-ray
Hours: M-F, 8 a.m.-9 p.m.
Appts./Cancel/Info. **661-729-7100**

Social Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-726-2368**

21 Women's Health

44105 15th St. West
4th Floor, Ste. 405
(Check-in on the 4th Floor)
Lancaster, CA 93534
kp.org/antelopevalley

Obstetrics-Gynecology

Hours: M-F, 9 a.m.-5 p.m.; after-hours vary
Appts./Cancel/Msgs. **661-729-7100**

Location Details—Panorama City Area

▲ 22 Balboa Plaza Administrative Offices

10605 Balboa Blvd., Ste. 330
Granada Hills, CA 91344
kp.org/panoramacity

Continuing Care

Hours: M-F, 8:30 a.m.–5 p.m.
Information **818-832-7200**

Home Health Care

Hours: M-F, 8:30 a.m.–5 p.m.
Information **818-832-7272**

Hospice and Palliative Care

Hours: M-F, 8:30 a.m.–5 p.m.
Information **818-832-7422**

Long-Term Care

Hours: M-F, 8:30 a.m.–5 p.m.
Information **818-832-7292**

● 23 Canyon Country Medical Offices

26415 Carl Boyer Dr.
Santa Clarita, CA 91350
kp.org/santaclarita

Canyon Country Medical Offices are closed all major holidays.

Advice Nurse

Advice
(M-F, 7 a.m.–7 p.m.) **1-888-778-5000**
After-hours advice (M-F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

1st Floor
Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. ... **1-888-778-5000**

Laboratory

Blood-draw
1st Floor
Hours: M-F, 9 a.m.–12:45 p.m.
and 1:45–5 p.m.
Information **661-290-3100**
Results **1-888-4-KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

● 24 Mission Hills Medical Offices

11001 Sepulveda Blvd.
Mission Hills, CA 91345
kp.org/missionhills

Mission Hills Medical Offices are closed all major holidays.

Advice Nurse

Advice
(M-F, 7 a.m.–7 p.m.) **1-888-778-5000**
After-hours advice (M-F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

Check-in 2nd Floor, Area 209
Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

Health Education

2nd Floor, Area 207
Hours: Tu, W, 8:30 a.m.–12:30 p.m.
and 1:30–5 p.m.
Information **818-837-2300**
Wellness Coaching
by Phone **1-866-862-4295**

Internal Medicine

Check-in 2nd Floor, Area 209
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-778-5000**

Laboratory

Blood-draw
 Check-in 2nd Floor, Area 210
Hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Results..... **1-888-4KPTEST**
 (**1-888-457-8378**)

Call requesting practitioner for test results or
 check lab results online at **kp.org**.

Obstetrics-Gynecology

Check-in 2nd Floor, Area 209
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8:30 a.m.-4:30 p.m.
 Appointments..... **1-866-364-0014**

Pediatrics

Check-in 2nd Floor, Area 209
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-778-5000**

Pharmacy

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.;
 closed weekends and holidays
 Mail-order Pharmacy..... **1-866-206-2983**
 Refills by phone..... **1-866-808-3992**
 Online refills..... **kp.org/refill**

Social Medicine

Check-in 2nd Floor, Area 209
Hours: M-Th, 8:30 a.m.-1:30 p.m.
 Information **818-838-4033**
 After-hours..... **818-375-2977**

Radiology/Diagnostic Imaging

Check-in 2nd Floor, Area 209
Hours: M-F, 9 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Information **1-888-778-5000**

25 North Hollywood Medical Offices

5250 Lankershim Blvd.
 North Hollywood, CA 91601
kp.org/northhollywood

North Hollywood Medical Offices
 are closed all major holidays.

Advice Nurse

Advice
 (M-F, 7 a.m.-7 p.m.)..... **1-888-778-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
 (**1-888-576-6225**)

Family Medicine

8th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appointments..... **1-888-778-5000**

Health Education

9th Floor
Hours: Th, F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Information **818-508-2652**
 Wellness Coaching
 by Phone..... **1-866-862-4295**

Internal Medicine

8th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appointments..... **1-888-778-5000**

Laboratory

Blood-draw
 9th Floor
Hours: M-F, 9 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Information **1-888-778-5000**
 Results..... **1-888-4-KPTEST**
 (**1-888-457-8378**)

Call requesting practitioner for test results or
 check lab results online at **kp.org**.

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Mammography

See Radiology/Diagnostic Imaging.

Obstetrics-Gynecology

8th Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-4:30 p.m.

Appointments..... **1-866-364-0014**

Pediatrics

8th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appointments..... **1-888-778-5000**

Pharmacy

9th Floor

Hours: M-F, 8:30 a.m.-12:45 p.m.

and 1:45-5 p.m.;

closed weekends and holidays

Mail-order Pharmacy..... **1-866-206-2983**

Refills by phone..... **1-855-777-8073**

Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

9th Floor

Hours: M-F, 9 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appts./Info. **818-375-1755**

26 Panorama City Medical Center

13651 Willard St.

Panorama City, CA 91402

kp.org/panoramacity

Emergency

Hospital Building, Ground Floor

Urgent Care

Medical Offices 6

See page 115 for facility map.

Emergency

13651 Willard St.

Hospital Building, Ground Floor

(Located on the corner of Willard St.
and Ventura Canyon Ave.)

Hours: 7 days, 24 hours

Information

General information..... **818-375-2000**

Toll free **1-800-272-3500**

Hospital patients..... **818-375-4000**

Poison Control **1-800-222-1222**

Urgent Care

Medical Offices 6

Adult Urgent Care

Hours: M-F, 8:30 a.m.-9 p.m.;

Sa, Su, 9 a.m.-8:30 p.m.;

holiday hours may vary

Pediatric Urgent Care

Hours: M-F, 5-9 p.m.;

Sa, Su, 9 a.m.-4:30 p.m.;

holiday hours may vary

Addiction Medicine

See Sherman Terrace Offices.

Advice Nurse

Advice

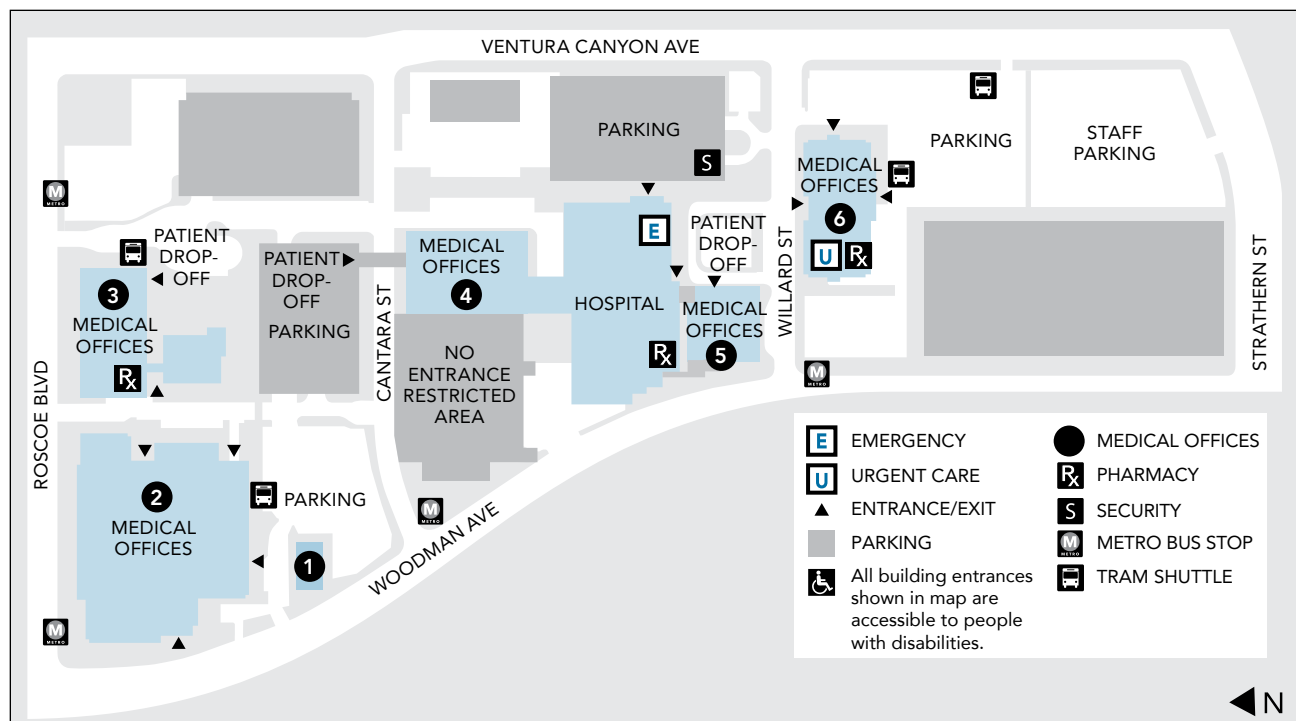
(M-F, 7 a.m.-7 p.m.) **1-888-778-5000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Panorama City Medical Center (hospital and medical offices)



Allergy

Medical Offices 6
 Check-in 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.;
 No allergy shots on Thursday
 Appts./Cancel/Msgs. **818-375-1720**

Audiology *Self-referrals accepted*

Medical Offices 5, Level 2, Area 220
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **818-375-1737**
 HearUSA/HEARx West
 consultant..... **818-375-3171**

Cardiac Studies *By referral only*

EKG, Treadmill, Event Monitors
 Medical Offices 4, 3rd Floor, Area 307
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel..... **818-375-2900**
 Physicians do not attend Cardiac
 Studies appointments.
 EKG services, Medical Offices 3.

Cardiology *By referral only*

Medical Offices 4, 3rd Floor, Area 308
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-778-5000**

Complete Care Management

Medical Offices 6, 2nd Floor, Area 283
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **818-375-3264**
 Complete care management for chronic
 conditions: heart failure, hypertension,
 diabetes, cholesterol, asthma (adult and
 children), depression, and osteoporosis.
 Screening outreach for colon, breast, and
 cervical cancers. Blood pressure screenings
 and preventive care needs assessments.

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Continuing Care

Hours: M-F, 8:30 a.m.-5 p.m.;
on-call after office hours

- **Continuing Care**
Information **818-832-7200**
- **Home Health Care**
Information **818-832-7272**
- **Hospice and Palliative Care**
Information **818-832-7422**
- **Long-term Care**
Information **818-832-7292**

Dermatology *By referral only*

Medical Offices 6
Check-in 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **818-375-1720**

- **Acne and Wart Clinic**
Hours: M-F, 8:30 a.m.-5 p.m.
- **Mohs/Dermatology Services**
By referral only
2nd Floor, Area 287
Hours: M-F, 8:30 a.m.-5 p.m.

EKG (Electrocardiography) *By referral only*

- **Medical Offices 3, basement**
Hours: M-F, 8:30 a.m.-5:30 p.m.
Messages **818-375-2043**
- **Medical Offices 4**
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel **818-375-2900**

Endocrinology/Metabolic *By referral only*

Medical Offices 3, 1st Floor, Area 160

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Appts./Cancel/Msgs. **818-375-2454**

Metabolic Clinic **818-375-2927**

Retinal screening **818-375-2454**

Family Medicine

Medical Offices 3, Areas 163 and 167

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-778-5000**

Gastroenterology (GI)/GI Lab

By referral only

Medical Offices 5, Level 1, Area 120

Hours: M, Tu, 6:30 a.m.-8:30 p.m.;

W-F, 7 a.m.-6 p.m.

Appts./Cancel/Msgs. **818-375-2994**

General Surgery

See Surgery (General).

Genetics *Referral preferred*

Medical Offices 3, 3rd Floor, Module 368

Hours: M-F, 8:30 a.m.-5 p.m.

Appt./Cancel/Info./Msgs. **818-375-2073**

Geriatric Assessment Clinic *By referral only*

No referral needed if seen

within the last 3 years

Medical Offices 2, 1st Floor, Area 155

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **818-375-4228**

Head and Neck Surgery *By referral only*

Medical Offices 5, Level 2, Area 220

Level 2, Area 220

Hours: M-F, 8:30 a.m.-5 p.m.

New consulting appts./

Cancel **1-888-778-5000**

Returning appts./

Cancel/Msgs. **818-375-1737**

Health Education

Medical Offices 2, 1st Floor, Area 153

Hours: M-F, 8:30 a.m.-5 p.m.

Information **818-375-3018**

Wellness Coaching

by Phone **1-866-862-4295**

HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only

- **Lancaster**

2054 West Avenue K

Lancaster, CA 93535

Information **661-949-1824**

- **Santa Clarita**
26504 Bouquet Canyon Rd.
Santa Clarita, CA 91350
Information **661-799-9965**
- **Sun Valley**
8341 Laurel Canyon Blvd.
Sun Valley, CA 91352
Information **818-768-6447**

Infectious Disease *By referral only*
Medical Offices 5, Level 2, Area 220
Hours: M, Tu, Th, F, 9 a.m.-5 p.m.;
W, 9 a.m.-12:30 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

Infusion Center/Wound Clinic
Medical Offices 5, Level 2, Area 220
Hours: M-F, 8:30 a.m.-5 p.m.;
Sa, Su, by appointment only
Appts./Cancel/Info./Msgs. **818-375-2704**

Internal Medicine
Medical Offices 3, 1st Floor, Area 162
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

Laboratory
Main lab **818-375-2321**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at **kp.org**.

- **Medical Offices 3, basement, Area 060**
Hours: M-F, 8 a.m.-5:15 p.m.;
closed holidays
- **Medical Offices 5, Level 1, Area 121**
Hours: M-F, 7 a.m.-5 p.m.;
Sa, Su, 7 a.m.-noon; closed holidays

Long-Term Care
Hours: M-F, 8:30 a.m.-5 p.m.
Information **818-832-7292**

- **Geri-Pal Program** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Case Management nurse **818-271-2730**
Fax **818-832-7448**
Office **818-832-7292**

- **Outpatient Palliative Care** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Case Management nurse **818-271-2731**
Fax **818-815-6052**
Office **818-271-2731**

Medical Library
Medical Offices 3, basement
Hours: M-F, 8 a.m.-4:30 p.m.
Information **818-375-2239**

Member Services Office
Medical Offices 2, Room 041
Hours: M-F, 8:30 a.m.-4:45 p.m.
Information **1-800-464-4000**

- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY **711**

Nephrology *By referral only*
Renal Care
Medical Offices 4, 3rd Floor, Area 302
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

Neurology *By referral only*
Medical Offices 6, 1st Floor, Area 181
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **818-375-4456**

Nuclear Medicine *By referral only*
Medical Offices 5, Lower Level, Area L20
Hours: M-F, 8:45 a.m.-4:45 p.m.
Appts./Cancel/Msgs. **818-375-1755**

Nutrition (Outpatient)
Medical Offices 2, 1st Floor, Area 153
Hours: M-F, 8:30 a.m.-4:30 p.m.
Appts./Cancel/Msgs. **818-375-3018**

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Obstetrics-Gynecology

Medical Offices 3
Check-in 3rd Floor, Area 360
Hours: M-F, 8:30 a.m.-4:30 p.m.
Appts./Cancel/Msgs. **1-866-364-0014**

Occupational Health Center (Kaiser On-the-Job®)

Medical treatment for work-related injuries and illnesses
Medical Offices 2, 1st Floor, Area 156
Hours: M-F, 9 a.m.-5 p.m.
Advice/Info./Msgs. **818-375-2233**
Fax **818-375-2535**

Occupational Therapy

See Physical/Occupational Therapy.

Oncology/Hematology *By referral only*

Medical Offices 4, 3rd Floor, Areas 301, 303
Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Orthopedics *By referral only*

Medical Offices 2, 1st Floor
Area 142 and Cast Room
Hours: M-F, 9 a.m.-noon and 1-4:30 p.m.
Appts./Cancel/Msgs. **818-375-1690**

▪ Hospital Emergency Department

Cast Room

Hours: 7 days, 9 a.m.-midnight
After-hours information **818-375-2000**

Pain Management *By referral only*

Medical Offices 5, Ground Level, Area G20
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **818-375-4100**

Pathology *By referral only*

Medical Offices 4, Ground Floor, Area G07
Hours: M-F, 7:30 a.m.-5 p.m.

Patient Business Services

Medical Offices 2
Hours: M-F, 8 a.m.-4:30 p.m.
Information **818-375-2295**

Pediatric Subspecialties *By referral only*

Cardiology, developmental pediatrics, endocrinology, gastroenterology (GI), infectious disease
Medical Offices 6
Hours: M-F, 8:30 a.m.-4:30 p.m.
Appts./Cancel/Msgs. **818-375-4456**

Pediatrics

Medical Offices 6
Check-in 1st Floor
Office hours: M-F, 7:30 a.m.-4:30 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

- **Immunizations hours:** M-F, 9-11:30 a.m. and 1:30-4 p.m.
For immunizations, call to schedule a Nurse Clinic visit.

Pharmacies

Mail-order Pharmacy **1-866-206-2983**
Online refills **kp.org/refill**

- **Hospital 24-hour Pharmacy**
Hours: 7 days, 24 hours
Refills by phone **1-866-362-4939**
- **Medical Offices 3 Pharmacy**
Hours: M-F, 8:30 a.m.-6 p.m.; closed weekends and holidays
Refills by phone **1-866-362-5184**
- **Medical Offices 5 Home Infusion Pharmacy**
Hours: M-F, 8:30 a.m.-5:30 p.m.; Sa, 9 a.m.-5:30 p.m.
Information **818-375-2462**
- **Medical Offices 6 Pharmacy**
Hours: M-F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.; closed weekends and holidays
Refills by phone **1-866-362-5432**

Physical Medicine *By referral only*
 Medical Offices 2, 1st Floor, Area 158
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **818-375-1600**

Physical/Occupational Therapy
By referral only
 Medical Offices 2, 1st Floor, Area 145
Office hours: M-F, 7:30 a.m.-6 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **818-375-1607**

Podiatry *By referral only*
 Medical Offices 2, 1st Floor, Area 154
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **818-375-1690**

Psychiatry
 See Sherman Terrace Offices.

Pulmonary Function Testing (PFT)
By referral only
 Medical Offices 5, Lower Level, L20
Hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel/Msgs. **1-888-778-5000**

Pulmonology *By referral only*
 Medical Offices 5, Lower Level, L20
Hours: M-F, 9 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-778-5000**

Radiology/Diagnostic Imaging

- **Diagnostic Breast Imaging** *By referral only*
 Breast ultrasound, mammography
 Medical Offices 5, Ground Floor, G20
Hours: M-F, 8:45 a.m.-4:45 p.m.
Mammogram hours:
 Sa, 8:30 a.m.-4:30 p.m.
 Appts./Cancel **818-375-1755**
 Recorded preparation instructions
 (24 hours) **818-375-1755**
- **Diagnostic Imaging 1** *By referral only*
 CT scan, fluoroscopic and interventional
 procedures, MRI, PET, and ultrasound
 Hospital, Ground Floor
Hours: M-F, 8:45 a.m.-4:45 p.m.
 Appts./Cancel **818-375-1755**
 Recorded preparation instructions
 (24 hours) **818-375-1755**

- **Diagnostic Imaging 3** *By referral only*
 Medical Offices 3, basement
Office hours: M-F, 8:45 a.m.-4:45 p.m.
DEXA bone-density hours:
 M-F, 8:45 a.m.-4:45 p.m.
 Appts./Cancel **818-375-1755**
 Recorded preparation instructions
 (24 hours) **818-375-1755**

Release of Information
 Medical Offices 3, basement, Room 068
 Medical Offices 6, 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Disability/Forms/
 Release of medical records... **818-375-2208**
 Fax **1-877-620-3195**

Respiratory Care
 Medical Offices 5, Lower Level, L20
Inpatient hours: 7 days, 24 hours
Outpatient hours: M-F, 8 a.m.-4:30 p.m.
 Information **818-375-2901**

Rheumatology *By referral only*
 Medical Offices 3, 1st Floor
Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m.-12:30 p.m.
 Appts./Cancel/Msgs..... **818-375-2454**

Social Medicine
 Medical Offices 6, 2nd Floor, Area 281
Office hours: M-F, 8:30 a.m.-5 p.m.
 After-hours/urgent cases/emergencies
 (M-F, 5-10 p.m.;
 Sa, Su, 8:30 a.m.-7 p.m.) **818-375-2977**
 Appts./Cancel **818-375-2977**

Speech Pathology *By referral only*
 Medical Offices 5, Level 1, Area 120
Office hours: M-F, 7:30 a.m.-6 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **818-375-3636**

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Surgery (General) *By referral only*

Medical Offices 4

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Msgs./Refills **818-375-1740**

Cancel (24 hours)..... **818-375-3775**

Teenage Health Care Center

Medical Offices 6, 1st Floor, Area 190

Hours: M-Th, 8:30 a.m.-6:30 p.m.;

F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-778-5000**

Counseling **818-375-2977**

Teen health educator **818-375-2935**

Thrive Center

Medical Offices 2, 1st Floor, Area 153

Hours: M-F, 8:30 a.m.-noon and 1-4:30 p.m.

Appts./Cancel/Msgs. **1-888-778-5000**

Urgent Care

Adult Medicine, Pediatrics, and minor injuries

Medical Offices 6

▪ **Adult Urgent Care**

Hours: M-F, 8:30 a.m.-9 p.m.;

Sa, Su, 9 a.m.-8:30 p.m.;

holiday hours may vary

▪ **Pediatric Urgent Care**

Hours: M-F, 5-9 p.m.;

Sa, Su, 9 a.m.-4:30 p.m.;

holiday hours may vary

▪ **After-hours:** Go to the Emergency

Department on the hospital Ground Floor

Advice/Appts. **1-888-778-5000**

Urology *By referral only*

Medical Offices 4

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Msgs./Refills **818-375-1740**

Cancel (24 hours)..... **818-375-3775**

Vascular Lab *By referral only*

Medical Offices 4

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Msgs./Refills **818-375-1740**

Cancel (24 hours)..... **818-375-3775**

Vision Essentials by Kaiser Permanente

▪ **Ophthalmology** *By referral only*

Medical Offices 2, 1st Floor, Area 140

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **818-375-1690**

▪ **Optical Center – Contact Lens**

Medical Offices 2, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information..... **818-375-2608**

▪ **Optical Center – Eyeglasses**

Medical Offices 2, 1st Floor

Hours: M-F, 7:30 a.m.-7 p.m.;

Sa, 8 a.m.-4 p.m.; walk-in

Information..... **818-375-3672**

Website..... **kp2020.org**

▪ **Optometry**

Medical Offices 2, 1st Floor

Hours: M-F, 7:30 a.m.-6 p.m.;

Sa, 8 a.m.-4 p.m.

Appts./Cancel **1-888-778-5000**

Messages..... **818-375-3672**

Volunteer Services

Medical Offices 4, Ground Floor

Hours: M-F, 9 a.m.-5 p.m.

Information **818-375-2858**

Wound Clinic

See Infusion Center/Wound Clinic.

▲ 27 | **Santa Clarita Executive Plaza**

27201 Tourney Rd.
Santa Clarita, CA 91355
kp.org/santaclarita

Health Education

2nd Floor, Ste. 220
Information **661-222-2100**
Wellness Coaching
by Phone..... **1-866-862-4295**

Psychiatry

Self-referrals accepted
1st Floor, Ste. 110
Hours: M-F, 8:30 a.m.-5 p.m.
Appointments..... **1-800-700-8705**

● 28 | **Santa Clarita Medical Offices**

Urgent Care
27107 Tourney Rd.
Santa Clarita, CA 91355
kp.org/santaclarita

Check-in at central reception

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-888-778-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy

Check-in on 1st Floor
Hours: Th, 8:30 a.m.-4:30 p.m.
Appts./Cancel/Msgs. **818-375-1720**

Dermatology *By referral only*

1st Floor, Area 106
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

Family Medicine

1st Floor, Areas 101, 103, 104
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

Gastroenterology (GI)/GI Lab

By referral only
2nd Floor, Area 201
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel (24 hours)..... **818-375-2994**

Gynecology

See Obstetrics-Gynecology.

Infectious Disease *By referral only*

2nd Floor, Area 207
Hours: M-F, 8:30 a.m.-5 p.m.
Information **661-222-2088**

Internal Medicine

2nd Floor, Areas 207, 208
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-778-5000**

Laboratory

1st Floor
Hours: M-F, 8 a.m.-8:30 p.m.;
Sa, Su, 9 a.m.-4:30 p.m.;
holidays, hours may vary
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Obstetrics-Gynecology

2nd Floor, Area 209
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-866-364-0014**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

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Pediatrics

1st Floor, Areas 105, 106

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-778-5000**

Pharmacy

Hours: M-F, 8 a.m.-8:30 p.m.;

Sa, Su, 9 a.m.-8:30 p.m.

Mail-order Pharmacy..... **1-866-206-2983**

Refills by phone..... **1-866-362-5484**

Online refills..... **kp.org/refill**

Physical Therapy *By referral only*

1st Floor, Area 114

Office hours: M-F, 8 a.m.-6 p.m.

Phone hours: M-F, 8:15 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **661-222-2025**

Psychiatry

See Santa Clarita Executive Plaza.

Radiology/Diagnostic Imaging

1st Floor

Appointments..... **661-222-2423**

▪ Mammography/Radiology

Hours: M-F, 8:30 a.m.-8:30 p.m.;

Sa, Su, 9:15 a.m.-5 p.m.;

holiday hours may vary

▪ Ultrasound

Hours: M-F, 8:15 a.m.-8:30 p.m.;

Sa, Su, 9:15 a.m.-5 p.m.;

holiday hours may vary

Release of Information

2nd Floor

Hours: M-F, 8:30 a.m.-4:30 p.m.

Disability/Forms/

Release of medical records... **818-375-2208**

Fax **1-877-620-3195**

Social Medicine

Hours: M, Tu, Th, 8:30 a.m.-5 p.m.

Information **661-222-2410**

W, F, at Panorama City

Medical Center **818-375-2977**

Ultrasound

See Radiology/Diagnostic Imaging.

Urgent Care

1st Floor, Area 102

Hours: M-F, 8:30 a.m.-8:30 p.m.;

Sa, Su, 9 a.m.-8:30 p.m.;

holiday hours may vary

Advice/Appts. **1-888-778-5000**

Vision Essentials by Kaiser Permanente

▪ Ophthalmology *By referral only*

Appts./Cancel/Msgs. **661-222-2412**

▪ Optical Center

Hours: M-F, 8:30 a.m.-5:30 p.m.;

Sa, 9 a.m.-4:30 p.m.

Information..... **1-888-778-5000**

Website..... **kp2020.org**

▪ Optometry

Hours: M-F, 8:30 a.m.-5:30 p.m.

Appts./Cancel/Info. **1-888-778-5000**

▲ 29 Sherman Terrace Offices

18040 Sherman Way

Reseda, CA 91335

kp.org/panoramacity

Addiction Medicine

Hours: M-Th, 8:30 a.m.-8 p.m.;

F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs.

(M-F, 8 a.m.-5 p.m.) **818-758-1200**

On-duty counselor

(M-F, 8:30 a.m.-5 p.m.) **818-758-1295**

▪ Behavioral Health Care

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Psychiatry *Self-referrals accepted*

Office hours: M-F, 7:30 a.m.-7 p.m.;

Sa, 9 a.m.-1 p.m.

Phone hours: M-F, 8 a.m.-5 p.m.

Appts./Info. **818-758-1200**

Location Details—Woodland Hills Area

● 30 Erwin Street Medical Offices

21263 Erwin St.
Woodland Hills, CA 91364
kp.org/woodlandhills

Adult Psychiatry

Hours: M-Th, 7 a.m.–7 p.m.;
F, 7 a.m.–5 p.m.; Sa, 8:30 a.m.–12:30 p.m.
Appts./Cancel/Msgs. (M-F,
8:45 a.m.–4:45 p.m.) **1-855-701-7955**
After-hours messages **1-855-701-7955**

▪ Behavioral Health Care

Member Help Line

7 days, 24 hours **1-800-900-3277**

Addiction Medicine/ Chemical Dependency Services

See Sherman Terrace Offices.

Advice Nurse

Advice
(M-F, 7 a.m.–7 p.m.) **1-888-515-3500**
After-hours advice (M-F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(**1-888-576-6225**)

Internal Medicine

Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Cancel/Msgs. **1-888-515-3500**

Laboratory

Hours: M-F, 8 a.m.–5 p.m.
Information **818-592-3039**
Results **1-888-4KPTEST**
(**1-888-457-8378**)

Call requesting practitioner for test results
or check lab results online at kp.org.

Pharmacy

Hours: M-F, 9 a.m.–5:30 p.m.
Mail-order Pharmacy **1-866-206-2981**
Online refills kp.org/refill
Refills by phone **1-866-407-7716**

▲ 31 Northridge Pharmacy

Porter Ranch Courtyard
19300 Rinaldi St., Ste. 1
Northridge, CA 91326
kp.org/woodlandhills

Hours: M-F, 9 a.m.–7 p.m.
Mail-order Pharmacy **1-866-206-2981**
Refills by phone **1-866-407-7717**
Online refills kp.org/refill

● 32 Simi Valley Medical Offices

3900 Alamo St.
Simi Valley, CA 93063
kp.org/woodlandhills

Advice Nurse

Advice
(M-F, 7 a.m.–7 p.m.) **1-888-515-3500**
After-hours advice (M-F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(**1-888-576-6225**)

Center for Women’s Health

Hours: W, Th, 8:30 a.m.–5 p.m.
Appts./Cancel/Msgs. **818-719-2555**
Care is provided by certified nurse-midwife
under physician supervision.

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Family Medicine

Hours: M-F, 8:30 a.m.-7 p.m.

Appts./Cancel/Msgs. **1-888-515-3500**

Health Education

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info. **818-719-4305**

Wellness Coaching

by Phone..... **1-866-862-4295**

Internal Medicine

Hours: M-F, 8:30 a.m.-7 p.m.

Appts./Cancel/Msgs. **1-888-515-3500**

Laboratory

Hours: M-F, 8 a.m.-7 p.m.

Information **805-582-3020**

Results..... **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography *By appointment only*

Office hours: M-F, 8:30 a.m.-7 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Appts./Cancel..... **1-888-515-3500**

Obstetrics-Gynecology

See Center for Women's Health.

Pediatrics

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-515-3500**

Pharmacy

Hours: M-F, 9 a.m.-7 p.m.

Mail-order Pharmacy..... **1-866-206-2984**

Refills by phone..... **1-866-407-7718**

Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. **805-582-3020**

● 33 Thousand Oaks 145 Hodencamp Road Medical Offices

145 Hodencamp Rd.

Thousand Oaks, CA 91360

kp.org/woodlandhills

Adult Psychiatry

Office hours: M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5 p.m.

Phone hours: M-F, 8:45 a.m.-4:45 p.m.

Appts./Cancel/Msgs. **1-855-701-7955**

After-hours msg. **1-855-701-7955**

■ Behavioral Health Care

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) **1-888-515-3500**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Bone Density Screening *By referral only*

Hours: W, 8 a.m.-4:30 p.m.

Appts./Cancel..... **805-477-6181**

Dermatology *By referral only*

Office hours: M-F, 7 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-855-892-0919**

HearUSA/HEARx West Hearing Care Center

3825 E. Thousand Oaks Blvd., Ste. O

Thousand Oaks, CA 91362

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only

Information **805-496-1674**

Physical/Occupational Therapy

By referral only

Hours: M-Sa, 8 a.m.-5:30 p.m.

Appts./Cancel/Msgs. **805-449-3480**

**34 Thousand Oaks
322 East Thousand
Oaks Boulevard
Medical Offices**

322 East Thousand Oaks Blvd.
Thousand Oaks, CA 91360
kp.org/woodlandhills

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-888-515-3500**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Blood Pressure/Shot Clinic

(Adult and Child) By appointment only
Hours: M-F, 9 a.m.-noon and 1:30-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-888-515-3500**

Cardiology *By referral only*

Hours: W, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **818-719-2596**

Center for Women’s Health

Hours: M, Tu, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **818-719-2555**
Care is provided by certified nurse-midwife
under physician supervision.

Complete Care Management

Hours: M-Th, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **805-381-2274**

Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-888-515-3500**

Internal Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-888-515-3500**

Laboratory

Information **805-381-2230**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results or
check lab results online at kp.org.

Obstetrics-Gynecology

See Center for Women’s Health.

Pediatrics

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-888-515-3500**

**35 Thousand Oaks
365 East Hillcrest Drive
Medical Offices**

After-Hours Care
365 E. Hillcrest Dr.
Thousand Oaks, CA 91360
kp.org/woodlandhills

Office hours are Monday through Friday,
from 8 a.m. to 9 p.m., closed Saturday,
Sunday and holidays.

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-888-515-3500**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

After-Hours Care

Hours: M-F, 5:30-9 p.m.

Allergy

Injections only
Hours: Th, 9 a.m.-4:30 p.m.
Information **818-719-2354**
Appts./Cancel..... **818-719-2350**

Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-515-3500**

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Geriatric Medicine *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appointments..... **818-719-4279**

Cancel/Info./Msgs. **805-374-7580**

Geriatric Palliative Care *By referral only*

Hours: M-F, 9 a.m.-5 p.m.

Info./Msgs. **818-719-3489**

Fax **818-719-2030**

Evening Physician Line

(M-F, 5-10 p.m.)..... **818-592-2496**

Health Education

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info. **818-719-4305**

Wellness Coaching

by Phone..... **1-866-862-4295**

Internal Medicine

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-515-3500**

Laboratory

Hours: M-F, 8 a.m.-7 p.m.

Information **805-374-7427**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Appointments..... **1-888-515-3500**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pharmacy

Hours: M-F, 9 a.m.-9 p.m.

Mail-order Pharmacy..... **1-866-206-2984**

Refills by phone..... **1-866-407-7719**

Online refills..... **kp.org/refill**

Podiatry *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **1-855-892-0919**

Radiology/Diagnostic Imaging

Radiology, chest and routine X-rays

Hours: M-F, 8:30 a.m.-9 p.m.

Appts./Cancel/Info./Msgs. **805-374-7407**

Retinal Screening

Self-referrals accepted; by appointment only

Hours: M-F, 9 a.m.-4:30 p.m.

Appts./Cancel/Info./Msgs. **818-719-4418**

Vision Essentials by Kaiser Permanente

Optical Center

Eyeglasses

Hours: M-F, 8:30 a.m.-5 p.m.

Information **805-374-7450**

Website..... **kp2020.org**

Optometry

Hours: M-F, 8:30 a.m.-4:45 p.m.

Appts./Cancel **1-888-515-3500**

Info./Msgs. **805-374-7450**

36 Woodland Hills Medical Center

5601 De Soto Ave.

Woodland Hills, CA 91367

kp.org/woodlandhills

Emergency

Medical Office Tower
Entrance 3 (E)

Urgent Care

Medical Office Tower
Entrance 4 (U)

See page 127 for facility map.

Emergency

Medical Office Tower, Entrance 3 (E)

Hours: 7 days, 24 hours

Information

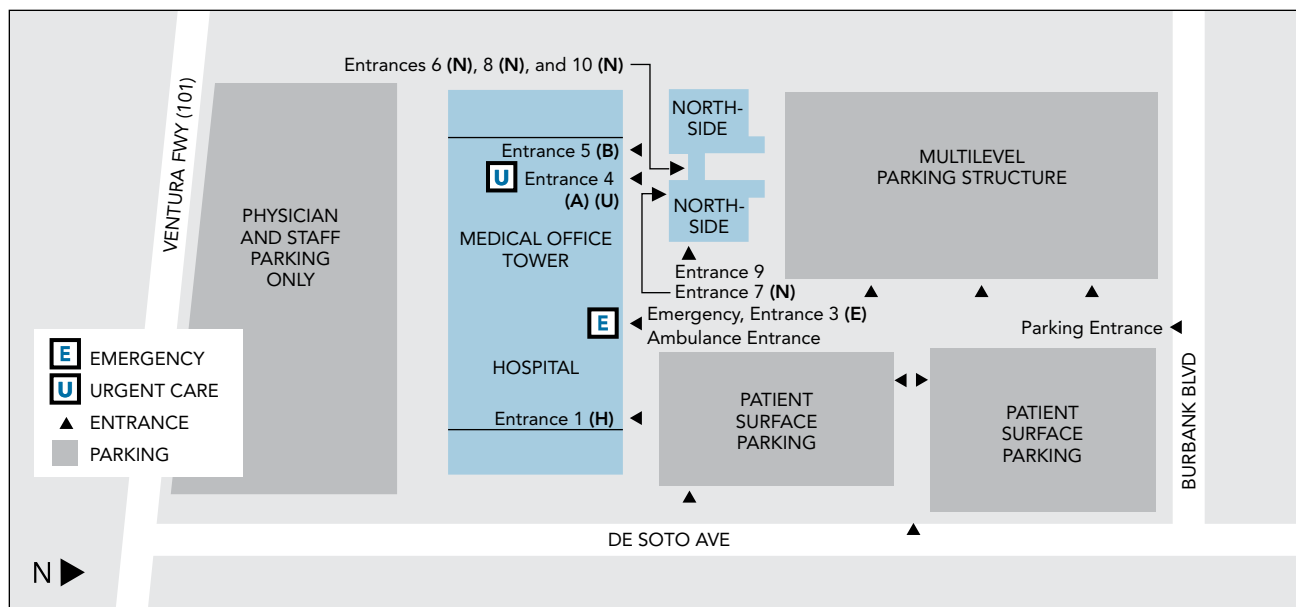
General information..... **818-719-2000**

Inpatient

room information..... **818-719-2770**

Poison Control **1-800-222-1222**

Woodland Hills Medical Center (hospital and medical offices)



Map not to scale

Urgent Care/Ambulatory Care

Adult Medicine

Medical Office Tower, Entrance 4 (U)

Walk-in hours: M-F, 11 a.m.-9 p.m.;

Sa, Su, holidays, 9 a.m.-9 p.m.

Pediatrics

Northside Medical Offices,

Entrance 6 (N), 2nd Floor

Walk-in hours: M-F, 5-7 p.m.;

Sa, Su, holidays, 9 a.m.-7 p.m.

Addiction Medicine

See Sherman Terrace Offices.

Admitting

Medical Office Tower

Entrance 1 (H), 1st Floor

Hours: 7 days, 24 hours

Information **818-719-2780**

Adolescent Clinic

Medical Office Tower

Entrance 4 (A), 5th Floor

Hours: M-W, F, 1-5 p.m.; Th, 10 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-515-3500**

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) **1-888-515-3500**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**

(1-888-576-6225)

Allergy

Medical Office Tower

Entrance 5 (B), 5th Floor

Check-in at Central Reception, Ste. 545

Hours: M, W-F, 8:30 a.m.-5 p.m.;

Tu, 8:30 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. **818-719-2350**

Anesthesiology *By referral only*

Medical Office Tower

Entrance 4 (A), 2nd Floor

Hours: 7 days, 24 hours

Appts./Cancel/Msgs. **818-719-3190**

Anticoagulation Pharmacist

Hours: M-F, 9 a.m.-4 p.m.

Pharmacist **1-877-608-0082**

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Appointment Call Center (Primary Care)

Hours: M-F, 7 a.m.-7 p.m.

Appts./Cancel/Msgs. **1-888-515-3500**

Audiology *By referral only*

Medical Office Tower

Entrance 5 (B), 5th Floor

Check-in at Central Reception, Ste. 545

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **818-719-3700**

Blood Donor Center

Medical Office Tower,

Entrance 4 (A), lower level

Hours: M-F, 8 a.m.-5 p.m.

Information **818-719-4329**

Bone Density Screening *By referral only*

Endocrinology

Medical Office Tower

Entrance 5 (B), 4th Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Info./Msgs. **818-719-4418**

Breast Center/Mammography

Medical Office Tower

Entrance 5 (B), 3rd Floor

Hours: M, F, 8:30 a.m.-5 p.m.;

Tu-Th, 8:30 a.m.-9 p.m.;

Sa, scheduled appointments only

Mammogram appts./Cancel **818-719-4173**

Business Services/Hospital Cashier

Hospital, Entrance 4 (A), lower level

Hours: M-F, 8 a.m.-4:30 p.m.

Inpatient/Outpatient billing **818-719-2777**

Cardiology/EKG (Electrocardiography)

By referral only

Medical Office Tower

Entrance 5 (B), 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel **818-719-2596**

Info./Msgs. **818-719-3560**

▪ Cardiac Studies

Appts./Cancel **818-719-3540**

▪ Pacemaker/ICD (Defibrillator)

Appts./Cancel/Msgs. **818-719-4369**

Center for Women's Health

Medical Office Tower

Entrance 5 (B), 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Appts./Cancel/

Info./Msgs. **818-719-2555**

Children's Center for

Attention Problems *By referral only*

Medical Office Tower

Entrance 4 (A), 5th Floor

Hours: M-F, 9 a.m.-5 p.m.

Info./Msgs. **818-719-4161**

Cholesterol Management

See Thrive Center.

Complete Care Department

See Thrive Center.

Continuing Care

▪ Home Health Care/Hospice

By referral only

Hours: 7 days, 8:30 a.m.-5 p.m.

Information **818-832-7200**

▪ Medicare Advantage

Special Needs Program

West Hill Plaza

20700 Ventura Blvd., Ste. 300

Information **818-592-2427**

▪ Skilled Nursing Facility and Rehabilitation/Long-term Care

By referral only

Hours: M-F, 8:30 a.m.-5 p.m.

Information **818-592-2400**

Dermatology *By referral only*

Medical Office Tower
 Entrance 5 (B), 1st Floor
 Check-in at Central Reception
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-855-892-0919**

Diabetes Management

See Thrive Center.

Dialysis (Outpatient)

Fresenius Medical Care
 The Corbin Village
 19836 Ventura Blvd.
 Information **818-713-9040**
 or **818-719-3984**

Endocrinology/Diabetes Center

By referral only
 Medical Office Tower
 Entrance 5 (B), 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel **818-719-3343**
 Info./Msgs. **818-719-4400**
 Blood-sugar reporting **818-719-4416**
 Bone density screening **818-719-4418**
 Retinal screening **818-719-4418**
 See *also* Pediatric Endocrinology.

Family Medicine

Northside Medical Offices
 Entrance 6 (N), 3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-515-3500**

Gastroenterology (GI) *By referral only*

Medical Office Tower
 Entrance 4 (A), 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Info./Msgs. **818-719-3585**
 Appts./Cancel/Procedure **818-719-3584**

General Surgery

See Surgery (General).

Genetics *Referral preferred*

Medical Office Tower
 Entrance 5 (B), 3rd Floor
Hours: M-F, 9 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. **818-719-4530**

Geriatric Medicine Clinic *By referral only*

Outpatient Palliative Care
 Northside Medical Offices
 Entrance 7 (N), 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appointments **818-719-4279**
 Cancel/Info./Msgs. **818-719-2002**

Geriatric Palliative Care *By referral only*

Hours: M-F, 9 a.m.-5 p.m.
 Info./Msgs. **818-719-3489**
 Fax **818-719-2030**
 Evening Physician Line
 (M-F, 5-10 p.m.) **818-592-2496**

Great Starts

Medical Office Tower
 Entrance 1 (H), 1st Floor
Hours: 7 days, 9 a.m.-1 p.m.
 Information **818-719-2255**
 Lactation support by appointment only.

Head and Neck Surgery *By referral only*

Medical Office Tower
 Entrance 5 (B), 5th Floor
 Check-in at Central Reception, Ste. 545
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **818-719-3700**

Health Education

Health Education Center
 Entrance 5 (B), lower level
Hours: M-F, 8:30 a.m.-4:30 p.m.
 Appts./Cancel/Info. **818-719-4305**
 Wellness Coaching
 by Phone **1-866-862-4295**
 See Audiology and HearUSA/HEARx West
 Hearing Care Centers.

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HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

- **Granada Hills**
16914 San Fernando Mission Blvd.
Granada Hills, CA 91344
Information..... **818-488-5339**
- **Reseda**
19367 Victory Blvd., Ste. 14
Reseda, CA 91335
Information..... **818-343-8116**

High Blood Pressure Management

See Thrive Center.

Hypertension Management

See Thrive Center.

Infectious Disease *By referral only*

Medical Office Tower
Entrance 4 (A), 4th Floor
Hours: M, W-F, 8:30 a.m.-5 p.m.;
Tu, 8:30 a.m.-12:30 p.m.
Appts./Cancel..... **818-719-4484**

Infertility Services

Hours: M-F, 8:30 a.m.-12:30 p.m.
Infertility Coordinator..... **818-719-2317**
Messages..... **818-719-2555**

Infusion Center *By referral only*

Medical Office Tower
Entrance 4 (A), 4th Floor
Hours: M-F, 7:15 a.m.-6:30 p.m.;
Sa, Su, by appointment only
Information..... **818-719-2070**

Internal Medicine

- **Medical Office Tower**
Module C, Entrance 4 (A), 3rd Floor
Hours: M, W-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.;
Tu, 8:30 a.m.-12:30 p.m.
Appts./Cancel/Msgs..... **1-888-515-3500**
- **Northside Medical Offices**
Modules A and B,
Entrance 6 (N), 2nd Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Appts./Cancel/Msgs..... **1-888-515-3500**

Laboratory

Northside Medical Offices
Entrance 6 (N), 1st Floor
Hours: M-F, 7 a.m.-7:30 p.m.;
Sa, 7 a.m.-1 p.m.
Information..... **818-719-2620**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at **kp.org**.

Medical Financial Assistance

Medical Office Tower
Entrance 4 (A), lower level
Hours: M-F, 8 a.m.-4:30 p.m.
Info./Msgs..... **818-719-3136**

Medical Social Work

Medical Office Tower
Entrance 5 (B), 5th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info..... **818-719-3785**

Member Services Office

Entrance 4 (A), 5th Floor
Hours: M-F, 9 a.m.-5 p.m.

- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English..... **1-800-464-4000**
Spanish..... **1-800-788-0616**
Chinese dialects..... **1-800-757-7585**
TTY..... **711**

Mohs Surgery *By referral only*

Microscopics skin cancer surgery
 Entrance 5 (B), 1st Floor
 Check-in at Central Reception
Hours: M-F, 7 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-855-892-0919**

Nephrology *By referral only*

Medical Office Tower
 Entrance 5 (B), 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Advice/Triage **818-719-2487**
 Appts./Cancel **818-719-2516**
 Info./Msgs. **818-719-2480**

Neurology *By referral only*

Medical Office Tower
 Entrance 5 (B), 5th Floor
 Check-in at Central Reception, Ste. 545
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **818-719-3518**

Nuclear Medicine *By referral only*

Medical Office Tower
 Entrance 4 (A), 1st Floor
Hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel/Info. **818-719-2710**

Obstetrics-Gynecology

See Center for Women’s Health.

Occupational Health Center
(Kaiser On-the-Job®)

Northside Medical Offices
 Entrance 10 (N), 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Advice/Info./Msgs. **818-719-3006**
 Medical treatment for work-related
 injuries and illnesses.

Occupational Therapy *By referral only*

Medical Office Tower
 Entrance 4 (A), 1st Floor
Hours: M-F, 8:30 a.m.-5:30 p.m.
 Appts./Cancel/Info./Msgs. **818-719-2930**

Oncology/Hematology *By referral only*

Medical Office Tower
 Entrance 5 (B), 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel **818-719-3243**
 Info./Msgs. **818-719-3910**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Orthopedics *By referral only*

Medical Office Tower
 Entrance 5 (B), 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-855-892-0919**

Osteoporosis Management

See Thrive Center.

Outside Referrals

Hours: M-F, 8:30 a.m.-5 p.m.
 Information **805-223-2120**
 or **1-844-424-1869**

Pain Management *By referral only*

- **Pain Clinic**
 Medical Office Tower
 Entrance 5 (B), 5th Floor
 Check-in at Central Reception, Ste. 545
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **818-719-3987**
- **Pain Procedures**
 Northside Medical Offices
 Entrance 6 (N), 1st Floor
 Check-in at the Lab
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **818-719-3987**

Pathology

Medical Office Tower
 Entrance 4 (A), lower level
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **818-719-2660**

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Pediatric Endocrinology *By referral only*

Northside Medical Offices
Entrance 6 (N), 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **818-719-4529**

Pediatric Oncology *By referral only*

Medical Office Tower
Entrance 4 (A), 4th Floor
Hours: M, W, Th, F, 9 a.m.-5 p.m.;
Tu, 9 a.m.-12:30 p.m.
Appts./Msgs. **818-719-4500**

Pediatrics *By appointment only*

Northside Medical Offices
Entrance 6 (N), 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-515-3500**

Peritoneal Dialysis *By referral only*

Medical Office Tower
Entrance 5 (B), 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **818-719-3610**

Pharmacies

Mail-order Pharmacy **1-866-206-2981**
Online refills kp.org/refill

- **3rd Floor Pharmacy**
Entrance 5 (B)
Hours: M-F, 9 a.m.-5:30 p.m.
Refills by phone **1-866-407-7713**
- **Northside Medical Offices Pharmacy (N)**
Hours: M-F, 9 a.m.-5:30 p.m.
Refills by phone **1-866-407-7715**
- **24-Hour Pharmacy**
Entrance 4 (A)
Hours: 7 days, 24 hours
Refills by phone **1-866-391-2710**

Physical Medicine *By referral only*

Medical Office Tower,
Entrance 5 (B), 5th Floor
Check-in at Central Reception, Ste. 545
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **818-719-2950**

Physical Therapy *By referral only*

- **Medical Office Tower**
Entrance 4 (A), 1st Floor
Hours: M-F, 8 a.m.-5:30 p.m.
Appts./Cancel/Info./Msgs. **818-719-2930**
- **Northside Medical Offices**
Entrance 6 (N), 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **818-719-2118**

Plastic Surgery *By referral only*

Medical Office Tower
Entrance 5 (B), 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info. **818-719-2630**

Podiatry *By referral only*

Medical Office Tower
Entrance 5 (B), 1st Floor
Hours: M-F, 7:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-855-892-0919**

Psychiatry

- **Child and Adolescent**
Medical Office Tower
Entrance 4 (A), 5th Floor
Office hours: M-F, 7 a.m.-5 p.m.
Phone hours: M-F, 8:45 a.m.-4:45 p.m.
Appts./Cancel/Msgs. **1-855-701-7955**
After-hours msgs. **1-855-701-7955**
See Erwin Street Medical Offices
for Adult Psychiatry.
- **Behavioral Health Care**
Member Help Line
7 days, 24 hours **1-800-900-3277**

Pulmonology/Respiratory Care

By referral only
 Medical Office Tower
 Entrance 4 (A), 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info. **818-719-3530**

Radiology/Diagnostic Imaging

▪ **Chest and routine X-rays** *By referral only*
 Hospital, Entrance 1 (H), 1st Floor
Hours: 7 days, 8 a.m.-10 p.m.
 Appts./Cancel/Info./Msgs. ... **818-719-2700**

▪ **CT Scan (Computerized Tomography)**
By referral only
 Hospital, Entrance 1 (H), 1st Floor
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8:30 a.m.-4:30 p.m.
 Appts./Cancel/Info./Msgs. ... **818-719-2760**

▪ **Fluoroscopy** *By referral only*
 Hospital, Entrance 4 (A), 1st Floor
Hours: Tu, Th, 8 a.m.-5 p.m.
 Appts./Cancel/Info. **818-719-2925**

▪ **Mammography**
 See Breast Center/Mammography.

▪ **MRI (Magnetic Resonance Imaging)**
By referral only
 Hospital, Entrance 1 (H), 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. ... **818-719-2712**

▪ **Ultrasound** *By referral only*
 Hospital, Entrance 1 (H), 1st Floor
Hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel/Info./Msgs. ... **818-719-2925**

Release of Information

Entrance 5 (B), lower level
Hours: M-F, 9 a.m.-5 p.m.
 Copies of Medical Records **818-719-2678**
 Physician Certifications
 for Disability/Forms **818-719-2048**

Rheumatology *By referral only*
 Medical Office Tower
 Entrance 4 (A), 4th Floor
Hours: M, W-F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.;
 Tu, 8:30 a.m.-12:30 p.m.
 Appts./Cancel/Msgs. **818-719-4410**

Shot Clinic
 Northside Medical Offices
 Entrance 6 (N), 3rd Floor
Hours: M-F, 8:30 a.m.-4 p.m.
 Appts./Cancel/Msgs. **818-719-4693**

Sleep Apnea *By referral only*
 Medical Office Tower,
 Entrance 4 (A), 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **818-719-4862**

Speech Therapy *By referral only*
 Medical Office Tower
 Entrance 4 (A), 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info. **818-719-2930**

Surgery (General) *By referral only*
 Medical Office Tower
 Entrance 4 (A), 5th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel..... **818-719-4241**
 Messages **818-719-3750**

Surgi-Center *By referral only*
 Medical Office Tower
 Entrance 5 (B), 2nd Floor
Hours: M-F, 7 a.m.-7 p.m.
 Information **818-719-4321**
 Scheduling..... **818-719-4322**

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Thrive Center *Referral preferred*

Medical Office Tower
Entrance 4 (A), 1st Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-4:30 p.m.
Appts./Cancel/Msgs. **818-719-2285**
Information **818-719-4006**

Travel Immunizations *By appointment only*

Medical Office Tower
Entrance 4 (A), 4th Floor
Hours: M-F, 8:30 a.m.-4 p.m.
Appts./Cancel/Msgs. **818-719-2076**

Urgent Care/Ambulatory Care

- **Adult Medicine**
Medical Office Tower, Entrance 4 (U)
Walk-in hours: M-F, 11 a.m.-9 p.m.;
Sa, Su, holidays, 9 a.m.-9 p.m.
- **Pediatrics**
Northside Medical Offices
Entrance 6 (N), 2nd Floor
Walk-in hours: M-F, 5-7 p.m.;
Sa, Su, holidays, 9 a.m.-7 p.m.

Urology *By referral only*

Medical Office Tower
Entrance 4 (A), 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **818-719-3150**

Vascular Surgery *By referral only*

Medical Office Tower
Entrance 4 (A), 5th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **818-719-2028**

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*
Medical Office Tower
Entrance 5 (B), 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/
Info./Msgs. **1-855-892-0919**
- **Optical Center**
Eyeglasses, contact lenses
Medical Office Tower
Entrance 5 (B), 1st Floor
Hours: M-Th, 7:30 a.m.-7 p.m.;
F, Sa, 8 a.m.-5 p.m.
Information..... **818-719-4330**
Website..... **kp2020.org**
- **Optometry**
Medical Office Tower
Entrance 5 (B), 1st Floor
Hours: M-Th, 7:30 a.m.-7 p.m.;
F, Sa, 8 a.m.-5 p.m.
Appts./Cancel **1-888-515-3500**

Volunteer Services

Hospital
Entrance 1 (H), lower level
Hours: M-F, 8:30 a.m.-5 p.m.
Info./Msgs. **818-719-4061**

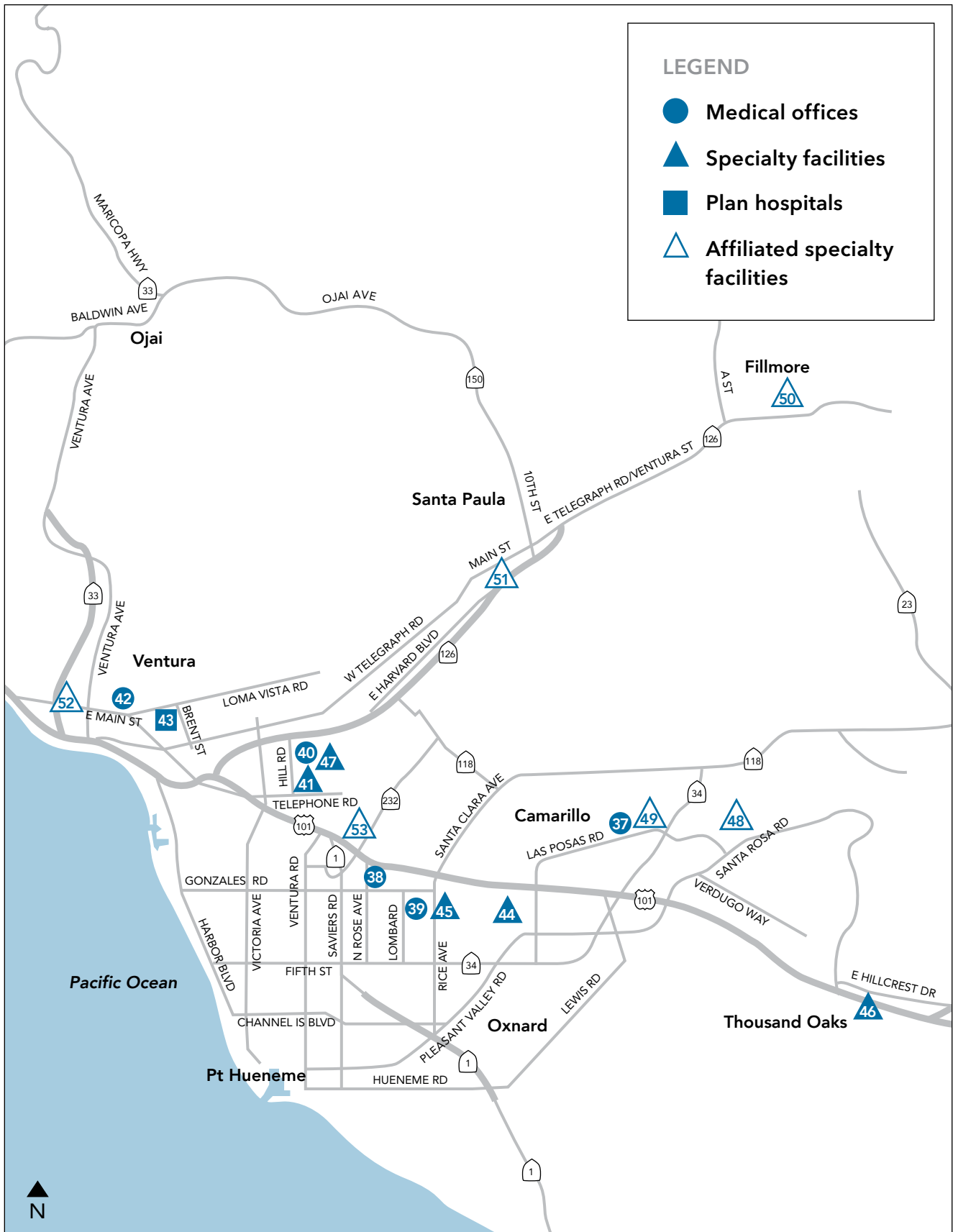
Wound Care Center

By referral only and appointment only
Medical Office Tower
Entrance 4 (A), 1st Floor
Hours: M-F, 8 a.m.-4 p.m.
Appts./Cancel/Msgs. **818-719-2796**

X-ray

See Radiology/Diagnostic Imaging.

Western Ventura County



Map not to scale

Western Ventura County–Area Locations

- **37 Camarillo**
2620 East Las Posas Road
Medical Offices138
 Camarillo Village Square
 Shopping Center
 2620 E. Las Posas Rd.
 Camarillo, CA 93010

- **38 Oxnard 2103 East Gonzales**
Road Medical Offices139
 2103 E. Gonzales Rd.
 Oxnard, CA 93036

- **39 Oxnard 2200 East Gonzales**
Road Medical Offices140
After-Hours Care
 2200 E. Gonzales Rd.
 Oxnard, CA 93036

- **40 Ventura 888 South Hill Road**
Medical Offices141
 888 S. Hill Rd.
 Ventura, CA 93003

- ▲ **41 Ventura 1000 South Hill Road**
Medical Offices142
 1000 S. Hill Rd., Ste. 100
 Ventura, CA 93003

- **42 Ventura 2601 East Main Street**
Medical Offices143
 2601 E. Main St.
 Ventura, CA 93003

- **43 Community Memorial Hospital**
of San Buenaventura143
Inpatient and Emergency Services
 147 N. Brent St.
 Ventura, CA 93003

- ▲ **44 Kaiser Permanente**
Pharmacy144
 Camarillo Town Center
 309 Ventura Blvd., Ste. B
 Camarillo, CA 93010

- ▲ **45 Kaiser Permanente**
Pharmacy144
 2200 E. Gonzales Rd.
 Oxnard, CA 93036

- ▲ **46 Kaiser Permanente**
Pharmacy144
 365 E. Hillcrest Dr.
 Thousand Oaks, CA 91360

- ▲ **47 Kaiser Permanente**
Pharmacy144
 888 S. Hill Road
 Ventura, CA 93003

- △ **48 CVS Pharmacy**144
First fill only
 5259 Mission Oaks Blvd.
 Camarillo, CA 93010

- △ **49 Rite Aid Pharmacy**144
First fill only
 2550 Las Posas Rd.
 Camarillo, CA 93010

- △ **50 Rite Aid Pharmacy**145
First fill only
 Vons Shopping Center
 600 W. Ventura St.
 Fillmore, CA 93015

- △ **51 Rite Aid Pharmacy**145
Full service
 221 E. Harvard Blvd.
 Santa Paula, CA 93060

- △ **52 Rite Aid Pharmacy**145
First fill only
 131 W. Main St.
 Ventura, CA 93001

- △ **53 Walgreens Pharmacy**145
First fill only
 2303 E. Vineyard Ave.
 Oxnard, CA 93036

Getting Care in western Ventura County

Kaiser Permanente physicians and medical offices in western Ventura County

We have 6 medical offices in western Ventura County, and our members can access the services of Kaiser Permanente doctors for primary care in Camarillo, Oxnard, and Ventura. Your Kaiser Permanente physician can help you get Kaiser Permanente services—such as easier referrals to specialists—and other health resources.

Some Kaiser Permanente services will continue to be provided by affiliated providers, which include physicians and hospitals. Affiliated hospitals provide inpatient and emergency services to Kaiser Permanente members. For specialty care, you will be referred primarily to Kaiser Permanente specialists and also to some affiliated specialists. But, because your referral will come from a Kaiser Permanente physician, you won't have to wait for authorization from anyone else.

State law requires directories to include the following notice:

“Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion.”

“You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the Kaiser Permanente Member Service Contact Center at 1-800-464-4000 (English) or 711 (TTY for the hearing/speech impaired), to ensure that you can obtain the health care services that you need.”

Please be aware that if a service is covered but not available at a particular Plan facility, we will make it available to you at another facility.

Selecting your Kaiser Permanente personal physician

Please refer to the information on pages 244–245 of this *Guidebook*. Call our Member Service Contact Center, weekdays 7 a.m.–7 p.m., at **1-888-956-1616** (English and Spanish) or **711** (TTY for the hearing/speech impaired), to choose a primary care physician.

You can also email questions to Member Services at kp.org.

If you get a bill that you believe you are not responsible for paying, send a copy of the bill to your local Member Services office. A representative will research the charge and respond to you.

For more information about our western Ventura County service area, go to kp.org/woodlandhills.

Location Details—western Ventura County

● 37 Camarillo 2620 East Las Posas Road Medical Offices

Camarillo Village Square
Shopping Center
2620 E. Las Posas Rd.
Camarillo, CA 93010
kp.org/woodlandhills

Advice Nurse

Advice
(M-F, 7 a.m.–7 p.m.) 1-888-515-3500
After-hours advice (M-F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) 1-888-KPONCALL
(1-888-576-6225)

Allergy Self-referral

Hours: Call for days and hours
Appts./Cancel/Info./Msgs. ... 1-888-249-2112

Allergy Injections *By referral only*

Hours: Call for days and hours
Appts./Cancel/Info./Msgs. ... 1-888-249-2112

Complete Care Management

Hours: M–Th, 8:30 a.m.–5 p.m.
Appts./Cancel/Msgs. 805-604-6116

Dermatology *By referral only*

Scheduled to open summer 2015.
See Oxnard 2200 East Gonzales Road
Medical Offices.

Family Medicine

Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./
Cancel/Msgs. 1-888-515-3500

Health Education

Hours: M–F, 8:30 a.m.–4:30 p.m.
Appts./Cancel/Info. 818-719-4305
Wellness Coaching
by Phone 1-866-862-4295

HearUSA/HEARx West Hearing Care Center

5800 Santa Rosa Rd., Ste. 123
Camarillo, CA 93012
Hours: M–F, 8:30 a.m.–5 p.m.; after-hours
and weekends, by appointment only
Information 805-482-9821

Internal Medicine

Hours: M–F, 8:30 a.m.–5 p.m.
Advice/Appts./
Cancel/Msgs. 1-888-515-3500

Laboratory

Hours: M–F, 8 a.m.–5 p.m.
Information 805-383-2114
Results 1-888-4KPTEST
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Oxnard 2200 East Gonzales Road or
Ventura 888 South Hill Road Medical Offices.

Pain Management *By referral only*

Hours: M–F, 8 a.m.–4:30 p.m.
Appts./Cancel/Msgs. 1-888-249-2112

Pediatric Endocrinology *By referral only*

Hours: Call for days and hours
Appts./Cancel/Msgs. 818-719-4529

Pediatrics

Hours: Call for an appointment
Advice/Appts./
Cancel/Msgs. 1-888-515-3500

Physical Medicine *By referral only*

Hours: Call for days and hours
 Appts./Cancel/Msgs. **1-888-249-2112**

Radiology/Diagnostic Imaging

Chest and routine X-rays
Hours: M-F, 1-5 p.m.
 Information **805-383-2188**

Rheumatology *By referral only*

Hours: Call for days and hours
 Appts./Cancel/Msgs. **1-888-249-2112**

Travel Immunizations

Hours: Call for days and hours
 Information **1-888-249-2112**

● **38** | **Oxnard
 2103 East Gonzales
 Road
 Medical Offices**

2103 E. Gonzales Rd.
 Oxnard, CA 93036
kp.org/woodlandhills

Center for Women’s Health

Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-249-2112**

Endocrinology (Adult) *By referral only*

Scheduled to open summer 2015.
 See Oxnard 2200 East Gonzales Road
 Medical Offices.

Head and Neck Surgery *By referral only*

Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-249-2112**

Health Education

Hours: M-F, 8:30 a.m.-4:30 p.m.
 Appts./Cancel/Info. **818-719-4305**
 Wellness Coaching
 by Phone..... **1-866-862-4295**

Nephrology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-249-2112**

Neurology *By referral only*

Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-249-2112**

Obstetrics-Gynecology

See Center for Women’s Health.

Occupational Therapy

See Physical/Occupational Therapy.

Ophthalmology *By referral only*

Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-249-2112**

Physical/Occupational/Speech Therapy

By referral only
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **805-988-6368**

Plastic Surgery *By referral only*

Hours: Call for days and hours
 Appts./Cancel/Msgs. **1-888-249-2112**

Ultrasound *By referral only*

Hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel **805-988-6354**

● 39 **Oxnard**
2200 East Gonzales
Road
Medical Offices

After-Hours Care
2200 E. Gonzales Rd.
Oxnard, CA 93036
kp.org/woodlandhills

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-888-515-3500**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

After-Hours Care

2nd Floor
Hours: M-F, 5:30-9 p.m.;
Sa, Su, holidays, 9 a.m.-4:30 p.m.

Allergy Injections *By referral only*

Hours: Call for days and hours
Appts./Cancel/Msgs. **1-888-249-2112**

Complete Care Management

Hours: M-Th, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **805-604-6116**

Dermatology *By referral only*

Hours: M, W-F, 7 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-855-892-0919**
Scheduled to move summer 2015 to
Camarillo 2620 East Las Posas Road
Medical Offices.

Endocrinology (Adult) *By referral only*

Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-249-2112**
Scheduled to move summer 2015 to Oxnard
2103 East Gonzales Road Medical Offices.

Family Medicine

Hours: M-F, 8 a.m.-5 p.m.
Advice/Appts./
Cancel/Msgs. **1-888-515-3500**

General Surgery

See Surgery (General).

Genetics *By referral only*

Hours: Call for days and hours
Appts./Cancel/Msgs. **818-719-4530**

Health Education

Hours: M-F, 8:30 a.m.-4:30 p.m.
Appts./Cancel/Info. **818-719-4305**
Wellness Coaching
by Phone..... **1-866-862-4295**

Internal Medicine

Hours: M-F, 8 a.m.-5 p.m.
Advice/Appts./
Cancel/Msgs. **1-888-515-3500**

Laboratory

2nd Floor
Hours: M-F, 8 a.m.-7 p.m.;
Sa, 8:30 a.m.-1 p.m.
Information **805-604-6095**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

Hours: M-F, 9 a.m.-5 p.m.
Appointments..... **1-888-515-3500**

Medical Social Work

Hours: M-F, 8:30 a.m.-5 p.m.
Information **818-719-3785**

Pharmacy

Oxnard Pharmacy

Hours: M-F, 9 a.m.-9 p.m.;

Sa, 9 a.m.-4:30 p.m.

Mail-order Pharmacy **1-866-206-2984**

Refills by phone **1-866-407-7720**

Online refills **kp.org/refill**

Pediatrics

Hours: M-F, 8 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. **1-888-515-3500**

Podiatry *By referral only*

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-249-2112**

Radiology/Diagnostic Imaging

Chest and routine X-rays

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **818-719-2700**

▪ **Ultrasound**

By referral only

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Cancel **805-988-6354**

Surgery (General)

Hours: W, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-249-2112**

▪ **Vascular Studies**

Hours: Call for days and hours

Appts./Cancel/Msgs. **1-888-249-2112**

Wound Care *By referral only*

Hours: M-F, by appointment only

Appts./Cancel/Msgs. **1-888-249-2112**

● **40**

Ventura

**888 South Hill Road
Medical Offices**

888 S. Hill Rd.

Ventura, CA 93003

kp.org/woodlandhills

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) **1-888-515-3500**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**

(1-888-576-6225)

Bone Density Screening *By referral only*

Hours: M-F, 2-5:30 p.m.

Appts./Cancel **805-477-6181**

Cardiology *By referral only*

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-249-2112**

Complete Care Management

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **805-477-6276**

Health Education

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info. **818-719-4305**

Wellness Coaching

by Phone **1-866-862-4295**

Family Medicine

Hours: M-F, 8:30 a.m.-6 p.m.

Advice/Appts./

Cancel/Msgs. **1-888-515-3500**

HearUSA/HEARx West Hearing Care Center

3003 Loma Vista Rd., Ste. C

Ventura, CA 93003

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

Information **805-648-1685**

(continues on next page)

(continued from previous page)

Internal Medicine

Hours: M-F, 8:30 a.m.-6 p.m.

Advice/Appts./

Cancel/Msgs. **1-888-515-3500**

Laboratory

Hours: M-F, 8 a.m.-6 p.m.

Information **805-477-6260**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography *By appointment only*

Hours: M-F, 8:30 a.m.-6 p.m.

Appointments **1-888-515-3500**

Orthopedics *By referral only*

Hours: M-F, 8 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. **1-888-249-2112**

Pediatrics

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. **1-888-515-3500**

Pharmacy

Hours: M-F, 9 a.m.-6 p.m.

Mail-order Pharmacy **1-866-206-2981**

Refills by phone **1-866-407-7721**

Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Chest and routine X-rays

Hours: M-F, 8:30 a.m.-6 p.m.

Appts./Info./Msgs. **805-477-6181**

Bone density scans **805-477-6181**

Retinal Screening

Self-referrals accepted; by appointment only

Hours: M-F, 9 a.m.-4:30 p.m.

Appts./Cancel/Info./Msgs. **805-477-6142**

▲ 41

Ventura

1000 South Hill Road Medical Offices

1000 S. Hill Rd., Ste. 100

Ventura, CA 93003

kp.org/woodlandhills

Behavioral Health

■ Psychiatry and Addiction Medicine

Hours: M-F, 7 a.m.-7 p.m.; Sa, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. (M-F,

8:45 a.m.-4:45 p.m.) **1-855-701-7955**

After-hours messages **1-855-701-7955**

■ Behavioral Health Care

Member Help Line

7 days, 24 hours **1-800-900-3277**

42 **Ventura**
2601 East Main Street
Medical Offices

2601 E. Main St.
 Ventura, CA 93003
kp.org/woodlandhills

Center for Women’s Health

Hours: M-F, 8 a.m.-5 p.m.
 Advice/ Appts./
 Cancel/Msgs. **1-888-249-2112**

Continuing Care

- **Home Health Care/Hospice**
By referral only
Hours: 7 days, 8:30 a.m.-5 p.m.
 Information.....**818-832-7200**

- **Skilled Nursing Facility and Rehabilitation/Long-term Care**
By referral only
Hours: M-F, 8:30 a.m.-5 p.m.
 Information.....**818-592-2400**

Gastroenterology (GI) *By referral only*
Hours: M-F, 8 a.m.-5 p.m.
 Advice/ Appts./
 Cancel/Msgs. **1-888-249-2112**

Hematology/Oncology *By referral only*
Hours: M-F, 8 a.m.-5 p.m.
 Advice/ Appts./
 Cancel/Msgs. **1-888-249-2112**

Laboratory
Hours: M-F, 8 a.m.-4:30 p.m.
 Information **805-223-2239**
 Results..... **1-888-4KPTEST**
 (1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at kp.org.

Obstetrics-Gynecology
 See Center for Women’s Health.

Pulmonology *By referral only*
Hours: Call for days and hours
 Appts./Cancel/Msgs. **1-888-249-2112**

Social Services
Hours: Call for days and hours
 Appts./Cancel/Msgs. **805-223-2287**
 Information **818-719-3785**

43 **Community Memorial Hospital of San Buenaventura**
Inpatient and Emergency Services
 147 N. Brent St.
 Ventura, CA 93003

Community Memorial Hospital is a Kaiser Permanente Plan facility with which we partner to provide inpatient, surgical, and emergency services to Kaiser Permanente members in Ventura County.

Hours: 7 days, 24 hours
 Information **805-652-5011**

▲ 44 Kaiser Permanente Pharmacy

Camarillo Town Center
309 Ventura Blvd., Ste. B
Camarillo, CA 93010

Hours: M-F, 9:30 a.m.-5:30 p.m.
Mail-order Pharmacy..... **1-866-206-2981**
Refills by phone..... **1-877-214-7840**
Online refills..... **kp.org/refill**

▲ 45 Kaiser Permanente Pharmacy

2200 E. Gonzales Rd.
Oxnard, CA 93036

Hours: M-F, 9 a.m.-9 p.m.;
Sa, 9 a.m.-4:30 p.m.
Mail-order Pharmacy..... **1-866-206-2984**
Refills by phone..... **1-866-407-7720**
Online refills..... **kp.org/refill**

▲ 46 Kaiser Permanente Pharmacy

365 E. Hillcrest Dr.
Thousand Oaks, CA 91360

Hours: M-F, 9 a.m.-9 p.m.
Refills by phone..... **1-866-407-7719**
Online refills..... **kp.org/refill**

▲ 47 Kaiser Permanente Pharmacy

888 S. Hill Road
Ventura, CA 93003

Hours: M-F, 9 a.m.-6 p.m.
Mail-order Pharmacy..... **1-866-206-2981**
Refills by phone..... **1-866-407-7721**
Online refills..... **kp.org/refill**

△ 48 CVS Pharmacy

First fill only
5259 Mission Oaks Blvd.
Camarillo, CA 93010

Pharmacy hours: M-F, 8 a.m.-9 p.m.;
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.
Information **805-482-0707**

First fill only pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula.

△ 49 Rite Aid Pharmacy

First fill only
2550 Las Posas Rd.
Camarillo, CA 93010

Pharmacy hours: M-F, 9 a.m.-9 p.m.;
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.
Information **805-482-2135**

First fill only pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula.

△ 50 | Rite Aid Pharmacy

First fill only

Vons Shopping Center
600 W. Ventura St.
Fillmore, CA 93015

Pharmacy hours: M-F, 9 a.m.-9 p.m.;
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.
Information **805-524-9792**

First fill only pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula.

△ 51 | Rite Aid Pharmacy

Full service

221 E. Harvard Blvd.
Santa Paula, CA 93060

Pharmacy hours: M-F, 8 a.m.-10 p.m.;
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.
Information **805-525-4014**

△ 52 | Rite Aid Pharmacy

First fill only

131 W. Main St.
Ventura, CA 93001

Pharmacy hours: M-F, 9 a.m.-9 p.m.;
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.
Information **805-643-1121**

First fill only pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula.

△ 53 | Walgreens Pharmacy

First fill only

2303 E. Vineyard Ave.
Oxnard, CA 93036

Pharmacy hours: M-F, 8 a.m.-9 p.m.;
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.
Information **805-983-8644**

First fill only pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula.



Metropolitan Los Angeles

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

English..... **1-800-464-4000**
Spanish..... **1-800-788-0616**
Chinese dialects **1-800-757-7585**
TTY..... **711**

Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

Information **1-888-956-1616**
Website **kp.org**

TTY for the Hearing or Speech Impaired

California Relay Service..... **711**



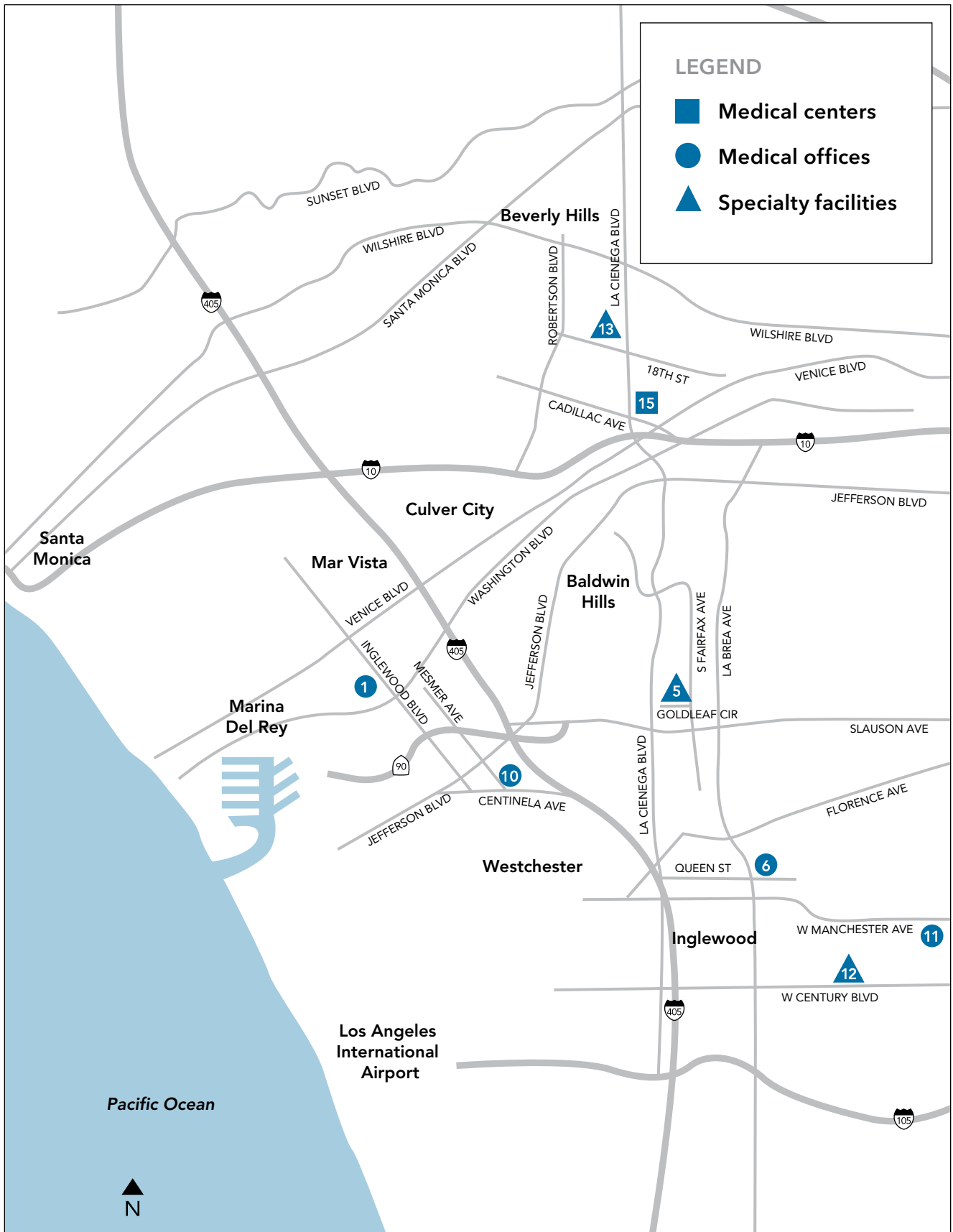
CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App StoreSM or Google Play®.



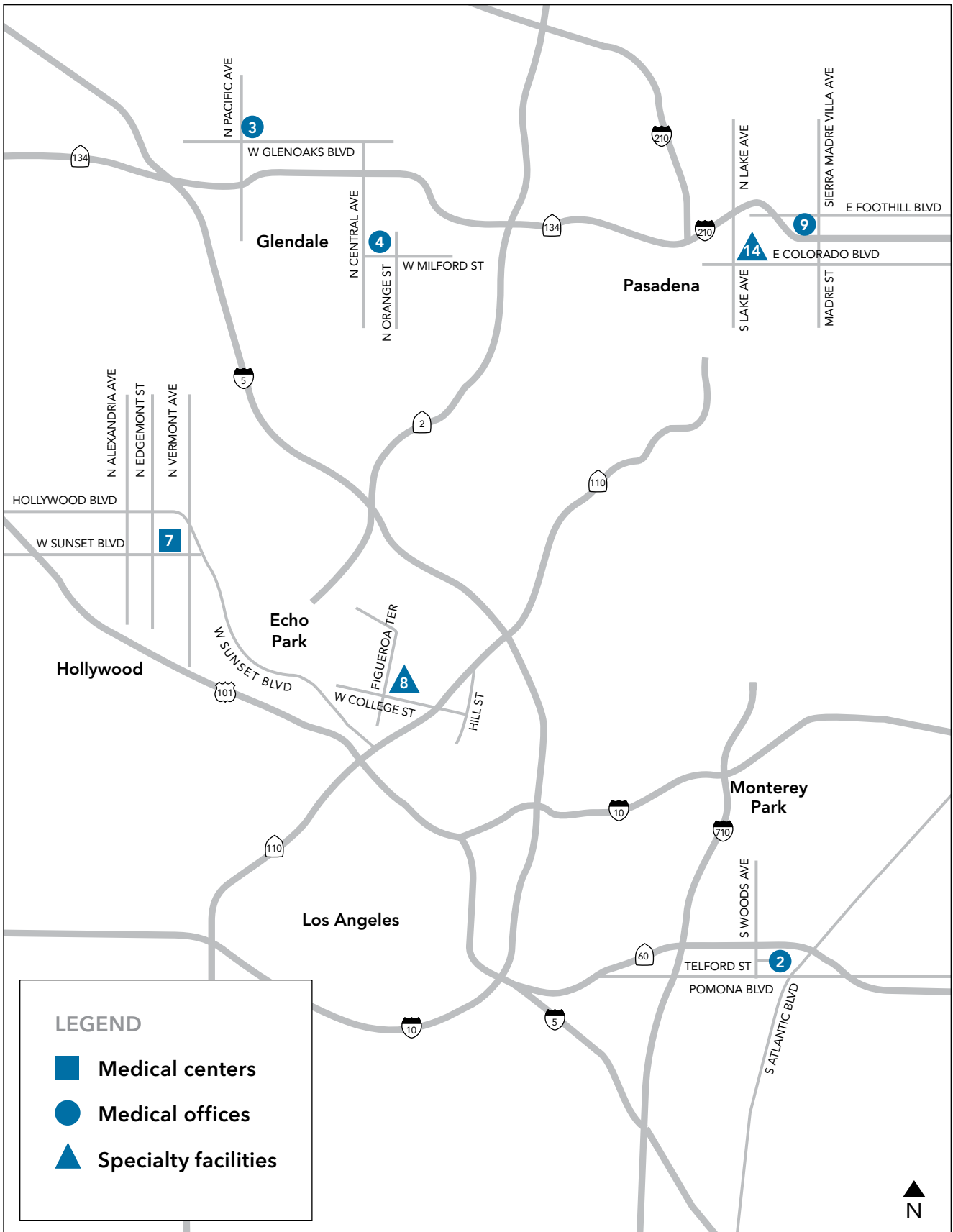
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West Los Angeles Area



Map not to scale

Los Angeles Area



Area Locations

- 1 Culver Marina Medical Offices**152
 12001 W. Washington Blvd.
 Los Angeles, CA 90066
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 5 Health Education and Psychiatry Offices**.....155
 Wateridge Office Park
 5105 W. Goldleaf Circle
 Los Angeles, CA 90056
- 2 East Los Angeles Medical Offices**153
 5119 Pomona Blvd.
 Los Angeles, CA 90022
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 6 Inglewood Medical Offices**156
 110 N. La Brea Ave.
 Inglewood, CA 90301
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 3 Glendale Medical Offices**154
 444 W. Glenoaks Blvd.
 Glendale, CA 91202
 ♿ DHCS survey results: limited and medical equipment access (P, E, EB, R, T)
- 7 Los Angeles Medical Center**.....157
Emergency Urgent Care
 4867 W. Sunset Blvd.
 Los Angeles, CA 90027
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T); 4950 Sunset Blvd., limited and medical equipment access (E, EB, IB, R, T)
- 4 Glendale Orange Street Medical Offices**155
 501 N. Orange St.
 Glendale, CA 91203
 ♿ DHCS survey pending

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**

- ▲ 8 **Mental Health Center**166
765 W. College St.
Los Angeles, CA 90012

- 9 **Pasadena Medical Offices**166
Urgent Care
3280 E. Foothill Blvd.
Pasadena, CA 91107
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- 10 **Playa Vista Medical Offices**167
5620 Mesmer Ave.
Culver City, CA 90230
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- 11 **South Los Angeles Medical Offices**168
1550 W. Manchester Ave.
Los Angeles, CA 90047
♿ DHCS survey pending

- ▲ 12 **Vision Essentials by Kaiser Permanente, Inglewood**168
The Marketplace at Hollywood Park
3451 W. Century Blvd., Ste. B-3
Inglewood, CA 90303

- ▲ 13 **Vision Essentials by Kaiser Permanente, La Cienega**169
1843½ La Cienega Blvd.
Los Angeles, CA 90035

- ▲ 14 **Vision Essentials by Kaiser Permanente, Pasadena**169
1055 E. Colorado Blvd., Ste. 100
Pasadena, CA 91106

- 15 **West Los Angeles Medical Center**169
Emergency Urgent Care
6041 Cadillac Ave.
Los Angeles, CA 90034
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Location Details

● 1 Culver Marina Medical Offices

12001 W. Washington Blvd.
Los Angeles, CA 90066
kp.org/westlosangeles

Addiction Medicine

Hours: M–Th, 8:30 a.m.–9 p.m.;
F, 8:30 a.m.–5:30 p.m.; Sa, 9 a.m.–1 p.m.
Advice/Appts./

Cancel/Msgs. **310-915-4515**

Adolescents, couples, day treatment, detoxification, dual-diagnosis, family/individual/group therapy, parenting, significant other, and codependency programs. Spanish-speaking groups by arrangement.

■ Behavioral Health Care Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Advice Nurse

Advice
(M–F, 7 a.m.–7 p.m.)..... **1-800-954-8000**
After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(**1-888-576-6225**)

Allergy *By referral only*

Hours: M–F, 8:45 a.m.–12:15 p.m.
and 1:15–4:45 p.m.
Advice/Appts./
Cancel/Msgs. **1-800-954-8000**

Family Medicine/Internal Medicine

Hours: M–F, 8:30 a.m.–5 p.m.
Nurse visit hours: M–F, 9 a.m.–noon
and 1:30–4 p.m.
Appts./Cancel/
Info./Msgs. **1-800-954-8000**

Laboratory

Hours: M–F, 8 a.m.–5 p.m.
Results..... **1-888-4KPTEST**
(**1-888-457-8378**)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Occupational Health Center (Kaiser On-the-Job®)

Ste. 206

Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. **310-202-3030**
Medical treatment for work-related
injuries and illnesses.

Pain Management *By referral only*

Hours: M–F, 8 a.m.–4 p.m.
Appts./Cancel/Info./Msgs. **323-857-4213**

Pharmacy

Hours: M–F, 9 a.m.–5:30 p.m.
Info./Refills by phone **1-866-391-2677**
Mail-order Pharmacy..... **1-866-206-2982**
Online refills..... **kp.org/refill**
Call 48 hours in advance for refills.

Physical Medicine and Rehabilitation

By referral only

Hours: W, 1:30–4:45 p.m.
Advice/Appts./
Cancel/Msgs. **323-857-3373**
After-hours cancel..... **323-857-3682**

Physical Therapy *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.–noon
and 1–4:30 p.m.;
W, 8:30 a.m.–noon and 2–4:30 p.m.
Information **323-857-2476**
After-hours cancel..... **323-857-2476**

Podiatry *By referral only*

Hours: M-F, 8:15 a.m.-4:45 p.m.
 Appts./Cancel/Info./Msgs. **323-857-4034**

Radiology/Diagnostic Imaging

▪ **Mammography**

Hours: M-F, 8 a.m.-12:30 p.m.
 and 1:30-3:30 p.m.
 Appts./Cancel/
 Info./Msgs. **1-800-954-8000**

▪ **Radiology** *By referral only*

Hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1-4:30 p.m.
 Appts./Cancel/
 Info./Msgs. **1-800-954-8000**

▪ **X-ray, Bone Densitometry** *By referral only*

Hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Appts./Cancel/
 Info./Msgs. **323-857-2421**

Security (Lost and Found)

Information **310-915-4444**

2 East Los Angeles Medical Offices

5119 Pomona Blvd.
 Los Angeles, CA 90022
kp.org/losangeles

Advice Nurse

Advice
 (M-F, 7 a.m.-7 p.m.) **1-800-954-8000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

Hours: M-Th, 8 a.m.-4:30 p.m.;
 F, 8 a.m.-5 p.m.; Sa, 8-11:30 a.m.
 Advice/Appts./
 Cancel/Msgs. **1-800-954-8000**

▪ **After-hours Clinic** *By appointment only*
Hours: M-Th, 5-7 p.m.
 Advice/Appts. **1-800-954-8000**

Gynecology

See Obstetrics-Gynecology.

Laboratory

Hours: M-Th, 8 a.m.-6:30 p.m.;
 F, 8 a.m.-5 p.m.; Sa, 8-11:45 a.m.
 Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Nurse Clinic

Hours: M-F, 8 a.m.-4:30 p.m.;
 Sa, 8-11:30 a.m.
 Information **1-800-954-8000**

Obstetrics-Gynecology *By appointment only*

Hours: M-F, 8:30 a.m.-4:30 p.m.
 Appts./Info. **1-800-954-8000**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Hours: M-F, 8 a.m.-4:30 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-800-954-8000**

▪ **After-hours Clinic** *By appointment only*
Hours: M-Th, 5-7 p.m.; Sa, 8 a.m.-noon
 Advice/Appts. **1-800-954-8000**

▪ **School/camp forms**
Hours: M-F, 8:30-11:30 a.m.
 and 1:30-4:30 p.m.
 Information **1-800-954-8000**
 Fees may apply.

Pharmacy

Hours: M-Th, 8:30 a.m.-7 p.m.;
 F, 8:30 a.m.-5:30 p.m.; Sa, 9 a.m.-1 p.m.
 Mail-order Pharmacy **1-866-206-2982**
 Online refills kp.org/refill
 Call 48 hours in advance for refills.
Nurse visit hours: M-F, 9 a.m.-noon
 and 1:30-4 p.m.

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Podiatry *By referral only*

Hours: M, 8-11:30 a.m.;

W, F, 8 a.m.-4:30 p.m.

Advice/ Appts./

Cancel/Msgs. **1-800-954-8000**

Radiology/Diagnostic Imaging

▪ **Bone Density/Mammography**

Hours: M-F, 9 a.m.-4 p.m.

Appts./Cancel/Msgs. **1-800-954-8000**

▪ **Radiology** *By referral only*

X-ray hours: M-F, 9 a.m.-5:15 p.m.;

Sa, 8-11:30 a.m.

Appts./Cancel/Msgs. **1-800-954-8000**

Social Medicine

Hours: M, W, 8:30 a.m.-5 p.m.;

Tu, Th, 8 a.m.-4:30 p.m.; F, 7:30 a.m.-3 p.m.

Information **1-800-954-8000**

Vision Essentials by Kaiser Permanente

▪ **Optical Center**

Eyeglasses

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel **323-881-5582**

Website **kp2020.org**

▪ **Optometry**

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel **323-881-5582**

● **3**

**Glendale
Medical Offices**

444 W. Glenoaks Blvd.

Glendale, CA 91202

kp.org/losangeles

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) **1-800-954-8000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Family Medicine *By appointment only*

Hours: M-Th, 8 a.m.-5:30 p.m.;

F, 8 a.m.-3:30 p.m.; Sa, 8-11:30 a.m.

Appts./Cancel/Info./Msgs. ... **1-800-954-8000**

▪ **After-hours Clinic** *By appointment only*

Hours: Sa, 8-11:30 a.m.

Advice/ Appts. **1-800-954-8000**

Laboratory

Hours: M-Th, 8 a.m.-6 p.m.;

F, 8 a.m.-4 p.m.; Sa, 8-noon

Results **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results

or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Nurse Clinic *Walk-in and by appointment*

Hours: M-Th, 8 a.m.-5:30 p.m.;

F, 8:30 a.m.-3:30 p.m.; Sa, 8-11:30 a.m.

Information **1-800-954-8000**

Pediatrics *By appointment only*

Hours: M-Th, 8 a.m.-5:30 p.m.;

F, 8 a.m.-3:30 p.m.; Sa, 8-11:30 a.m.

Appts./Cancel/Info./Msgs. ... **1-800-954-8000**

▪ **After-hours Clinic** *By appointment only*

Hours: Sa, 8-11:30 a.m.

Advice/ Appts. **1-800-954-8000**

▪ **School/camp forms**

Information **1-800-954-8000**

Fees may apply.

Pharmacy

Hours: M-Th, 8 a.m.-6 p.m.;
 F, 8 a.m.-5 p.m.; Sa, 8:30-11:30 a.m.
 Info./Refills by phone **1-866-352-8964**
 Mail-order Pharmacy **1-866-206-2982**
 Online refills **kp.org/refill**
 Call 48 hours in advance for refills.

Radiology/Diagnostic Imaging

By referral only
Hours: M-Th, 9 a.m.-5:30 p.m.;
 F, 9 a.m.-3:30 p.m.
 ■ **Mammography**
Self-referral accepted
Hours: M-Th, 9 a.m.-5:30 p.m.;
 F, 9 a.m.-3:30 p.m.
 Appts./Cancel/
 Info./Msgs. **1-800-954-8000**

4 Glendale Orange Street Medical Offices

501 N. Orange St.
 Glendale, CA 91203
kp.org/losangeles

Dermatology *By referral only*
Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-954-8000**

Gastroenterology (GI) *By referral only*
Office hours: Th, 8 a.m.-5 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-954-8000**

Obstetrics-Gynecology
Hours: M-F, 8:30 a.m.-5 p.m.
 Advice/Appts./
 Cancel/Msgs. **1-800-954-8000**

Pain Management *By referral only*
Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-954-8000**

Podiatry *By referral only*
Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-954-8000**

Surgery (General) *By referral only*
Office hours: Th, F, 8 a.m.-5 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-954-8000**

5 Health Education and Psychiatry Offices

Wateridge Office Park
 5105 W. Goldleaf Circle
 Los Angeles, CA 90056
kp.org/westlosangeles

Health Education
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **323-298-3300**
 Wellness Coaching
 by Phone **1-866-862-4295**

Psychiatry
Hours: M-Th, 7 a.m.-7 p.m.;
 F, 7 a.m.-5:30 p.m.; Sa, 8 a.m.-noon
 Appts./Info. **323-298-3100**

■ **Behavioral Health Care**
Member Help Line
 7 days, 24 hours **1-800-900-3277**

6

Inglewood Medical Offices

110 N. La Brea Ave.
Inglewood, CA 90301
kp.org/westlosangeles

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) 1-800-954-8000
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... 1-888-KPONCALL
(1-888-576-6225)

Family Medicine/Internal Medicine

Adults and children

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-noon

Appts./Cancel 1-800-954-8000

▪ **After-hours Clinic** *By appointment only*

Hours: M-Th, 5-8 p.m.

Advice/Appts. 1-800-954-8000

Laboratory

Hours: M-F, 7:30 a.m.-5 p.m.

Information 310-419-3314

Results 1-888-4KPTEST
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Occupational Health Center (Kaiser On-the-Job®)

Ste. 303

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. 310-202-3030

Medical treatment for work-related
injuries and illnesses.

Pediatrics/Teenage Medicine

Hours: M-F, 8:30 a.m.-4 p.m.

Appts./Cancel 1-800-954-8000

Pharmacy

Hours: M-F, 8:30 a.m.-6 p.m.

Info./Refills by phone 1-866-391-2678

Mail-order Pharmacy 1-866-206-2982

Online refills kp.org/refill

Call 48 hours in advance for refills.

Physical Therapy *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.-noon
and 1-4:30 p.m.;

W, 8:30 a.m.-noon and 2-4:30 p.m.

Information 323-857-2476

After-hours cancel 323-857-2476

Radiology/Diagnostic Imaging

▪ **Mammography**

Hours: M-Th, 7:30 a.m.-2:45 p.m.
and 5-9 p.m.; F, 7:30 a.m.-2:45 p.m.;

walk-in mammograms available

Appts./Cancel/

Info./Msgs. 1-800-954-8000

▪ **Radiology** *By referral only*

Hours: M-F, 7:30 a.m.-5 p.m.

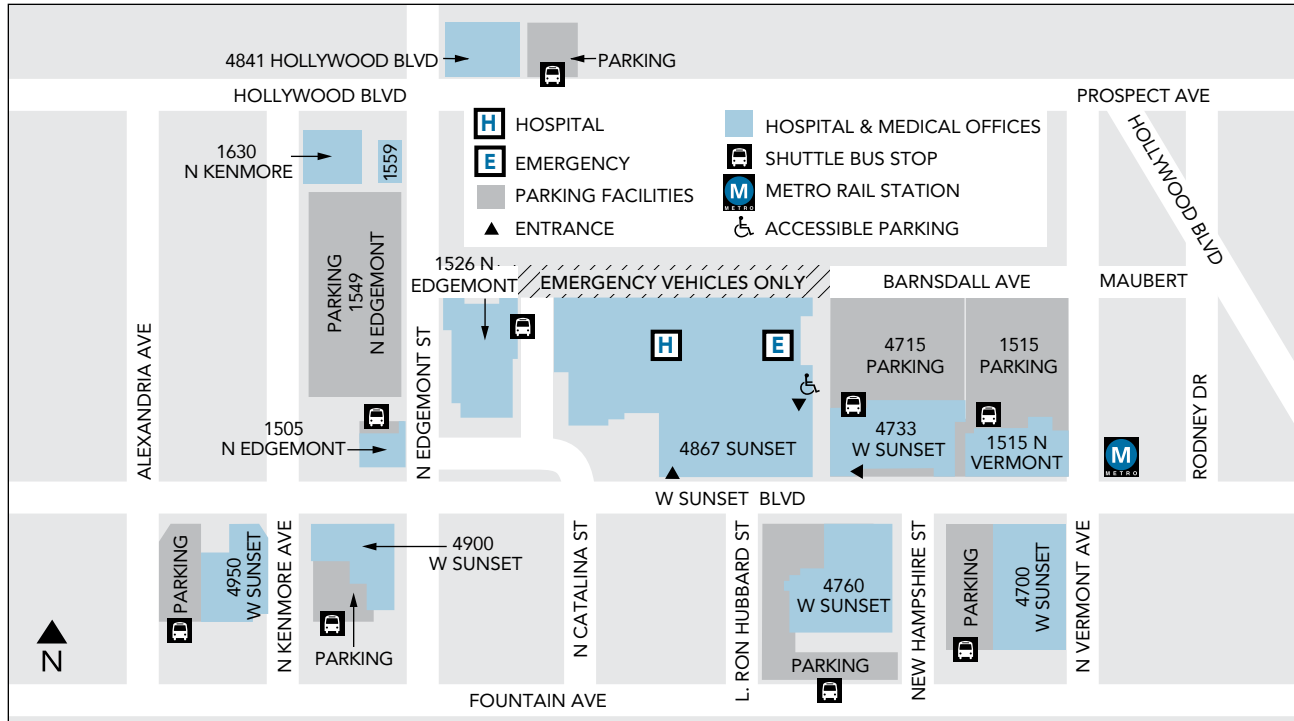
Appts./Cancel/

Info./Msgs. 1-800-954-8000

Security (Lost and Found)

Information 310-419-3333

Los Angeles Medical Center (hospital and medical offices)



Map not to scale

7

Los Angeles Medical Center

Hospital and Medical Offices
 4867 W. Sunset Blvd.
 Los Angeles, CA 90027
kp.org/losangeles

- **Emergency**
 4867 W. Sunset Blvd., 2nd Floor
- **Adult Urgent Care**
 1526 N. Edgemont St., 1st Floor
- **Pediatric After-hours Care**
 4700 W. Sunset Blvd., 4th Floor

Enter the medical offices north of 1526 N. Edgemont St. Enter the hospital on Barnsdall Avenue, north of Sunset Boulevard.

Emergency

4867 W. Sunset Blvd., 2nd Floor
Hours: 7 days, 24 hours
 Information **323-783-4011**
 Drive through drop-off on Barnsdall Ave. or park at 1515 N. Vermont Ave., entrance on West Sunset Boulevard.

Poison Control 1-800-222-1222

Hospital parking located west of Vermont Avenue
 Some services are also available at the following locations:

- **1505 N. Edgemont St.**
 Adjacent parking for people with disability. Use parking lot at 1549 N. Edgemont St.
- **1526 N. Edgemont St.**
 Use parking lot at 1549 N. Edgemont St.

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- **4700 W. Sunset Blvd.**
Adjacent parking
- **4760 W. Sunset Blvd.**
Adjacent parking (limited).
Parking also available at
4700 W. Sunset Blvd.
- **4867 W. Sunset Blvd.**
Use parking lot at
1549 N. Edgemont St.
- **4900 W. Sunset Blvd.**
Adjacent parking (limited).
Parking also available at
1549 N. Edgemont St.
or 4950 W. Sunset Blvd.
- **4950 W. Sunset Blvd.**
Adjacent parking
- **1515 N. Vermont Ave.**
Adjacent parking
- **3699 Wilshire Blvd.**
Underground parking

Addiction Medicine

4700 W. Sunset Blvd., 1st Floor

Walk-in: M-F, 8:30 a.m.-4 p.m.

Group meetings: M-Th, 8:30 a.m.-9 p.m.;
F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-12:30 p.m.

Advice/ Appts./Cancel/Msgs. ... **323-783-8206**

▪ Behavioral Health Care

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Admitting

4867 W. Sunset Blvd., 1st Floor

Hours: 7 days, 24 hours

Information **323-783-5941**

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) **1-800-954-8000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*

1515 N. Vermont Ave., 5th Floor

Hours: M, 9 a.m.-7 p.m.;

Tu-F, 9 a.m.-5:30 p.m.

Advice/ Appts./

Cancel/Msgs. **1-800-954-8000**

Ambulatory Surgery Center (ASC)

4760 W. Sunset Blvd., 2nd floor

Hours: M-F, 5:30 a.m.-5:30 p.m.

Information **323-783-3745**

Audiology *Self-referrals accepted*

4900 W. Sunset Blvd., 6th Floor

Hours: M-F, 7:30 a.m.-5 p.m.

Appointments..... **1-800-954-8000**

Blood Donor Center

1515 N. Vermont Ave., 1st Floor

Hours: M-F, 9 a.m.-5 p.m.

Appts./Cancel/Msgs./

Platelet appointments **323-783-6667**

Bone Marrow Transplant (BMT) Clinic

By referral only

1515 N. Vermont Ave., 8th Floor

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.

Information **323-783-5414**

After-hours call Urgent Care at City of Hope,
626-256-4673, ext. 65200, and ask for
Kaiser Permanente BMT physician on call.

Cafeteria

Rejunvenate Café

4733 W. Sunset Blvd., 2nd Floor

Hours: M-F, 7 a.m.-9 p.m.;

Sa, Su, holidays, 8 a.m.-7 p.m.

Cancer Information

4867 W. Sunset Blvd.

Patient information **1-888-606-0068**

Cardiac Catheterization

Laboratory (Regional) *By referral only*

4867 W. Sunset Blvd., 3rd Floor

Hours: M-F, 6:30 a.m.-8 p.m.

Appts./Info. **323-783-4079**

Cardiac Surgery *By referral only*
 1526 N. Edgemont St., 3rd Floor
Hours: M-F, 7 a.m.-6 p.m.
 Advice/ Appts./
 Cancel/Msgs. **323-783-4595**

Cardiology *By referral only*
 1526 N. Edgemont St., 2nd Floor
Hours: M-F, 8 a.m.-5 p.m.
 Information **323-783-4585**

Cardiology Rehabilitation *By referral only*
 1515 N. Vermont Ave., 1st Floor
Hours: M, W, F, 7 a.m.-4 p.m.
 Advice/Cancel..... **323-783-4302**

Conference Center
 1515 N. Vermont Ave., 1st Floor

Continuing Care
 See Geriatrics/Palliative Medicine/
 Continuing Care.

Dermatology *By referral only*
 1515 N. Vermont Ave., 5th Floor
Hours: M-F, 8:30 a.m.-noon and 1:30-5 p.m.
 Advice/ Appts./
 Cancel/Msgs. **1-800-954-8000**

Diabetes
 See Endocrinology/Diabetes/Rheumatology.

- Dialysis Unit** *By referral only*
- **Inpatient**
 4867 W. Sunset Blvd., 6th Floor
Hours: 7 days, 24 hours
 Advice/Msgs. **323-783-9651**
 - **Outpatient**
 4700 W. Sunset Blvd., 2nd Floor
Hours: M-Sa, 5 a.m.-10 p.m.
 Advice/Msgs. **323-783-5579**

Durable Medical Equipment
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Information **1-855-80KPDME**
 (1-855-805-7363)

Electrophysiology Services (Regional)
By referral only
 4867 W. Sunset Blvd., 3rd Floor
Hours: M-F, 8 a.m.-5 p.m.
 Appts./Info. **323-783-5850**

Endocrinology/Diabetes/Rheumatology
By referral only; consultations only
 4950 W. Sunset Blvd., 2nd Floor
Hours: M-F, 8:30 a.m.-4:30 p.m.
 Information **323-783-3432**
 Messages **1-800-954-8000**

Family Medicine
 4950 W. Sunset Blvd., 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Advice/ Appts./
 Cancel/Msgs. **1-800-954-8000**

Financial Counseling
 4867 W. Sunset Blvd., 1st Floor
Hours: 7 days, 24 hours
 Information **323-783-7163**

Food and Nutrition (Inpatient)
Hours: 7 days, 6:30 a.m.-7 p.m.
 Information **323-783-8143**

Gastroenterology (GI)/Liver Clinic
By referral only
 1526 N. Edgemont St.
 Gastroenterology (GI), 6th Floor
 Liver Clinic, 7th Floor
Hours: M-F, 8 a.m.-5 p.m.
 Advice/ Appts./Msgs. **1-800-954-8000**

Genetics *Referral preferred*
 4900 W. Sunset Blvd., 3rd Floor
Hours: M-F, 9 a.m.-5 p.m.
 Appts./Info./Cancel/Msgs. **323-783-5756**

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**Geriatrics/Palliative Medicine/
Continuing Care** *By referral only*

3699 Wilshire Blvd., 3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **323-783-7047**

Gynecologic Oncology *By referral only*

4900 W. Sunset Blvd., 3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Advice/ Appts./Cancel **323-783-4018**

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

Includes Maxillofacial Surgery
4900 W. Sunset Blvd., 6th Floor
Hours: M-F, 8:45 a.m.-5 p.m.
Advice/ Appts./
Cancel/Msgs. **1-800-954-8000**

Health Education

1515 N. Vermont Ave., 4th Floor
Hours: M-F, 8 a.m.-5 p.m.
Appts./Info./Msgs. **323-783-4472**
Wellness Coaching
by Phone **1-866-862-4295**

HearUSA/HEARx West Hearing Care Centers

By appointment only

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only

▪ **Los Feliz**

2654 Griffith Park Blvd.
Los Angeles, CA 90039
Information **323-906-1275**

▪ **Pasadena**

3655 E. Foothill Blvd.
Pasadena, CA 91107
Information **626-351-0175**

Hematology/Oncology *By referral only*

1515 N. Vermont Ave., 8th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel **1-800-954-8000**

HIV Clinic *By referral only*

1505 N. Edgemont St., 2nd Floor
Hours: M-F, 8:30 a.m.-4:30 p.m.
Advice/ Appts./Msgs. **1-800-954-8000**

Home Health Care *By referral only*

Consultation and admission
3699 Wilshire Blvd., 3rd Floor
Hours: M-F, 8 a.m.-5 p.m.
Information **323-783-4375**

Hospice *By referral only*

Consultation and admission
3699 Wilshire Blvd., 3rd Floor
Hours: M-F, 8 a.m.-5 p.m.
Information **323-783-7416**

Hospital Cashier Office

4867 W. Sunset Blvd., 1st Floor
Hours: M-F, 8:30 a.m.-6 p.m.
Information **323-783-7905**

Infectious Disease *By referral only*

1505 N. Edgemont St., 2nd Floor
Hours: M, W-F, 8:30 a.m.-5 p.m.;
Tu, 8 a.m.-noon
Advice/ Appts./Msgs. **1-800-954-8000**

Infusion Center (Outpatient) *By referral only*

1505 N. Edgemont St., 1st Floor
Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel **323-783-3933**

Inpatient Nursing

Information **323-783-8374**

Insurance

See Medical Correspondence/Insurance.

Internal Medicine

4950 W. Sunset Blvd., 3rd, 5th, and 6th Floors
Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel **1-800-954-8000**

Interventional Radiology *By referral only*

Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Pre-procedure/
Post-procedure/
Outpatient Clinic appts. **323-783-6033**

Laboratory

Results 1-888-4KPTEST
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

- **4700 W. Sunset Blvd., 1st Floor**
Hours: M-F, 8:30 a.m.-5 p.m.
Information.....323-783-7959
- **4900 W. Sunset Blvd., 3rd Floor**
Hours: M-F, 7 a.m.-6 p.m.
Information.....323-783-3504
- **4950 W. Sunset Blvd., 3rd Floor**
Hours: M-Sa, 7 a.m.-6 p.m.;
Su 7 a.m.-3 p.m.; holidays, 7-11 a.m.
Information.....323-783-3854
- **1515 N. Vermont Ave., 2nd Floor**
Hours: M-F, 7 a.m.-5 p.m.
Information.....323-783-8219

Long-Term Care *By referral only*

3699 Wilshire Blvd., 3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information323-783-1490

Mammography

See Radiology/Diagnostic Imaging.

Medical Correspondence/Insurance

- **Main Office**
3699 Wilshire Blvd., 3rd Floor
Hours: M-F, 9 a.m.-4 p.m.
Information.....323-783-2400
or 323-783-5288
- **Satellite Office**
(Drop box available)
4733 W. Sunset Blvd., 2nd Floor
Hours: M-F, 9 a.m.-4 p.m.
Information.....323-783-2400
or 323-783-5288

Medical Library

4733 W. Sunset Blvd., 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.;
secured access, please call first
Information323-783-4687

Member Services Offices

Hours: M-F, 9 a.m.-5 p.m.; closed holidays

- 1505 Edgemont St., G Floor
- 4950 W. Sunset Blvd., 1st Floor
- **Member Service Contact Center**
Phone hours: 7 days, 24 hours
(closed holidays)
English..... 1-800-464-4000
Spanish 1-800-788-0616
Chinese dialects..... 1-800-757-7585
TTY711

Metabolic Clinic *By referral only*

Regional Metabolic Center
4700 W. Sunset Blvd., 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information323-783-6970

Nephrology *By referral only*

4700 W. Sunset Blvd., 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel..... 1-800-954-8000

Home Dialysis

Hours: M-F, 9 a.m.-5:30 p.m.
Information.....323-783-6535

In-center Hemodialysis

Hours: M, 5 a.m.-Tu, 10 p.m.;
W, 5 a.m.-Th, 10 p.m.; F, 5 a.m.-Sa, 10 p.m.
Information323-783-5579
or 323-783-5580

Neurogenetics Clinic *By referral only*

Regional Metabolic Center
4700 W. Sunset Blvd., 1st Floor
Hours: M, 8:30 a.m.-noon
Information323-783-6970

Neurology/Sleep Medicine *By referral only*

1505 N. Edgemont St., 5th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/ Msgs. 1-800-954-8000

Neurosurgery *By referral only*

1505 N. Edgemont St., 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. 1-800-954-8000

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Nuclear Medicine *By referral only*

1526 N. Edgemont St., 5th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. **323-783-2233**

After-hours cancel **1-800-954-8000**

Nurse Clinic

4950 W. Sunset Blvd.

Atrium level, Nurse Clinic

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-800-954-8000**

Obstetrics-Gynecology

4900 W. Sunset Blvd.

3rd, 4th, and 5th Floors

Hours: M-F, 8:30 a.m.-5 p.m.

▪ **Obstetrics Education (Women's Center)**

4900 W. Sunset Blvd., 5th Floor

Hours: M-F, 8:50 a.m.-4:30 p.m.

Appts./Info./Msgs. **1-800-954-8000**

Occupational Health Center

(Kaiser On-the-Job®)

1526 N. Edgemont St., 1st Floor

Hours: M-F, 7:30 a.m.-5 p.m.

Advice/Info./Msgs. **323-783-6621**

Medical treatment for work-related injuries and illnesses.

Occupational Therapy *By referral only*

1526 N. Edgemont St., 4th Floor

Hours: M-F, 8 a.m.-5 p.m.

Advice/Appts./Cancel **1-800-954-8000**

Oncology

See Hematology/Oncology.

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Orthopedics *By referral only*

4760 W. Sunset Blvd., 1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-800-954-8000**

Palliative Medicine

See Geriatrics/Palliative Medicine/
Continuing Care.

Pediatrics/Teenage Medicine

Appointments preferred

4700 W. Sunset Blvd.

Pediatrics, 3rd and 4th Floors

Teenage Medicine, 1st Floor

Office hours: M-F, 8:45 a.m.-4:30 p.m.

After-hours Care: M-F, 5-8:30 p.m.;

Sa, Su, holidays, 9 a.m.-4:30 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-954-8000**

School/camp forms, fees may apply.

Pharmacies

Mail-order Pharmacy **1-866-206-2982**

Online refills **kp.org/refill**

Call 48 hours in advance for refills.

▪ **1505 N. Edgemont Ave.**

Infectious Disease Clinic Pharmacy

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Info./Refills by phone **1-866-352-8649**

▪ **4700 W. Sunset Blvd.**

Pediatrics Pharmacy

1st Floor

Hours: M-F, 8:30 a.m.-8:30 p.m.;

Sa, Su, 9 a.m.-4 p.m.; closed holidays

Info./Refills by phone **1-866-352-8725**

▪ **4867 W. Sunset Blvd.**

Hours: 7 days, 24 hours

Info./Refills by phone **1-866-879-3408**

▪ **4900 W. Sunset Blvd.**

Home Infusion Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.

Information **323-783-4014**

▪ **4904 W. Sunset Blvd.**

Building M Pharmacy

1st Floor

Hours: M-F, 8:30 a.m.-6 p.m.

Info./Refills by phone **1-866-352-8690**

- **4950 W. Sunset Blvd.**
Building M Pharmacy
Level M
Hours: M-F, 8:30 a.m.-6 p.m.
Info./Refills by phone..... **1-866-352-8669**

- **1515 N. Vermont Ave.**
2nd Floor
Hours: M-F, 8:30 a.m.-6 p.m.
Info./Refills by phone..... **1-866-352-9095**

Physical Medicine and Rehabilitation

By referral only
1526 N. Edgemont St., 3rd Floor
Hours: M-F, 8 a.m.-5 p.m.
Advice/Appts./
Cancel/Msgs. **1-800-954-8000**

Physical Therapy *By referral only*
1526 N. Edgemont St., 4th Floor
Hours: M-F, 8 a.m.-5 p.m.
Advice/Appts./Cancel..... **1-800-954-8000**

Plastic Surgery
4760 W. Sunset Blvd., 3rd Floor
(Register on the 1st Floor)
Hours: M-F, 9 a.m.-5 p.m.
Information **1-800-954-8000**

Psychiatry
4700 W. Sunset Blvd., 5th and 6th Floors
Hours: M-Th, 7 a.m.-7 p.m.;
F, 7 a.m.-5 p.m.; Sa, 8:30 a.m.-12:30 p.m.
First-time appointments **323-783-2621**
Advice/Cancel/Msgs. **323-783-2600**

- **Behavioral Health Care**
Member Help Line
7 days, 24 hours **1-800-900-3277**

Pulmonary Function Testing (PFT)
By referral only
1526 N. Edgemont St.
Hours: M-F, 7 a.m.-5 p.m.
Advice/Msgs. **1-800-954-8000**
Appts./Cancel..... **323-783-2972**

Pulmonary Rehabilitation *By referral only*
1515 N. Vermont Ave., 1st Floor
Hours: M, W, F, 1:30-3:30 p.m.
Advice/Cancel..... **1-800-954-8000**

Pulmonology *By referral only*
1515 N. Vermont Ave., 1st Floor
Hours: M, W, F, 8:30 a.m.-5 p.m.;
Tu, 8:30 a.m.-noon
Information **323-783-4858**

- Radiation Oncology** *By referral only*
- **4950 W. Sunset Blvd.**
Office hours: M-F, 7:30 a.m.-7 p.m.
Treatment hours: M-F, 8 a.m.-7 p.m.
Advice/Appts./
Cancel/Msgs. **323-783-2841**

- **Ontario Medical Center**
2295 Vineyard Ave.
Ontario, CA 91761
Office hours: M-F, 7:30 a.m.-7 p.m.
Treatment hours: M-F, 8 a.m.-7 p.m.
Advice/Appts./
Cancel/Msgs. **909-724-2022**

Radiology/Diagnostic Imaging
By referral only

- **1505 N. Edgemont St., Ground Floor**
Hours: M-F, 7:30 a.m.-5 p.m.
Appts./Cancel **323-783-2662**

- **4760 W. Sunset Blvd., 1st Floor**
Hours: M-F, 8 a.m.-5:30 p.m.;
Appts./Cancel **323-783-4567**

- **4867 W. Sunset Blvd., 2nd Floor**
Hours: 7 days, 24 hours
Main number **323-783-5384**
Lead Tech **323-783-7662**

- **4950 W. Sunset Blvd., 3rd Floor**
Hours: M-F, 8 a.m.-6 p.m.
Appts./Cancel **323-783-3853**

- **1515 N. Vermont Ave., 2nd Floor**
Hours: M-F, 8:30 a.m.-5 p.m.
Main number **323-783-8547**
Lead Tech **323-783-7662**

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Radiology/Diagnostic Imaging

By referral only

- **CT and Ultrasound** *By referral only*
1526 N. Edgemont St., basement
Hours: 7 days, 7 a.m.-11 p.m.
Advice/ Appts./Msgs. **323-783-2662**
Automated cancel **1-800-954-8000**
- **Mammography**
1505 N. Edgemont St., Ground Floor
Hours: M-F, 8 a.m.-6 p.m.;
Sa, 8 a.m.-3:30 p.m.
Appts./Msgs. **323-783-7880**
Automated cancel **1-800-954-8000**
- **MRI** *By referral only*
1526 N. Edgemont St., basement
1559 N. Edgemont St.
Hours: M-F, 8 a.m.-5 p.m.
Appts./Msgs. **323-783-2662**

Renal Genetics Clinic

By referral only

Regional Metabolic Center
4700 W. Sunset Blvd., 1st Floor
Hours: M, 8:30 a.m.-noon
Information **323-783-6970**

Rheumatology

See Endocrinology/Diabetes/Rheumatology.

Security

- **Security Services and Command Center Operations**
4715 W. Sunset Blvd.
Hours: 7 days, 24 hours
For security emergencies, please dial **911**, then call the Security Command Center at **323-783-7777**.
- **Security Leadership/Administration**
Hours: M-F, 8:30 a.m.-5 p.m.
Information..... **323-783-5965**

Sigmoidoscopy

1526 N. Edgemont St.
Gastroenterology (GI), 6th Floor
Hours: M-F, 7:30 a.m.-4 p.m.
Cancel/Msgs. **323-783-8898**
If you're 50 or younger, you'll need a referral.

Social Medicine

1505 N. Edgemont St., 1st Floor
Hours: M-F, 8 a.m.-5 p.m.
After-hours (on-site social worker):
Social Workers are available in the hospital 7 days, 24 hours
Social Worker Office **323-783-1358**
Information **323-783-4371**

Speech and Language Pathology

By referral only
1505 N. Edgemont St., 4th Floor
Hours: M-F, 8 a.m.-5 p.m.
Advice/ Appts./Cancel..... **1-800-954-8000**

Spine Surgery

By referral only

1505 N. Edgemont St., 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-800-954-8000**

Sports Medicine

4760 W. Sunset Blvd., 1st Floor
Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-800-954-8000**

Surgery

By referral only

4760 W. Sunset Blvd., 3rd Floor
(Register on the 1st Floor)
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Msgs. **1-800-954-8000**

- **Ambulatory Surgery**
4760 W. Sunset Blvd., 2nd Floor
Hours: M-F, 5 a.m.-6 p.m.
Information **1-800-954-8000**
- **Discharge**
4760 W. Sunset Blvd., 2nd Floor
Recovery: M-F, 7:30 a.m.-5:30 p.m.
Discharge: M-F, 9:30 a.m.-6 p.m.
Information..... **323-783-3741**
- **Preadmission Center (PAC)**
1505 N. Edgemont St., 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information..... **323-783-2555**

Teenage Medicine

See Pediatrics/Teenage Medicine.

Transplant Services *By referral only*

- **Blood and marrow**
1515 N. Vermont Ave., 8th Floor
Information..... **323-783-1958**
- **Heart**
4733 W. Sunset Blvd.
1526 N. Edgemont St., 2nd Floor
Information..... **323-783-8945**
- **Liver**
1526 N. Edgemont St., 7th Floor
Information..... **323-783-5138**
- **Lung**
4733 W. Sunset Blvd, 1st Floor
Information..... **323-783-8945**
After-hours call **323-783-2712** for transplant coordinator or on-call transplant physician.

Travel Advisory

4950 W. Sunset Blvd.
Atrium level, Nurse Clinic
Hours: M-F, 8:30 a.m.-5 p.m.
Information **1-800-954-8000**

Urgent Care/After-Hours Care

- **Adult Medicine**
1526 N. Edgemont St., 1st Floor
Hours: 7 days, including holidays,
8 a.m.-10 p.m.; will see medical
and surgical walk-ins
- **Pediatrics**
4700 W. Sunset Blvd., 4th Floor
Hours: M-F, 5-8:30 p.m.;
Sa, Su, holidays, 9 a.m.-4:30 p.m.
Advice/ Appts./Cancel/Msgs.
(M-F, 9 a.m.-5 p.m.) **1-800-954-8000**
After-hours advice
(M-F, 7 p.m.-7 a.m.; Sa, Su, holidays,
24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Urology *By referral only*

4900 W. Sunset Blvd., 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-800-954-8000**

- **Urology Nurse Walk-in Clinic**
Hours: M-F, 8:30 a.m.-noon
and 1:30-4:30 p.m.

Utilization Management

4867 W. Sunset Blvd., 4th Floor
Hours: M-F, 8 a.m.-4:30 p.m.
Information **323-783-7156**

Vision Essentials by Kaiser Permanente

- **Ophthalmology**
1515 N. Vermont Ave., 6th and 7th Floors
Hours: M-F, 8:30 a.m.-5 p.m.
Advice/ Appts./
Cancel/Msgs. **1-800-954-8000**
- **Optical Center**
Eyeglasses
1515 N. Vermont Ave., 6th Floor
Hours: M-Th, 8 a.m.-6 p.m.;
F, 8 a.m.-5:30 p.m.; Sa, 8 a.m.-4 p.m.
Contact lenses: M-F, 8:30 a.m.-5 p.m.
Advice/Msgs. **323-783-4118**
Website..... **kp2020.org**
- **Optometry**
1515 N. Vermont Ave., 6th Floor
Hours: M-Th, 7:30 a.m.-5:30 p.m.;
F, 7:30 a.m.-5 p.m.; Sa, 8 a.m.-4 p.m.
Advice/ Appts./
Cancel/Msgs. **1-800-954-8000**

Volunteer Services

4715 W. Sunset Blvd.
Basement, Security Office
Hours: M-F, 8 a.m.-4 p.m.
Information **323-783-8109**
or **323-783-8119**

▪ **Chaplain Services**

4867 W. Sunset Blvd., 1st Floor
Information..... **323-783-8241**

▲ 8

Mental Health Center

765 W. College St.
Los Angeles, CA 90012
kp.org/losangeles

By referral only

Visiting hours: M-F, 7:30-8:30 p.m.;
Sa, Su, holidays, 1-3 p.m. and 7:30-8:30 p.m.
Information **213-580-7200**
We don't encourage children younger
than 14 to visit.

● 9

**Pasadena
Medical Offices**

Urgent Care
3280 E. Foothill Blvd.
Pasadena, CA 91107
kp.org/losangeles

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-800-954-8000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*

Hours: Tu, Th, 9 a.m.-4:30 p.m.,
appointment recommended
Appts./Info. **1-800-954-8000**

Conservative Spine Back Care Clinic

By referral only
Hours: M-F, 8:30 a.m.-5 p.m.
Information **626-583-2322**

Dermatology *By referral only*

Hours: Tu, 8:30 a.m-5 p.m.
Appts./Info. **1-800-954-8000**

Family Medicine *By appointment only*

4th Floor
Hours: M-Th, 8:30 a.m.-7 p.m.;
F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-noon
Appts./Info. **1-800-954-8000**

Gynecology

See Obstetrics-Gynecology.

Laboratory

Hours: M-Th, 8 a.m.-7 p.m.;
F, 8 a.m.-5 p.m.; Sa, 8 a.m.-noon
Information **1-800-954-8000**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Nurse Clinic

Walk-in or by appointment
Hours: M-F, 8:30 a.m.-4:30 p.m.;
Sa, 8:30-11:30 a.m.
Appts./Info. **1-800-954-8000**

Obstetrics-Gynecology *By appointment only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Registration **1-800-954-8000**

Pediatrics *By appointment only*

4th Floor
Hours: M-Th, 8:30 a.m.-7 p.m.;
F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-noon
Appts./Info. **1-800-954-8000**

Pharmacy

Hours: M-F, 8 a.m.-9 p.m.;
Sa, Su, holidays, 8 a.m.-4 p.m.
Info./Refills by phone **1-866-248-1408**
Mail-order Pharmacy **1-866-206-2982**
Online refills kp.org/refill
Call 48 hours in advance for refills.

Physical Medicine *By referral only*

Hours: M-F, 7:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **626-583-3435**

Physical Therapy *By referral only*

Hours: M-F, 7:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **626-583-3435**

Podiatry *By referral only*

Hours: Tu, 1:30-5 p.m.

Information **1-800-954-8000**

Psychiatry

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Cancel/Msgs. **323-783-2600**

First time appt. **323-783-2621**

▪ **Behavioral Health Care**

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Radiology/Diagnostic Imaging

Appts./Cancel/Msgs. **1-800-954-8000**

▪ **Bone Density** *By referral only*

Hours: M-F, 10:30 a.m.-4:30 p.m.

▪ **CT Scan** *By referral only*

Hours: 7 days, 8 a.m.-9 p.m.

▪ **Mammography**

Hours: M, 9:30 a.m.-5:15 p.m.;

Tu-F, Sa, Su, 8:30 a.m.-5:15 p.m.

▪ **Radiology/X-ray**

By referral only; Walk-in or by appointment

Hours: 7 days, 8 a.m.-9 p.m.

▪ **Ultrasound** *By referral only*

Hours: 7 days, 8 a.m.-9 p.m.

Urgent Care

Walk-in only

Hours: 7 days, including holidays,

8 a.m.-9 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-954-8000**

After-hours advice **1-888-576-6225**

● 10

**Playa Vista
Medical Offices**

5620 Mesmer Ave.

Culver City, CA 90230

kp.org/westlosangeles

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.)..... **1-800-954-8000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel..... **1-800-954-8000**

Internal Medicine

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel..... **1-800-954-8000**

Laboratory

Clinical laboratory

Hours: M-F, 8 a.m.-5 p.m.

Results..... **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Obstetrics-Gynecology

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel..... **1-800-954-8000**

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone **1-866-391-2679**

Mail-order Pharmacy..... **1-866-206-2982**

Online refills..... **kp.org/refill**

Call 48 hours in advance for refills.

Radiology/Diagnostic Imaging

By referral only

Hours: M-F, 8 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-954-8000**

● 11 South Los Angeles Medical Offices

1550 W. Manchester Ave.
Los Angeles, CA 90047
kp.org/westlosangeles

Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) **1-800-954-8000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(**1-888-576-6225**)

Family Medicine *By appointment only*

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel **1-800-954-8000**

Laboratory *Walk-in available*

Clinical laboratory

Hours: M-F, 7:30 a.m.-4:30 p.m.

Results **1-888-4 KPTEST**
(**1-888-457-8378**)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Pediatrics

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel **1-800-954-8000**

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone **1-866-699-9744**

Mail-order Pharmacy **1-866-206-2982**

Online refills kp.org/refill

Call 48 hours in advance for refills.

Radiology/Diagnostic Imaging

■ Mammography

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30 p.m.-5 p.m.

Appts./Cancel/

Info./Msgs. **1-800-954-8000**

■ Radiology *By referral only*

Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30 p.m.-5 p.m.

Appts./Cancel/

Info./Msgs. **1-800-954-8000**

▲ 12 Vision Essentials by Kaiser Permanente, Inglewood

The Marketplace at
Hollywood Park
3451 W. Century Blvd., Ste. B-3
Inglewood, CA 90303
kp.org/westlosangeles

Optical Center

Contact lenses, eyeglasses

Hours: M-F, 7 a.m.-5:30 p.m.;

Sa, 7 a.m.-3:30 p.m.

Appts./Cancel **1-800-954-8000**

Eyeglasses status **310-419-3365**

Website kp2020.org

Contact lens service Wednesday afternoons
and Thursday mornings at this location only.

Optometry

Hours: M-F, 7 a.m.-5:30 p.m.;

Sa, 7-11:30 a.m. and 12:30-3:30 p.m.

Appts./Cancel **1-800-954-8000**

▲ 13 Vision Essentials by Kaiser Permanente, La Cienega

1843½ La Cienega Blvd.
Los Angeles, CA 90035
kp.org/westlosangeles

Optical Center

Contact lenses, eyeglasses
Hours: M-Th, 7 a.m.-6:30 p.m.;
F, 7 a.m.-5 p.m.;
Sa, 7-11:30 a.m. and 12:30-3 p.m.
Appts./Cancel **1-800-954-8000**
Contact lenses **323-857-2836**
Eyeglasses status **323-857-2673**
Website kp2020.org
No contact lens service on Saturday.

Optometry

Hours: M-Th, 7 a.m.-6:45 p.m.;
F, 7 a.m.-5:15 p.m.;
Sa, 7-11:30 a.m. and 12:30-3:30 p.m.
Appts./Cancel **1-800-954-8000**

▲ 14 Vision Essentials by Kaiser Permanente, Pasadena

1055 E. Colorado Blvd.
Ste. 100
Pasadena, CA 91106
kp.org/losangeles

Optical Center

Contact lenses, eyeglasses
Hours: M-F, 7:30 a.m.-5:30 p.m.;
Sa, 7:30 a.m.-3:30 p.m.
Contact lenses: M-F, 8 a.m.-5 p.m.
Eyeglasses status **626-440-5659**
Website kp2020.org

Optometry

Hours: M-F, 7:30 a.m.-6 p.m.;
Sa, 7:30 a.m.-3 p.m.
Appts./Cancel **626-440-5659**

■ 15 West Los Angeles Medical Center

Hospital and Medical Offices
6041 Cadillac Ave.
Los Angeles, CA 90034
kp.org/westlosangeles

Emergency

Hospital West Tower, 1st Floor

- **Adult Urgent Care**
Medical Offices Building
1st Floor
- **Pediatric After-hours Care**
Venice Medical Offices, 1st Floor

See page 170 for facility map.

Emergency

Hospital West Tower, 1st Floor
Hours: 7 days, 24 hours
Information **323-857-2000**

Urgent Care/After-Hours

Adult Medicine, Pediatrics
Medical Offices Building
Information **323-857-2000**

Poison Control **1-800-222-1222**

Some services are also available at the following location:

- **Venice Medical Offices**
5971 Venice Blvd.
Parking available at
Venice Parking Structure

Admitting

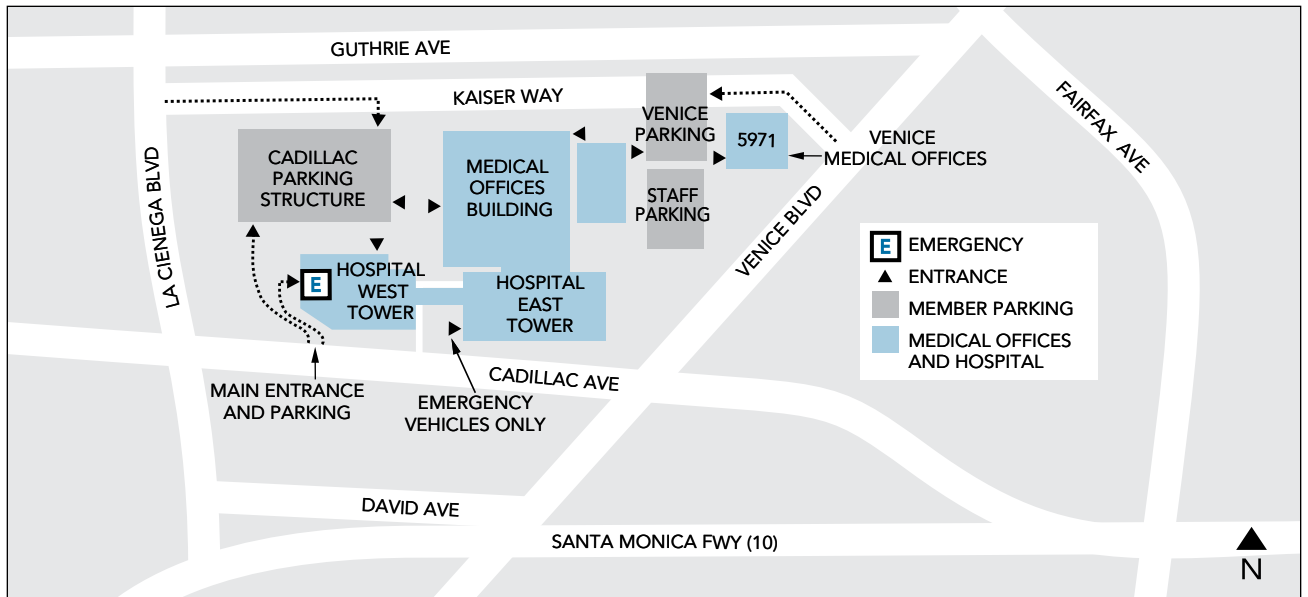
Hours: 7 days, 24 hours
Information **323-857-2141**

Advice Nurse

Advice
(M-F, 7 a.m.-7 p.m.) **1-800-954-8000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

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West Los Angeles Medical Center (hospital and medical offices)



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After-Hours Care

See Urgent Care/After-Hours.

Ambulatory Treatment Center

By referral only

Medical Offices Building, 1st Floor
Department 130

Hours: M-Sa, 7:30 a.m.-5 p.m.

Appointments.....**323-857-2475**

Audiology *Self-referrals accepted*

Venice Medical Offices
4th Floor, Department 462

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs.**323-857-5505**

Cafeteria

Hospital West Tower, basement

Full service hours: M-F, 7-9:30 a.m.,
11 a.m.-2 p.m. and 4:30-6:45 p.m.

Grab-n-Go service hours: M-F, 3-4:30 p.m.

Grill hours: M-F, 11 a.m.-2 p.m.;
M, W, F, 5:30-6:30 p.m.

Self-service hours: Sa, Su, 7:30-9:30 a.m.,
11:30 a.m.-1:15 p.m. and 5-6:45 p.m.

Information**323-857-4336**

Cardiology *By referral only*

Medical Offices Building
2nd Floor, Ste. 240

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./

Msgs. (routine) **1-800-954-8000**

Appts./Cancel/

Info. (procedures).....**323-857-3290**

Dermatology *By referral only*

Venice Medical Offices
4th Floor, Department 460

Hours: M-Th, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.; F, 8:30 a.m.-12:30 p.m.

Appts./Cancel/Msgs. **1-800-954-8000**

Durable Medical Equipment

Phone hours: M-F, 8:30 a.m.-5 p.m.

Information **1-855-80KPDME**
(1-855-805-7363)

Endocrinology *By referral only*

Medical Offices Building, 1st Floor, Ste. 154

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/

Info./Msgs. **1-800-954-8000**

Fax **323-900-7663**

Family Medicine

Medical Offices Building, 1st Floor
 Department 150
Hours: M-F, 7:30 a.m.-4:30 p.m.
 Appts./Cancel/
 Info./Msgs. **1-800-954-8000**

Financial counselor

Hours: 7 days, 5 a.m.-11:30 p.m.
 Information **323-857-3804**

Gastroenterology (GI) *By referral only*

Medical Offices Building, 2nd Floor
 Ste. 220 and 230
Hours: M-F, 8:30 a.m.-5:30 p.m.
 Appts./Msgs./
 Cancel (routine)..... **1-800-954-8000**
 Appts./Cancel (procedures) **323-857-2067**

Genetic Counseling *Referral preferred*

Medical Offices Building, 4th Floor
 Department 447
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Info./Cancel/Msgs. **323-857-2074**

Gift Shop

Medical Offices Building, 1st Floor
 Department 147
Hours: M-F, 9 a.m.-6 p.m.
 Information **323-857-4022**

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

Medical Offices Building, 4th Floor
 Department 450
Hours: M-F, 8:30 a.m.-4:30 p.m.
 Advice/Info./Msgs. **323-857-2735**
 Appts./Cancel **323-857-5505**
 Surgery scheduling..... **323-857-3340**

Health Education

Medical Offices Building, 1st Floor
 Department 148
Hours: M-Th, 9 a.m.-1 p.m.
 and 2-4 p.m.; F, 9 a.m.-2 p.m.
 Information **323-857-2414**

Healthy Living Store

Hospital West Tower, 1st Floor
Hours: M-F, 9 a.m.-5 p.m.
 Information **323-857-4065**

HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
 and weekends, by appointment only

- **Marina Del Rey**
 4345 Glencoe Ave., Ste. C-12A
 Los Angeles, CA 90292
 Information..... **310-881-6597**
- **West Los Angeles**
 1268 S. La Cienega Blvd.
 Los Angeles, CA 90066
 Information..... **310-854-0473**

Hematology/Oncology *By referral only*

Medical Offices Building, 4th Floor
 Department 420
Hours: M-F, 8 a.m.-5 p.m.
 Appts./Cancel **323-857-4141**
 Messages **1-800-954-8000**

Immunizations Clinic (Adult)

Venice Medical Offices, 1st Floor
 Department 131
Hours: M-F, 8-11:45 a.m. and 1-3:45 p.m.
 Appointments..... **1-800-954-8000**
 Travel injections and medications by
 appointment only. Walk-ins are available
 for all other shots. Please note that some
 injections may require a Physician's order.
 Please check with your Physician prior to
 coming to the Adult Immunization clinic.

Immunizations (Pediatrics)

No appointment needed
 Venice Medical Offices, 1st Floor
Hours: M-F, 8:15-11:30 a.m.
 and 1:15-4:15 p.m.
 Information **1-800-954-8000**

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Infectious Disease/HIV Clinic *By referral only*

Medical Offices Building, 2nd Floor
Internal Medicine 2C

Hours: M-F, 8:30 a.m.-4:30 p.m.

Advice/Appts./Cancel/

Info./Msgs. **1-800-954-8000**

Fax **323-857-2474**

Insurance

Medical Offices Building, basement
Department B52

Hours: M-F, 9 a.m.-noon and 1:30-4:45 p.m.

Information **323-857-2751**

Internal Medicine

Medical Offices Building, 1st and 2nd Floors

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/

Info./Msgs. **1-800-954-8000**

Laboratory

Clinical laboratory, outpatient services

Medical Offices Building, basement

Department B45

Hours: M-F, 6:30 a.m.-7 p.m.;

Sa, 6:30 a.m.-noon

Information **323-857-2792**

▪ **Venice Laboratory**

Venice Medical Offices

Hours: M-F, 8:30 a.m.-5 p.m.

Results **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Medical Library

Medical Offices Building, basement

Department B55

Hours: M-F, 8 a.m.-4:30 p.m.

Information **323-857-3925**

Email..... **wla.library@kp.org**

The Medical Library offers educational and
informational materials and resources.

Member Services Office

Medical Offices Building, 2nd Floor
Department 239

Hours: M-F, 9 a.m.-5 p.m.

▪ **Member Service Contact Center**

Phone hours: 7 days, 24 hours

(closed holidays)

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY **711**

Nephrology *By referral only*

Kidney specialist

Medical Offices Building, 4th Floor

Department 435

Hours: M-F, 8:30 a.m.-4 p.m.

Information **1-800-954-8000**

Neurology *By referral only*

Medical Offices Building, 4th Floor

Ste. 444

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel **1-800-954-8000**

▪ **EEG** *By referral only*

Messages..... **323-857-2443**

Fax..... **323-857-3721**

Obstetrics-Gynecology

Medical Offices Building, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-800-954-8000**

See *also* Women's Health Center.

Occupational Health Center **(Kaiser On-the-Job®)**

Venice Medical Offices

4th Floor, Department 462

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Appts./Cancel/

Info./Msgs. **310-202-3030**

Medical treatment for work-related
injuries and illnesses.

Occupational Therapy *By referral only*

Medical Offices Building, 1st Floor
 Department 140
Hours: M-F, 7:30 a.m.-5:45 p.m.
 Advice/Info./Msgs. **323-857-2458**
 Appts./Cancel (24 hours)..... **323-857-2476**

Oncology

See Hematology/Oncology.

Ophthalmology *By referral only*

Medical Offices Building, basement
 Department B25
Office hours: M-F, 7:30 a.m.-5 p.m.
Phone hours: M-F, 7:30 a.m.-4 p.m.
 Appts./Cancel/Msgs. **323-857-1163**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente, Inglewood on page 168; and Vision Essentials by Kaiser Permanente, La Cienega on page 169.

Orthopedics *By referral only*

Medical Offices, 1st Floor
 Department 144
Office hours: M-F, 8 a.m.-4:30 p.m.
Phone hours: M-F, 8 a.m.-4:15 p.m.
 Appts./Cancel/Msgs. **323-857-2731**

Pediatrics

Venice Medical Offices, 1st Floor
 Department 161
Office hours: M-F, 8:30 a.m.-4:30 p.m.
 Appts./Cancel/Info. **1-800-954-8000**
After-hours Care: M-F, 5-8:30 p.m.;
 Sa, Su, holidays, 9 a.m.-6:30 p.m.
 For care after these hours, call the
 Emergency Department at **323-857-2000**.

Pharmacies

Mail-order Pharmacy..... **1-866-206-2982**
 Online refills..... **kp.org/refill**
 Call 48 hours in advance for refills.

- **24-hour Pharmacy**
 Medical Offices Building, 1st Floor
 Department 155
Hours: 7 days, 24 hours
 Info./Refills by phone..... **1-866-391-2673**
- **Venice Pharmacy**
 Venice Medical Offices
 1st Floor, Department 165
Hours: M-F, 9 a.m.-5:30 p.m.
 Info./Refills by phone..... **1-866-391-2676**

Physical Medicine and Rehabilitation

By referral only
 Medical Offices Building, 1st Floor
 Department 142 and 103
Hours: M-F, 8:30 a.m.-4:45 p.m.
 Cancel/Msgs. **323-857-3373**
 After-hours cancel **323-857-3682**

Physical Therapy *By referral only*

Medical Offices Building, 1st Floor
 Department 140
Hours: M-F, 7:30 a.m.-5:45 p.m.
 Advice/Info./Msgs. **323-857-2458**
 Appts./Cancel (24 hours)..... **323-857-2476**

Plastic Surgery *By referral only*

Medical Offices Building, 1st Floor
 Department 156
Hours: M-F, 8:30 a.m.-4:30 p.m.
 Advice/Info./Msgs. **323-857-2758**
 Appts./Cancel..... **323-857-2763**
 Surgery scheduling..... **323-857-2777**

Podiatry *By referral only*

Phone hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel/Info./Msgs. **323-857-4034**

(continues on next page)

(continued from previous page)

Pulmonology *By referral only*

Medical Offices Building, 2nd Floor
Department 248

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/

Info./Msgs. **1-800-954-8000**

Fax **323-857-2296**

Radiology/Diagnostic Imaging

▪ **Bone Densitometry/X-ray** *By referral only*

Venice Medical Offices
Basement, Department 062

Hours: M-F, 8:30 a.m.-5 p.m.

Information..... **323-857-2421**

▪ **Mammography**

Medical Offices Building, 1st Floor
Department 120

Hours: M-F, 7:30 a.m.-6:45 p.m.

Appts./Cancel/

Info./Msgs. **323-857-2425**

▪ **Nuclear Medicine** *By referral only*

Hospital East Tower, 1st Floor
Department 105

Hours: M-F, 8 a.m.-5:30 p.m.

Appts./Cancel/

Info./Msgs. **323-857-2741**

▪ **Radiology** *By referral only*

Medical Offices Building, 1st Floor
Department 120

Hours: 7 days, 24 hours

Appts./Cancel/Info. **323-857-2421**

Release of Medical Information/Subpoena

Medical Offices Building
Basement, Department B51

Hours: M-F, 8 a.m.-5 p.m.

Information **323-857-2695**

Respiratory Care *By referral only*

Medical Offices Building, 2nd Floor
Department 248

Hours: M-F, 8:30 a.m.-5 p.m.

Respiratory Care/

Sleep Lab **1-800-954-8000**

Rheumatology *By referral only*

Medical Offices Building, 2nd Floor

Hours: M, W-F, 8:30 a.m.-4:45 p.m.;

Tu, 8:30 a.m.-12:30 p.m.

Appts./Cancel/

Info./Msgs. **1-800-954-8000**

Security (Lost and Found)

Cadillac Parking Structure, 1st Floor

Hours: 7 days, 24 hours

Information **323-857-3379**

Social Medicine

Medical Offices Building, 2nd Floor
Department 239

Office/phone hours: M-F, 8:30 a.m.-5 p.m.

After-hours (on-site social worker):

M-F, 5-11 p.m.; Sa, Su, 8:30 a.m.-11 p.m.;

holidays, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **323-857-2329**

Speech Therapy *By referral only*

Venice Medical Offices

Basement, Department 066

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel (24 hours)..... **323-857-2476**

Messages **323-857-2815**

Subpoena

See Release of Medical
Information/Subpoena.

Surgery (General) *By referral only*

Medical Offices Building, 3rd Floor
Department 356

Hours: M-F, 8 a.m.-4:30 p.m.

Advice/Info. **323-857-2171**

Appts./Cancel **323-857-1218**

Surgery Scheduling

Medical Offices Building, 3rd Floor
Department 347

Hours: M-F, 8 a.m.-4:30 p.m.

Scheduler **323-857-3919**

General Surgery **323-857-2046**
or **323-857-3919**

Gynecology **323-857-4200**

Head and Neck
and Vascular Surgery **323-857-3340**

Ophthalmology **323-857-3525**

Orthopedics/Podiatry **323-857-4186**

Plastic Surgery **323-857-2777**

Pre-op day surgery **323-857-2842**

Urology **323-857-2643**

Urgent Care/After-Hours

▪ Adult Medicine

Urgent care available

Medical Offices Building, 1st Floor
Department 132

Hours: M-F, 9 a.m.-9 p.m.;

Sa, Su, 8 a.m.-9 p.m.

▪ Pediatrics

Venice Medical Offices, 1st Floor
Department 161

Hours: M-F, 5-8:30 p.m.;

Sa, Su, and holidays, 9 a.m.-6:30 p.m.

For care after these hours, call the
Emergency Department at **323-857-2000**.

Urology *By referral only*

Medical Offices Building, 3rd Floor
Department 344

Office hours: M-F, 9 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-4:50 p.m.

Appts./Cancel/Msgs. **323-857-2371**

Volunteer Services

Hospital East Tower
Basement, Department B03

Hours: M-F, 8 a.m.-4 p.m.

Information **323-857-2240**

Call us for hospital volunteer information,
including pet therapy patient visit teams.

Women's Health Center (Ob-Gyn)

Medical Offices Building, 4th Floor
Department 447

Hours: M-F, 7:30 a.m.-4:30 p.m.

Appts./Info./Msgs. **1-800-954-8000**

Emergency contraception, pregnancy testing,
and prenatal registration.

▪ High Risk Perinatal Services

Medical Offices Building, 4th Floor
Department 446

Information **323-857-2044**

▪ Lactation Clinic

Hours: M-F, 9 a.m.-4:30 p.m.

Appts./Breastfeeding/

Info./Msgs. **323-857-4121**

Prenatal and postpartum lactation
consultations. For childbirth, Lamaze,
and breastfeeding classes, call Health
Education at **323-298-3300**.

Wound Care Clinic *By referral only*

Medical Offices Building, 1st Floor
Department 154

Hours: M-Th, 7 a.m.-3:30 p.m.;

F, 7-11 a.m.

Advice/Info./Msgs. **323-857-3306**



Orange County

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

- English..... **1-800-464-4000**
- Spanish..... **1-800-788-0616**
- Chinese dialects **1-800-757-7585**
- TTY..... **711**

Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

- Information **1-888-956-1616**
- Website **kp.org**

TTY for the Hearing or Speech Impaired

- California Relay Service..... **711**



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Orange County Area



Map not to scale

Area Locations

- 1 Aliso Viejo Medical Offices**182
 24502 Pacific Park Dr.
 Aliso Viejo, CA 92656
 ♿ DHCS survey results: Limited access (P, E, EB, T)
- 5 Berranca Medical Offices**189
 6 Willard
 Irvine, CA 92604
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 2 Alton/Sand Canyon Medical Offices**182
 6650 and 6670 Alton Pkwy.
 Irvine, CA 92618
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 6 Brea Medical Offices**190
 1900 E. Lambert Rd.
 Brea, CA 92821
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 3 Anaheim Hills Medical Offices**186
 5475 E. La Palma Ave., Ste. 201
 Anaheim, CA 92807
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 7 East Street Offices**191
 1011 S. East St.
 Anaheim, CA 92805
- 4 Anaheim Kraemer Medical Offices**186
 3430 and 3460 E. La Palma Ave.
 Anaheim, CA 92806
 ♿ DHCS survey pending
- 8 Euclid Medical Offices**191
 1188 N. Euclid St.
 Anaheim, CA 92801
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 9 Foothill Ranch Medical Offices**192
 26882 Towne Centre Dr.
 Foothill Ranch, CA 92610
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building
 R = Restroom | T = Exam Table/Scale | See page 285 for further explanation of abbreviations.

- **10 Garden Grove Medical Offices**193
Extended Hours Clinic
Urgent Care (walk-in)
 12100 Euclid St.
 Garden Grove, CA 92840
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- ▲ **11 Harbor Corporate Park**.....195
 3601 S. Harbor Blvd.
 Santa Ana, CA 92704

- **12 Harbor-MacArthur Medical Offices**195
Extended Hours Clinic
Urgent Care (walk-in)
 3401 S. Harbor Blvd.
 Santa Ana, CA 92704
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- ▲ **13 Health Pavilion**197
 200 N. Lewis St.
 Orange, CA 92868

- **14 Huntington Beach Medical Offices**197
 18081 Beach Blvd.
 Huntington Beach, CA 92648
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **15 La Palma Medical Offices**198
 5 Centerpointe Dr.
 La Palma, CA 90623
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **16 Lakeview Medical Offices**199
 411 N. Lakeview Ave.
 Anaheim, CA 92807
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **17 Mission Viejo Medical Offices**200
Extended Hours Clinic
Urgent Care (walk-in)
 23781 Maquina Ave.
 Mission Viejo, CA 92691
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- **18 Orange County-Anaheim Medical Center**...202
Emergency
 3440 E. La Palma Ave.
 Anaheim, CA 92806
 ♿ DHCS survey pending

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**



- **19 Orange County-Irvine Medical Center**.....204
Emergency
 6640 Alton Pkwy.
 Irvine, CA 92618
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **20 Rehabilitation Pavilion**.....207
 4201 W. Chapman Ave.
 Orange, CA 92868
- **21 San Juan Capistrano Medical Offices**207
 30400 Camino Capistrano
 San Juan Capistrano, CA 92675
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **22 Santa Ana Medical Offices**208
 1900 E. 4th St.
 Santa Ana, CA 92705
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **23 Target Clinic, care provided by Kaiser Permanente West Fullerton Target**.....210
No emergency services
 1893 W. Malvern Ave.
 Fullerton, CA 92833
- ▲ **24 Tustin Executive Center**.....210
 17542 E. 17th St.
 Tustin, CA 92780
- **25 Tustin Ranch Medical Offices**210
 2521 Michelle Dr.
 Tustin, CA 92780
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **26 Xerox Centre Administrative Offices**.....212
 1851 E. 1st St.
 Santa Ana, CA 92705
- **27 Yorba Linda Medical Offices**212
 22550 Savi Ranch Pkwy.
 Yorba Linda, CA 92887
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

Location Details

● 1 Aliso Viejo Medical Offices

24502 Pacific Park Dr.
Aliso Viejo, CA 92656
kp.org/orangecounty

Administration

3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **949-425-3200**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-888-988-2800**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(**1-888-576-6225**)

Family Medicine/Internal Medicine

3rd Floor
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Advice (routine)/Appts./
Cancel/Msgs. **1-888-988-2800**
Advice
(urgent/after-hours) **1-888-KPONCALL**
(**1-888-576-6225**)

Laboratory

Blood-draw only
3rd Floor
Hours: M-F, 8:30 a.m.-12:30 p.m.
and 1:30-5 p.m.
Information **1-888-988-2800**
Results **1-888-4KPTEST**
(**1-888-457-8378**)

Call requesting practitioner for test results
or check lab results online at kp.org.

Pharmacy

2nd Floor
Hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5:30 p.m.
Info./Refills by phone **1-866-352-9101**
Online refills kp.org/refill

Psychiatry

2nd Floor
Hours: M-Th, 7:30 a.m.-7 p.m.;
F, 7:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **714-223-2600**

■ Behavioral Health Care

Member Help Line

7 days, 24 hours **1-800-900-3277**

● 2 Alton/Sand Canyon Medical Offices

6670 Alton Pkwy., Building 1
6650 Alton Pkwy., Building 2
Irvine, CA 92618
kp.org/orangecounty

Administration

Building 2, 5th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **949-932-5400**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-888-988-2800**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(**1-888-576-6225**)

Audiology *Self-referrals accepted*

Building 1, 3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Cardiology Consultations *By referral only*

Building 2, 6th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**

Cardiology Procedures *By referral only*

Building 2
Hours: M-F, 8:15 a.m.-4:15 p.m.
 Appts./Cancel/Msgs. **714-223-3300**

Chemotherapy Infusion Center

By referral only
 Building 2, 4th Floor
Hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel/Msgs. **949-932-2520**

Gastroenterology (GI) *By referral only*

Building 2, 6th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**

Gastrointestinal (GI) Procedures

By referral only
 Building 2, 6th Floor
Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-6 p.m.
 Appts./Cancel/Info. **714-985-9906**

General Surgery

See Surgery (General).

Gynecology

See Women’s Health.

Head and Neck Surgery *By referral only*

Building 1, 3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**

Healthy Bones Care Management

By referral only
 Building 2, 1st Floor
Hours: M-F, 8 a.m.-4:30 p.m.
 Appts./Cancel/Msgs. **949-932-5112**

Health Education

Building 2, 5th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**
 Wellness Coaching
 by Phone..... **1-866-862-4295**

Healthy Living Store

1st Floor
Hours: M-F, 9:30 a.m.-noon
 and 1-4:30 p.m.
 Information **949-932-2707**
 Perinatal Education..... **949-932-2576**

Hematology/Oncology Clinic *By referral only*

Building 2, 4th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**

Infectious Disease *By referral only*

Building 1, 3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**

Laboratory

Building 2, 1st Floor
Hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, 7 a.m.-3 p.m.
 Information **1-888-988-2800**
 Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

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Member Services Office

Building 2, 1st Floor

Office hours: M-F, 9 a.m.-12:15 p.m.
and 1:30-5 p.m.

▪ Member Service Contact Center

Phone hours: 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY..... **711**

Nephrology *By referral only*

Building 2, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Neurodiagnostics (EEG) *By referral only*

Building 2, 2nd Floor

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Neurology *By referral only*

Building 2, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Nutrition Education (Outpatient)

By referral only

Building 2, 1st Floor

Hours: M-F, 9:30 a.m.-5:30 p.m.

Appts./Cancel/Msgs. **949-932-6757**

Individual appointments with a dietitian.

Obstetrics-Gynecology

See Women's Health.

Occupational Health Center (Kaiser On-the-Job®)

Building 1, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
can be seen in Urgent Care or Emergency

Advice/Appts./Info./Msgs. **949-932-5899**

Medical treatment for work-related injuries
and illnesses and DOT physicals.

Orthopedics *By referral only*

Building 1, 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Palliative Medicine *By referral only*

Building 2, 2nd Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Information..... **949-932-7722**

Pharmacies

Online refills..... kp.org/refill

▪ Main pharmacy

Building 2, 1st Floor

Hours: 7 days, 24 hours

Info./Refills by phone..... **1-866-353-5093**

▪ Oncology Infusion Pharmacy

Building 2, 4th Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Information..... **949-932-2530**

Physical Medicine *By referral only*

Building 1, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Physical/Occupational Therapy

By referral only

Building 1, 1st Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Msgs. **1-855-881-0752**

Plastic Surgery

See Surgery (Plastic).

Pulmonary Function Testing (PFT)

By referral only

Building 2, 1st Floor

Hours: M-F, 8:15 a.m.-4:15 p.m.

Appts./Cancel/Msgs. **714-223-3300**

6-minute walks and home oxygen needs.

Call your practitioner's office for test results.

Pulmonology *By referral only*

Building 1, 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Radiology/Diagnostic Imaging

Building 2, 1st Floor

- **Bone Density** *By referral only*
Hours: M-F, 7:30 a.m.-4 p.m.
Information..... **949-932-5112**
- **CT Scan** *By referral only*
Hours: M-F, 6:30 a.m.-6:30 p.m.
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **Fluoroscopy** *By referral only*
Hours: M-F, 9 a.m.-2 p.m.
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **Mammography**
Hours: M-F, 7:30 a.m.-4:30 p.m.
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **MRI** *By referral only*
Hours: M-F, 7 a.m.-8:30 p.m.;
Sa, Su, 8 a.m.-6 p.m.
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **Nuclear Medicine** *By referral only*
Hours: M-F, 8 a.m.-4:30 p.m.
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **Ultrasound** *By referral only*
Hours: M-F, 8 a.m.-4:30 p.m.
Appts./Cancel/Info./Msgs. ... **714-223-3028**
Call your practitioner's office
for test results.

Respiratory Therapy

Building 2, 1st Floor

Hours: M-F, 8:15 a.m.-4:15 p.m.
Appts./Cancel/Msgs. **714-223-3300**

Speech Pathology

Building 1, 3rd Floor

Hours: M-F, 9 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

SurgiCenter

Building 1, 2nd Floor

Hours: M-F, 6 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. **949-932-5150**

Surgery (General)

Building 1, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Surgery (Plastic)

By referral only
Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Surgery (Vascular)

By referral only
Building 2, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Urology

By referral only
Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Vascular Surgery

See Surgery (Vascular).

Women's Health

Building 2, 3rd Floor

Hours: M-F, 7 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

- **Antenatal Testing (non-stress)**
By referral only
- **Gynecologic Oncology** *By referral only*
- **Maternal/Fetal Medicine** *By referral only*
- **Obstetrics-Gynecology**
- **Urogynecology** *By referral only*
- **Mother Infant Lactation Center (MILC)**
Self-referral and by appointment only
Hours: M-F, 9 a.m.-2:30 p.m.
Appts./Info./Msgs. **949-932-5892**

Women's Health

Building 2, 2nd Floor

Hours: M-F, 7 a.m.-3 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

- **Infertility and Reproductive Endocrinology**
By referral only

Wound and Ostomy Care

By referral only
Buildings 1 and 2

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

▲ 3

Anaheim Hills Medical Offices

5475 E. La Palma Ave., Ste. 201
Anaheim, CA 92807
kp.org/orangecounty

Administration

2nd Floor
Hours: M-F, 8 a.m.-5 p.m.
Information **714-695-2800**

Dermatology *By referral only*

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

● 4

Anaheim Kraemer Medical Offices

3460 E. La Palma Ave., Building 1
3430 E. La Palma Ave., Building 2
Anaheim, CA 92806
kp.org/kraemer

Administration

Building 2, 1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **714-644-2483**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-888-988-2800**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Audiology *Self-referral accepted*

Building 1, 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Cancer Care Center

Building 2, 6th Floor
▪ **Adult Chemotherapy Infusion**
Hours: M-F, 8 a.m.-10:30 p.m.
Appts./Cancel/Msgs. **714-644-7903**
▪ **Pediatric Hematology/Oncology**
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **714-644-4824**

Cardiology Consultations *By referral only*

Building 2, 5th Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Cardiology Procedures *By referral only*

Building 2, 5th Floor
Hours: M-F, 8:15 a.m.-4:15 p.m.
Appts./Cancel/Msgs. **714-223-3300**

Gastroenterology (GI) *By referral only*

Building 1, 4th Floor
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Gastrointestinal (GI) Procedures

By referral only
Building 1, 4th Floor
Office hours: M-F, 8 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-6 p.m.
Appts./Cancel/Info. **714-985-9906**

General Surgery

See Surgery (General).

Gynecology

See Women’s Health.

Head and Neck Surgery *By referral only*

Building 1, 2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Healthy Bones Care Management

By referral only
Building 1, 3rd Floor
Hours: M-F, 8 a.m.-4:30 p.m.
Appts./Cancel/Msgs. **714-644-2139**

Healthy Living Store

Building 2, 1st Floor

Hours: M-F, 9:30 a.m.-noon
and 1-4:30 p.m.

Information **714-644-2708**

Hematology/Oncology Clinic *By referral only*

Building 2, 6th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Infectious Disease *By referral only*

Building 1, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Laboratory

Blood-draw only

- **Building 1, 1st Floor**

Hours: M-F, 9 a.m.-1 p.m. and 1:30-5 p.m.

- **Building 2, 1st Floor**

Hours: M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-3 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Maxillofacial Surgery *By referral only*

Building 1, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Member Services Office

Building 1, 1st Floor

Office hours: M-F, 9 a.m.-12:15 p.m.
and 1:30-5 p.m.

- **Member Service Contact Center**

Phone hours: 7 days, 24 hours

(closed holidays)

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects **1-800-757-7585**

TTY **711**

Nephrology and Peritoneal Dialysis

By referral only

Building 1, 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Neurodiagnostic Testing (EEG)

By referral only

Building 1, 2nd Floor

Hours: M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Neurology *By referral only*

Building 1, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Neurosurgery *By referral only*

Building 1, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Nutrition Education (Outpatient)

By referral only

Building 2, 6th Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **714-644-6738**

Individual appointments with a dietitian.

Obstetrics-Gynecology

See Women's Health.

Occupational Health Center (Kaiser On-the-Job®)

Building 1, 1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours

can be seen in Urgent Care or Emergency

Advice/Appts./Info./Msgs. **714-644-6450**

Medical treatment for work-related injuries
and illnesses and DOT physicals.

Orthopedics *By referral only*

Building 1, 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

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Palliative Medicine *By referral only*

Building 2, 6th Floor

Hours: M-F, 8 a.m.-4 p.m.

Information **714-644-7722**

Pediatric Hematology/Oncology Infusion

By referral only

Building 2, 6th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **714-644-4824**

Pharmacies

Online refills kp.org/refill

▪ **24-hour Outpatient Pharmacy**

Building 2, 1st Floor

Info./Refills by phone **1-866-523-8007**

▪ **Oncology Infusion Pharmacy**

Building 2, 6th Floor

Hours: M-F, 8 a.m.-6 p.m.

Information **714-644-2535**

Physical/Occupational Therapy

By referral only

Building 1, 1st Floor

Physical Therapy hours:

M-F, 7:30 a.m.-5 p.m.

Occupational Therapy hours:

M-F, 8:30 a.m.-3:30 p.m.

Appts./Cancel/Msgs. **1-855-881-0752**

Podiatry *By referral only*

Building 1, 2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pulmonary Function Testing (PFT)

By referral only

Building 1, 3rd Floor

Hours: M-F, 8:15 a.m.-4:15 p.m.

Appts./Cancel/Info./Msgs. **714-223-3300**

6-minute walks and home oxygen needs.

Call your practitioner's office for test results.

Pulmonology *By referral only*

Building 1, 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Radiology/Diagnostic Imaging

▪ **Building 1, 3rd Floor**

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **714-223-3028**

▪ **Building 2, 1st Floor**

Hours: M-F, 7 a.m.-9 p.m.;

Sa, Su, 7 a.m.-4 p.m.

Appts./Cancel/Msgs. **714-223-3028**

▪ **Mammography**

Building 2, 1st Floor

Hours: M-F, 7:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. **714-223-3028**

Call your practitioner's office
for test results.

Sleep Clinic *By referral only*

Building 1, 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Speech Pathology *By referral only*

Building 1, 3rd Floor

Hours: M-F, 9 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

SurgiCenter

Building 2, 2nd Floor

Hours: M-F, 6 a.m.-5 p.m.

Appts./Cancel/Msgs. **714-644-2888**

Surgery (General/Vascular) *By referral only*

Building 2, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Urology *By referral only*

Building 2, 3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Vascular Ultrasound Lab *By referral only*

Building 2, 4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Women's Health

Building 2, 3rd Floor
Hours: M-F, 7 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

- **Antenatal Testing (non-stress)**
By referral only
- **Gynecologic Oncology** *By referral only*
- **Maternal/Fetal Medicine** *By referral only*
- **Obstetrics-Gynecology**
- **Urogynecology** *By referral only*
- **Mother Infant Lactation Center (MILC)**
Self-referral and by appointment only
Hours: M-F, 8 a.m.-4 p.m.
Appts./Info./Msgs. **714-644-5604**

● 5

Barranca Medical Offices

6 Willard
Irvine, CA 92604
(Major cross streets are Jeffrey Rd. and Barranca Pkwy.)
kp.org/orangecounty

Administration

2nd Floor
Hours: M-F, 8 a.m.-5 p.m.
Information **949-262-5780**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-888-988-2800**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Allergy *By referral only*

1st Floor
Hours: M, W-F, 8:30 a.m.-5 p.m.;
Tu, 8:30 a.m.-6 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

- **Allergy Injections**
Hours: Tu, 10:30 a.m.-noon
and 1:30-6 p.m.; Th, 10 a.m.-11:30 a.m.
Information **1-888-988-2800**

Dermatology *By referral only*

1st Floor
Hours: M-F, 8:30 a.m.-4:30 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Endocrinology *By referral only*

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Family Medicine/Internal Medicine

2nd Floor
Office hours: M, Tu, Th, 8:30 a.m.-7 p.m.;
W, F, 8:30 a.m.-5 p.m.
Nurse Clinic (2nd Floor) hours:
M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice (routine)/Appts./
Cancel/Msgs. **1-888-988-2800**
Advice
(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

Laboratory

Blood-draw only
1st Floor
Hours: M-F, 8 a.m.-5 p.m.
Information **1-888-988-2800**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mohs/Dermatology Services

By referral only
Microscopic skin cancer surgery
1st Floor
Hours: M-F, 8 a.m.-4 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

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Pediatrics

2nd Floor

Office hours: M, Tu, 8:30 a.m.–7 p.m.;

W–F, 8:30 a.m.–5 p.m.

Nurse Clinic hours: M–F, 8:30 a.m.–5 p.m.

Phone hours: 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: M, Tu, 9 a.m.–7 p.m.;

W–F, 9 a.m.–5 p.m.

Info./Refills by phone **1-866-353-5005**

Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

1st Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

Call your practitioner’s office for test results.

Mammography available at Alton/Sand
Canyon, Anaheim Kraemer, Euclid,
Garden Grove, Harbor–MacArthur, Mission
Viejo, and Santa Ana Medical Offices.

Rheumatology *By referral only*

2nd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

6

Brea Medical Offices

1900 E. Lambert Rd.

Brea, CA 92821

kp.org/orangecounty

Administration

Hours: M–F, 8 a.m.–5 p.m.

Information **714-672-5100**

Advice Nurse

Advice (7 days a week,

7 a.m.–7 p.m.) **1-888-988-2800**

After-hours advice (M–F, 7 p.m.–7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

Office hours: M, Tu, 8 a.m.–7 p.m.;

W–F, 8 a.m.–5 p.m.

Nurse Clinic hours: M–F, 8:30 a.m.–4:30 p.m.

Phone hours: 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-576-6225**

Laboratory

Blood-draw only

Hours: M, Tu, 8 a.m.–6:30 p.m.;

W–F, 8 a.m.–5 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Pediatrics

Office hours: M, Tu, 8 a.m.–7 p.m.;

W–F, 8 a.m.–5 p.m.

Nurse Clinic hours: M–F, 8:30 a.m.–4:30 p.m.

Phone hours: 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

Hours: M, Tu, 9 a.m.-7 p.m.;
W-F, 9 a.m.-5 p.m.
Info./Refills by phone **1-866-352-9316**
Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 9 a.m.-12:30 p.m.
and 1:45-5 p.m.
Appts./Cancel/Info./Msgs. **714-223-3028**
Call your practitioner’s office for test results.
Mammography available at Alton/Sand
Canyon, Anaheim Kraemer, Euclid,
Garden Grove, Harbor-MacArthur, Mission
Viejo, and Santa Ana Medical Offices.

▲ 7 East Street Offices

1011 S. East St.
Anaheim, CA 92805
kp.org/orangeconomy

Business Services

Hours: M-F, 8:30 a.m.-5 p.m.
Local business office **714-284-6670**
Third-party billing..... **1-877-426-4173**
Third-party liens..... **1-877-426-4173**

- **Medical Financial Assistance (MFA) Program**
Information..... **1-866-399-7696**
Anaheim Admitting MFA **714-644-2888**
Financial Counselors **714-223-3355**
Irvine Admitting MFA..... **949-932-2881**

Health Information Management

Hours: M-F, 8 a.m.-4:30 p.m.
Information **714-284-6900**

- **Decedent Affairs**
Hours: M-F, 8:30 a.m.-4:30 p.m.
Information..... **714-284-6635**

**Medical Correspondence/
Release of Medical Information/Disability**
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 9 a.m.-5 p.m.
Information **714-284-6634**
For copy of records, fees may apply.

● 8 Euclid Medical Offices

1188 N. Euclid St.
Anaheim, CA 92801
kp.org/orangeconomy

Administration

2nd Floor
Hours: M-F, 8 a.m.-5 p.m.
Information **714-254-2747**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-888-988-2800**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Endocrinology *By referral only*

4th Floor
Hours: M, F, 8 a.m.-5 p.m.;
Tu-Th, 7 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Family Medicine/Internal Medicine

3rd Floor
Office hours: M, 8 a.m.-7 p.m.;
Tu-Th, 7 a.m.-7 p.m.; F, 8 a.m.-5 p.m.
Nurse Clinic hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice (routine)/Appts./
Cancel/Msgs. **1-888-988-2800**
Advice
(urgent/after-hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Genetics *Referral preferred*

2nd Floor
Hours: M-F, 9 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **714-254-2704**

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Laboratory

Blood-draw only

1st Floor

Hours: M–Th, 7:30 a.m.–7 p.m.;

F, 7:30 a.m.–5 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Pediatric Cardiology *By referral only*

2nd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatric Endocrinology *By referral only*

2nd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatric Infectious Disease *By referral only*

2nd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatrics

2nd Floor

Office hours: M, 8 a.m.–7 p.m.;

Tu–Th, 7 a.m.–7 p.m.; F, 8 a.m.–5 p.m.

Nurse Clinic (4th Floor) hours:

M–F, 8:30 a.m.–5 p.m.

Phone hours: 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: M, Tu, Th, 9 a.m.–7 p.m.;

W, F, 9 a.m.–5 p.m.

Info./Refills by phone **1-866-352-9393**

Online refills **kp.org/refill**

Psychiatry

5th Floor

Hours: M–Th, 7 a.m.–7 p.m.; F, 7 a.m.–5 p.m.

Appts./Cancel/Info./Msgs. **714-223-2600**

Behavioral Health Care

Member Help Line

7 days, 24 hours **1-800-900-3277**

Radiology/Diagnostic Imaging

1st Floor

Hours: M–Th, 8 a.m.–7 p.m.;

F, 8 a.m.–5 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

Mammography

1st Floor

Hours: M–Th, 9 a.m.–5 p.m.;

F, 9 a.m.–2 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

Call your practitioner's office
for test results.

9

Foothill Ranch Medical Offices

26882 Towne Centre Drive

Foothill Ranch, CA 92610

kp.org/orangecounty

Administration

Information **949-455-8500**

Advice Nurse

Advice (7 days a week,

7 a.m.–7 p.m.) **1-888-988-2800**

After-hours advice (M–F, 7 p.m.–7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**

(1-888-576-6225)

Family Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Advice (routine)/Appts./
 Cancel/Msgs. **1-888-988-2800**
 Advice
 (urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

Laboratory

Blood-draw only
Hours: M-F, 8:30 a.m.-1 p.m.
 and 2 p.m.-5 p.m.
 Information **1-888-988-2800**
 Results **1-888-4KPTEST**
(1-888-457-8378)
 Call requesting practitioner for test results
 or check lab results online at **kp.org**.

Pediatrics

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
 Advice (routine)/Appts./
 Cancel/Msgs. **1-888-988-2800**
 Advice
 (urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

Pharmacy

Hours: M-F, 9 a.m.-1 p.m. and 2 p.m.-5 p.m.
 Info./Refills by phone **1-800-922-2000**
 Online refills **kp.org/refill**

Psychiatry

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info./Msgs. **714-223-2600**
 ■ **Behavioral Health Care**
Member Help Line
 7 days, 24 hours **1-800-900-3277**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-1 p.m. and 2-5 p.m.
 Appts./Cancel/Info./Msgs. **714-223-3028**
 Call your practitioner’s office for test results.
 Mammography available at Alton/Sand
 Canyon, Anaheim Kraemer, Euclid,
 Garden Grove, Harbor-MacArthur, Mission
 Viejo, and Santa Ana Medical Offices.

● 10

**Garden Grove
 Medical Offices**

**Extended Hours Clinic
 Urgent Care (walk-in)**
 12100 Euclid St.
 Garden Grove, CA 92840
kp.org/orangecounty

Administration

1st Floor
Hours: M-F, 8 a.m.-5 p.m.
 Information **714-741-3580**

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-888-988-2800**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Allergy Injections *By referral only*

2nd Floor
Hours: M, 10:30 a.m.-noon
 and 1:30-6:30 p.m.; W, 1:30-4:30 p.m.;
 F, 8:30 a.m.-noon and 1:30-4:30 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**

Dermatology *By referral only*

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**

**Extended Hours Clinic
 (Family Medicine and Pediatrics)**

2nd and 3rd Floors
Hours: M-F, 6-9 p.m.;
 Sa, Su, holidays, 9 a.m.-9 p.m.
 Appts./Cancel/Msgs. **1-888-988-2800**

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Family Medicine/Internal Medicine

Office hours: M-F, 8 a.m.-5 p.m.

Nurse Clinic (3rd Floor) hours:

M-F, 8 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

Gynecology

See Women's Health.

Laboratory

1st Floor

Hours: M-F, 7 a.m.-9 p.m.;

Sa, 7 a.m.-9 p.m.; Su, 8:30 a.m.-9 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Member Services Office

1st Floor

Office hours: M-F, 9 a.m.-12:15 p.m.
and 1:30-5 p.m.

▪ Member Service Contact Center

Phone hours: 7 days, 24 hours
(closed holidays)

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects **1-800-757-7585**

TTY **711**

Obstetrics-Gynecology

See Women's Health.

Pediatric Gastroenterology (GI)

By referral only

2nd Floor

Hours: M, Tu, 8 a.m.-noon

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatrics

Office hours: M-F, 8 a.m.-5 p.m.

Nurse Clinic (2nd Floor) hours:

M-F, 8 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: 7 days, 9 a.m.-9 p.m.,

including holidays

Info./Refills by phone **1-866-352-9934**

Online refills **kp.org/refill**

Podiatry *By referral only*

2nd Floor

Hours: M-F, 7:30 a.m.-3:30 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Radiology/Diagnostic Imaging

1st Floor

Hours: M-F, 8 a.m.-9 p.m.;

Sa, Su, 9 a.m.-9 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

▪ Mammography

1st Floor

Hours: M-F, 8 a.m.-6:30 p.m.

Appts./Cancel/Info./Msgs. ... **714-223-3028**

Call your practitioner's office
for test results.

Urgent Care *Walk-in*

1st Floor

Hours: 7 days, 9 a.m.-9 p.m.

Women's Health (Ob-Gyn)

2nd Floor

Hours: M-F, 7 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

▲ 11 Harbor Corporate Park

3601 S. Harbor Blvd.
Santa Ana, CA 92704
kp.org/orangecounty

Physical Therapy *By referral only*

1st Floor
Hours: M-F, 7:30 a.m.-6 p.m.
Appts./Cancel/Info./Msgs. ... **1-855-881-0752**

Psychiatry

1st Floor
Hours: M-Th, 7:30 a.m.-7 p.m.;
F, 7:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **714-223-2600**

▪ Behavioral Health Care

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

● 12 Harbor-MacArthur Medical Offices

Extended Hours Clinic
Urgent Care (walk-in)
3401 S. Harbor Blvd.
Santa Ana, CA 92704
kp.org/orangecounty

Administration

2nd Floor
Hours: M-F, 8 a.m.-5 p.m.
Information **714-830-6500**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-888-988-2800**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Extended Hours Clinic (Family Medicine and Pediatrics)

2nd and 3rd Floors
Hours: M-F, 6-9 p.m.;
Sa, Su, holidays, 9 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

Family Medicine

2nd Floor
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice (routine)/Appts./
Cancel/Msgs. **1-888-988-2800**
Advice
(urgent/after-hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Gynecology

See Women's Health.

Laboratory

1st Floor
Hours: M-F, 7 a.m.-9 p.m.;
Sa, Su, 8:30 a.m.-9 p.m.
Information **1-888-988-2800**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Member Services Office

2nd Floor
Office hours: M-F, 9 a.m.-12:15 p.m.
and 1:30-5 p.m.

▪ Member Service Contact Center

Phone hours: 7 days, 24 hours
(closed holidays)
English..... **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects..... **1-800-757-7585**
TTY **711**

Obstetrics-Gynecology

See Women's Health.

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Occupational Health Center (Kaiser On-the-Job®)

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours can be seen in Urgent Care or Emergency Advice/Appts./Info./Msgs. **714-830-6660**
Medical treatment for work-related injuries and illnesses and DOT physicals.

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pediatrics

2nd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Pharmacy

1st Floor

Hours: 7 days, 9 a.m.-9 p.m.,
including holidays

Info./Refills by phone **1-866-352-9941**

Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

1st Floor

Hours: M-F, 8 a.m.-9 p.m.

▪ CT Scan *By referral only*

Hours: M-F, 7:30 a.m.-8:30 p.m.

Appts./Cancel/Info./Msgs. ... **714-223-3028**

▪ Fluoroscopy *By referral only*

Hours: M-F, 8:30-10:30 a.m.

Information..... **714-223-3028**

▪ Mammography

Hours: M-F, 8:30 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. ... **714-223-3028**

▪ MRI *By referral only*

Hours: M-F, 7 a.m.-8:30 p.m.;

Sa, Su, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **714-223-3028**

▪ Ultrasound *By referral only*

Hours: M-F, 7:30 a.m.-8:30 p.m.

Appts./Cancel/Info./Msgs. ... **714-223-3028**

Call your practitioner's office
for test results.

Speech Pathology *By referral only*

2nd Floor

Hours: M-F, 9 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Urgent Care *Walk-in*

1st Floor

Hours: 7 days, 9 a.m.-9 p.m.

Information **1-888-988-2800**

Vision Essentials by Kaiser Permanente

▪ Ophthalmology *By referral only*

2nd Floor

Hours: M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

▪ Optical Center

Eyeglasses, contact lenses

2nd Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Information..... **714-427-7863**

Website..... **kp2020.org**

▪ Optometry

2nd Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Women's Health (Ob-Gyn)

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

▲ 13 Health Pavilion

200 N. Lewis St.
Orange, CA 92868
kp.org/orangecounty

Administration

1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Information **714-748-2643**

Health Education

1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info. **1-888-988-2800**
Wellness Coaching
by Phone..... **1-866-862-4295**

▪ Healthy Living Store

1st Floor
Hours: M-Th, 9:30 a.m.-5 p.m.
Information..... **714-748-2775**

Healthy Bones Care Management

By referral only
1st Floor
Hours: M-F, 8 a.m.-4:30 p.m.

Orthopedics *By referral only*

1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Msgs. **1-888-988-2800**

● 14 Huntington Beach Medical Offices

18081 Beach Blvd.
Huntington Beach, CA 92648
kp.org/orangecounty

Administration

2nd Floor
Hours: M-F, 8 a.m.-5 p.m.
Information **714-841-7293**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-888-988-2800**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine

1st Floor
Office hours: M, Tu, Th, 8:30 a.m.-7 p.m.;
W, 7 a.m.-5 p.m.; F, 8:30 a.m.-5 p.m.
Nurse Clinic (1st Floor) hours:
M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice (routine)/Appts./
Cancel/Msgs. **1-888-988-2800**
Advice
(urgent/after-hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Laboratory

Blood-draw only
1st Floor
Hours: M, Tu, Th, 8 a.m.-7 p.m.;
W, 7 a.m.-5 p.m.; F, 8 a.m.-5 p.m.
Information **1-888-988-2800**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Pediatrics

1st Floor
Office hours: M, Tu, Th, 8:30 a.m.-7 p.m.;
W, 7 a.m.-5 p.m.; F, 8:30 a.m.-5 p.m.
Nurse Clinic (1st Floor) hours:
M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice (routine)/Appts./
Cancel/Msgs. **1-888-988-2800**
Advice
(urgent/after-hours)..... **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

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Pharmacy

1st Floor

Hours: M, Tu, Th, 9 a.m.-7 p.m.;

W, F, 9 a.m.-5 p.m.

Info./Refills by phone **1-866-353-5003**

Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

1st Floor

Hours: M, Tu, Th, 8:30 a.m.-7 p.m.;

W, 7 a.m.-5 p.m.; F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

Call your practitioner's office for test results.

Mammography available at Alton/Sand

Canyon, Anaheim Kraemer, Euclid,

Garden Grove, Harbor-MacArthur, Mission

Viejo, and Santa Ana Medical Offices.

● 15 | La Palma Medical Offices

5 Centerpointe Dr.

La Palma, CA 90623

kp.org/orangecounty

Administration

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **714-562-3420**

Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**

(1-888-576-6225)

Depression Care Management

By referral only

2nd Floor

Hours: M-F, 8 a.m.-4:30 p.m.

Family Medicine

3rd Floor

Office hours: M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Nurse Clinic (3rd Floor) hours:

M-F, 8:30 a.m.-noon and 1:30-5 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**

(1-888-576-6225)

Farmers Market

Hours: Every other Friday, 10 a.m.-1 p.m.

Information **714-644-6761**

Laboratory

Blood-draw only

2nd Floor

Hours: M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-5 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results

or check lab results online at **kp.org**.

Ophthalmology/ Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pediatric Learning and Behavior/ADHD

By referral only

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatrics

1st Floor

Office hours: M, 8:30 a.m.-7 p.m.;
Tu-Th, 7 a.m.-7 p.m.; F, 7 a.m.-5 p.m.

Nurse Clinic (3rd Floor) hours:

M-F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: M-Th, 9 a.m.-7 p.m.;

F, 9 a.m.-5 p.m.

Info./Refills by phone **1-800-963-2068**

Online refills..... **kp.org/refill**

Podiatry *By referral only*

1st Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Radiology/Diagnostic Imaging

2nd Floor

Hours: M-Th, 8:30 a.m.-7 p.m.;

F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

Call your practitioner's office for test results.
Mammography available at Alton/Sand
Canyon, Anaheim Kraemer, Euclid,
Garden Grove, Harbor-MacArthur, Mission
Viejo, and Santa Ana Medical Offices.

Vision Essentials by Kaiser Permanente

▪ **Ophthalmology** *By referral only*

2nd Floor

Hours: M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

▪ **Optical Center**

Eyeglasses, contact lenses

2nd Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Information..... **714-562-3308**

Website..... **kp2020.org**

▪ **Optometry**

2nd Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

● **16 Lakeview Medical Offices**

411 N. Lakeview Ave.

Anaheim, CA 92807

kp.org/orangecounty

Administration

2nd Floor

Hours: M-F, 8:30 a.m.-4:30 p.m.

Information **714-279-4675**

Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Family Medicine

2nd Floor

Office hours: M, Tu, Th, 8:30 a.m.-7 p.m.;

W, F, 8:30 a.m.-5 p.m.

Nurse Clinic (2nd Floor) hours:

M-F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**

(1-888-576-6225)

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Laboratory

1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Information 1-888-988-2800

Results 1-888-4KPTEST
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Pediatrics

2nd Floor

Office hours: M, Tu, Th, 8:30 a.m.-7 p.m.;

W, 8:30 a.m.-5 p.m.; F, 7 a.m.-5 p.m.

Nurse Clinic hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. 1-888-988-2800

Advice

(urgent/after-hours) 1-888-KPONCALL
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: M, Tu, 9 a.m.-7 p.m.;

W-F, 9 a.m.-5 p.m.

Info./Refills by phone 1-866-353-5029

Online refills kp.org/refill

Radiology/Diagnostic Imaging

3rd Floor

Hours: M-F, 9 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. 714-223-3028

Call your practitioner's office for test results.

Mammography available at Alton/Sand

Canyon, Anaheim Kraemer, Euclid,

Garden Grove, Harbor-MacArthur, Mission

Viejo, and Santa Ana Medical Offices.

Rheumatology *By referral only*

3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. 1-888-988-2800

Travel Immunizations *By appointment only*

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. 1-888-988-2800

17 Mission Viejo Medical Offices

Extended Hours Clinic

Urgent Care (walk-in)

23781 Maquina Ave.

Mission Viejo, CA 92691

kp.org/orangecounty

Administration

2nd Floor

Hours: M-F, 8 a.m.-5 p.m.

Information 949-455-4320

Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) 1-888-988-2800

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) 1-888-KPONCALL
(1-888-576-6225)

Dermatology *By referral only*

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. 1-888-988-2800

Extended Hours Clinic (Family Medicine and Pediatrics)

2nd Floor

Hours: M-F, 6-9 p.m.;

Sa, Su, holidays, 9 a.m.-5 p.m.

Appts./Cancel/Msgs. 1-888-988-2800

Family Medicine

2nd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Nurse Clinic (1st Floor) hours:

M-Sa, 8:30 a.m.-4:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. 1-888-988-2800

Advice

(urgent/after-hours) 1-888-KPONCALL
(1-888-576-6225)

Laboratory

1st Floor

Hours: M-F, 8 a.m.-9 p.m.;

Sa, Su, holidays, 8 a.m.-9 p.m.

Information **1-888-988-2800**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Member Services Office

2nd Floor

Office hours: M-F, 9 a.m.-12:15 p.m.

and 1:30-5 p.m.

- **Member Service Contact Center**

Phone hours: 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY **711**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

2nd Floor

Office hours: M-F, 8:30 a.m.-5 p.m.

Nurse Clinic (2nd Floor) hours:

M-F, 8:30 a.m.-4:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: 7 days, 9 a.m.-9 p.m.,

including holidays

Info./Refills by phone **1-866-353-5046**

Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

1st Floor

Hours: 7 days, 9 a.m.-9 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

- **Mammography**

Hours: M-F, 8 a.m.-4 p.m.

Appts./Cancel/Info./Msgs. ... **714-223-3028**

Call your practitioner's office
for test results.

Urgent Care *Walk-in*

1st Floor

Hours: 7 days, 9 a.m.-9 p.m.

Information **1-888-988-2800**

Vision Essentials by Kaiser Permanente

- **Ophthalmology *By referral only***

1st Floor

Hours: M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

- **Optical Center**

Eyeglasses, contact lenses

1st Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Information..... **949-455-4225**

Website..... **kp2020.org**

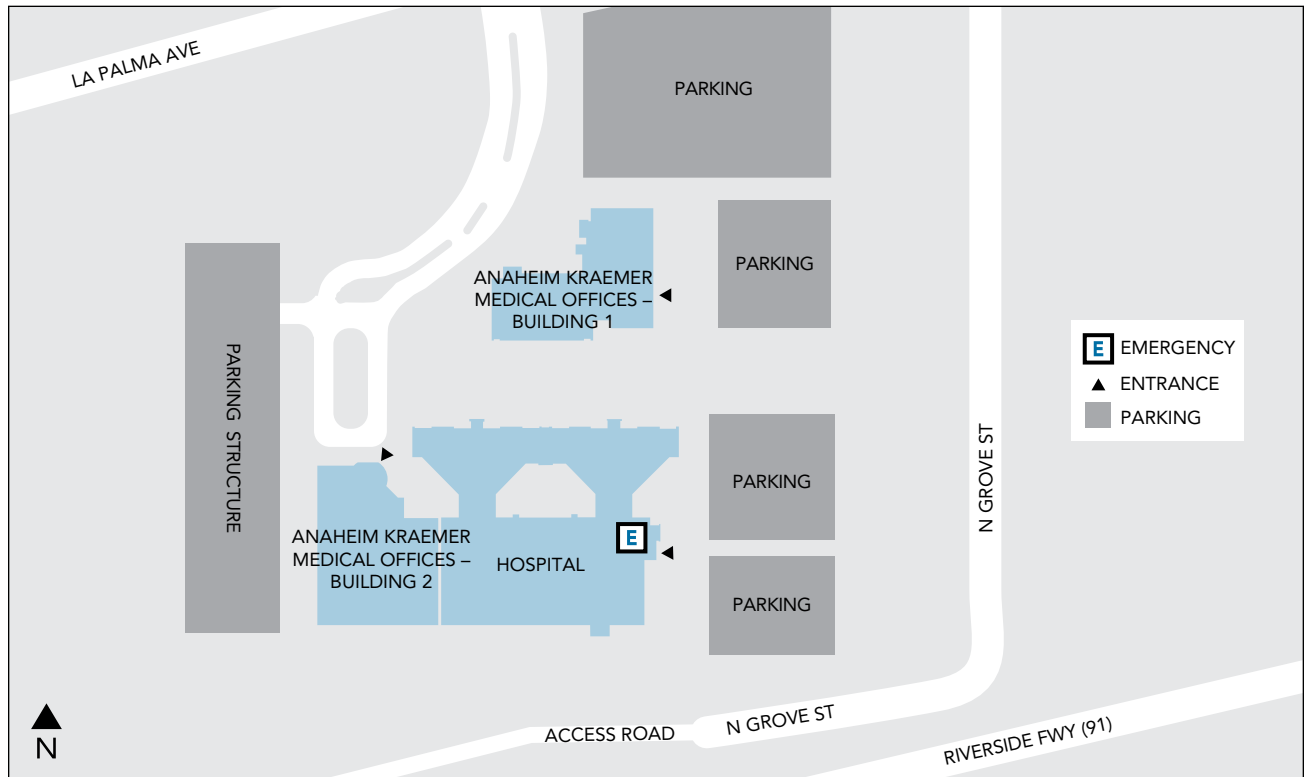
- **Optometry**

1st Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Orange County–Anaheim Medical Center (hospital and medical offices)



Map not to scale

18 Orange County–Anaheim Medical Center

Emergency

3440 E. La Palma Ave.
Anaheim, CA 92806
kp.org/orangecounty

Advice

Advice (routine)/
Appts./Msgs. **1-888-988-2800**
Advice (urgent and
after-hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Emergency

Hours: 7 days, 24 hours
Information **714-644-2800**

Information

Operator **714-644-2000**

Poison Control **1-800-222-1222**

Administration

Anaheim Kraemer
Medical Offices – Building 2, 5th Floor
Orange County Service Area
hospital administrator **714-644-4100**
Medical Group administrator ... **714-644-4975**

Admitting

1st Floor
Hours: 7 days, 24 hours
Information **714-644-2888**

Advice Nurse

Advice (7 days a week,
7 a.m.–7 p.m.) **1-888-988-2800**
After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Cafe

1st Floor
Hours: M-F, 7 a.m.-7 p.m.;
 Sa, Su, holidays, 11 a.m.-7 p.m.
 Information714-644-6750

Continuing Care

Hours: M-F, 8 a.m.-5 p.m.
 Discharge Planning.....714-644-5474

Ethics Committee

Consultations and information
 5th Floor
Hours: M-F, 8 a.m.-5 p.m.
 After-hours/weekends714-644-2000

Farmers Market

Hours: F, 9 a.m.-2 p.m.
 Information714-644-6761

Gift Shop

Anaheim Kraemer
 Medical Offices – Building 2, 1st Floor
Hours: M-F, 9 a.m.-7 p.m.;
 Sa, Su, 10 a.m.-6 p.m.
 Information714-644-2710

HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
 and weekends, by appointment only

- **Anaheim**
 1801 W. Romneya Dr., Ste. 605
 Anaheim, CA 92801
 Information.....714-956-2881
- **Huntington Beach**
 16490 Beach Blvd.
 Westminster, CA 92683
 Information.....714-843-9797
- **Lake Forest**
 24352 Rockfield Blvd.
 Lake Forest, CA 92630
 Information.....949-461-0166

- **Yorba Linda**
 1041 E. Yorba Linda Blvd., Ste. 202
 Placentia, CA 92870
 Information.....714-579-0717
- **Yorba Linda East**
 18220 Yorba Linda Blvd., Ste. 312
 Yorba Linda, CA 92886
 Information.....714-993-5652

Mammography

See Radiology/Diagnostic Imaging.

Medical Correspondence

East Street Offices
 1011 S. East St.
Hours: M-F, 8:30 a.m.-5 p.m.
 Information714-284-6634
 For copy of records. Fees may apply.

Medical Records (Inpatient)

Information714-284-6900
 Birth certificates.....714-644-6740
 Decedent Affairs.....714-284-6635

Neonatal Intensive Care Unit (NICU)

3rd Floor
Hours: 7 days, 24 hours
 Information714-644-7040

Newborn Nursery (Inpatient)

3rd Floor
Hours: 7 days, 24 hours
 Information714-644-7010

Notary Services

For hospital patients with Advance Directives
Hours: M-F, 8 a.m.-4 p.m.
 Information714-644-4137

Pediatrics (Inpatient)

4th Floor
Hours: 7 days, 24 hours
 Information714-644-4300
 For school/camp forms, call Medical
 Correspondence at East Street Offices
 in Anaheim. Fees may apply.

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Pharmacy

Anaheim Kraemer
Medical Offices – Building 2, 1st Floor
Hours: 7 days, 24 hours
Info./Refills by phone **1-866-523-8007**
Online refills **kp.org/refill**

Physical/Occupational Therapy (Inpatient)

4th Floor
Messages **714-644-2960**

Postpartum (Inpatient)

3rd Floor
Hours: 7 days, 24 hours
Information **714-644-7000**

Pulmonary Function Testing (PFT)

By referral only
4th Floor
Hours: M-F, 8:15 a.m.–4:15 p.m.
Cancel/Info./Msgs. **714-223-3300**
Call your practitioner’s office for test results.

Radiology/Diagnostic Imaging

1st Floor
Hours: M-F, 8 a.m.–9 p.m.
Appts./Cancel/Info./Msgs. **714-223-3028**

■ Mammography

Hours: M-F, 8 a.m.–4 p.m.
Appts./Cancel/Info./Msgs. ... **714-223-3028**
Call your practitioner’s office
for test results.

Radiation Oncology Center

Scheduled to open summer 2015.

Security (Lost and Found)

Anaheim Kraemer
Medical Offices – Building 2, 1st Floor
Hours: 7 days, 24 Hours
Information **714-644-5511**

Social Medicine

Hours: 7 days, 8 a.m.–4:30 p.m.;
after-hours and holidays, on-call through
hospital operator
Info./Msgs. **714-644-2970**

Spiritual Care/Chaplain

Hours: M-F, 8:30 –5 p.m
Information **714-644-6241**

Volunteer Services

1st Floor
For information
to become a volunteer **714-644-2704**

■ 19 Orange County-Irvine Medical Center

Emergency

Hospital and Medical Offices
6640 Alton Pkwy.
Irvine, CA 92618
kp.org/orangecounty

See page 205 for facility map.

Advice

Advice (routine)/
Appts./Msgs. **1-888-988-2800**
Advice (urgent and
after-hours)..... **1-888-KPONCALL**
(**1-888-576-6225**)

Emergency

Hours: 7 days, 24 hours **949-932-2800**

Information

Hospital operator..... **949-932-5000**

Poison Control **1-800-222-1222**

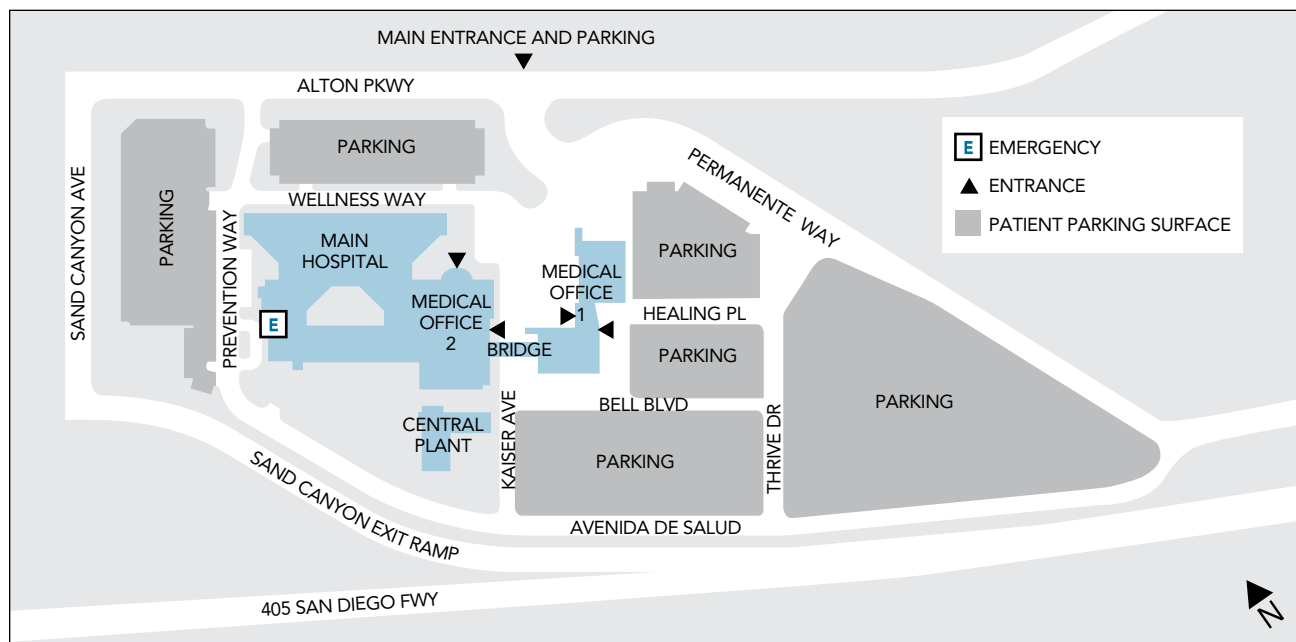
Administration

Medical Office 2, 5th Floor
Orange County Service Area
hospital administrator **714-644-4100**
Medical Group administrator ... **714-644-4975**

Admitting

1st Floor
Hours: 7 days, 24 hours
Information **949-932-2888**

Orange County-Irvine Medical Center (hospital and medical offices)



Map not to scale

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-888-988-2800**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Cafe

1st Floor
Hours: M-F, 7-10 a.m., 11 a.m.-4 p.m.
and 5-7 p.m.;
Sa, Su, 11 a.m.-4 p.m. and 5-7 p.m.

Cardiology Testing *By referral only*

Hours: M-F, 8:15 a.m.-4:15 p.m.
Appts./Cancel/Msgs. **714-223-3300**
Echocardiogram stress testing,
echocardiograms (including transthoracic
and transesophageal), EKG, event monitoring
stress testing (including regular and nuclear
treadmills), Holter monitor, pharmacological
stress testing.

Continuing Care

4th Floor
Hours: M-F, 8 a.m.-5 p.m.
Discharge Planning..... **949-932-5474**

Ethics Committee

Consultations and information
Hours: M-F, 8 a.m.-5 p.m.
Information **949-932-5000**
After-hours/Weekends..... **714-644-2000**

Farmers Market

Hours: W, 9 a.m.-1 p.m.
Information **949-932-6760**

Gift Shop

Medical Office 2, 1st Floor
Hours: M-F, 9 a.m.-7 p.m.;
Sa, Su, 10 a.m.-6 p.m.
Information **949-932-2727**

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HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

- **Anaheim**
1801 W. Romneya Dr., Ste. 605
Anaheim, CA 92801
Information..... **714-956-2881**
- **Huntington Beach**
16490 Beach Blvd.
Westminster, CA 92683
Information **714-843-9797**
- **Lake Forest**
24352 Rockfield Blvd.
Lake Forest, CA 92630
Information **949-461-0166**
- **Yorba Linda**
1041 E. Yorba Linda Blvd., Ste. 202
Placentia, CA 92870
Information **714-579-0717**
- **Yorba Linda East**
18220 Yorba Linda Blvd., Ste. 312
Yorba Linda, CA 92886
Information..... **714-993-5652**

Mammography

See Radiology/Diagnostic Imaging.

Medical Correspondence

East Street Offices

1011 S. East St.

Anaheim, CA 92805

Hours: M-F, 8:30 a.m.-5 p.m.

Information **714-284-6634**

For copy of records. Fees may apply.

Medical Records (Inpatient)

4th Floor

Information **714-284-6900**

Birth certificates..... **949-932-6740**

Decedent affairs **714-284-6635**

Neonatal Intensive Care Unit (NICU)

3rd Floor

Hours: 7 days, 24 hours

Information **949-932-7040**

Newborn Nursery

3rd Floor

Hours: 7 days, 24 hours

Information **949-932-7010**

Notary Services

For hospital patients with Advance Directives

Hours: M-F, 8 a.m.-4 p.m.

Information **949-932-5592**

Pharmacy

1st Floor

Medical Office Building 2, 1st Floor

Hours: 7 days, 24 hours

Info./Refills by phone **1-866-353-5093**

Online refills..... **kp.org/refill**

Physical/Occupational Therapy (Inpatient)

4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Messages **949-932-2960**

Pulmonary Function Testing (PFT)

By referral only

2nd Floor

Hours: M-F, 8:15 a.m.-4:15 p.m.

Cancel/Info./Msgs. **714-223-3300**

Call your practitioner's office for test results.

Radiology/Diagnostic Imaging

1st Floor

Hours: 7 days, 24 hours

Cancel/Info./Msgs. **714-223-3028**

▪ Mammography

Medical Office Building 2

Hours: M-F, 8 a.m.-4:30 p.m.

Cancel/Info./Msgs. **714-223-3028**

Call your practitioner's office

for test results.

Security (Lost and Found)

Medical Office Building 2, 1st Floor

Hours: 7 days, 24 Hours

Information **949-932-5511**

Social Medicine

4th Floor
Hours: 7 days, 8 a.m.-4:30 p.m.;
 after-hours and holidays, on-call through
 hospital operator
 Info./Msgs. **949-932-2970**

Spiritual Care/Chaplain

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **949-932-6241**

Volunteer Services

1st Floor
 For information
 to become a volunteer **949-932-2704**

▲ 20 Rehabilitation Pavilion

4201 W. Chapman Ave.
 Orange, CA 92868
kp.org/orangecounty

Addiction Medicine/Chemical Dependency

2nd Floor
Hours: M, W, 8 a.m.-8 p.m.;
 Tu, Th, 8 a.m.-8:30 p.m.;
 F, 8 a.m.-5:30 p.m.;
 Sa, 9 a.m.-2 p.m.
 Appts./Cancel/Info./Msgs. **714-748-6226**

- **Behavioral Health Care**
Member Help Line
 7 days, 24 hours **1-800-900-3277**

Care Management *By referral only*

3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **714-748-6391**

Chronic Pain Management Program

By referral only
 3rd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **714-748-6288**

Home Infusion Pharmacy

3rd Floor
Hours: M-F, 8:30 a.m.-6 p.m.
 Information **714-748-6333**

Physical Medicine *By referral only*

1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel **1-888-988-2800**

Physical Medicine and Rehabilitation

- By referral only*
- **Occupational Therapy**
 1st Floor
Office hours: M-F, 8:30 a.m.-6 p.m.
Phone hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info. **1-855-881-0752**
 - **Physical Therapy and Sports Physical Therapy**
 1st Floor
Hours: M-F, 7:30 a.m.-6:30 p.m.
 Appts./Cancel/Info. **1-855-881-0752**

● 21 San Juan Capistrano Medical Offices

30400 Camino Capistrano
 San Juan Capistrano, CA 92675
kp.org/orangecounty

Administration

2nd Floor
Hours: M-F, 8 a.m.-5 p.m.
 Information **949-234-2139**

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-888-988-2800**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

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Family Medicine

2nd Floor

Hours: M, W-F, 8:15 a.m.-5 p.m.;

Tu, 8:15 a.m.-6:45 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

Gynecology

See Women's Health.

Laboratory

Blood-draw only

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Obstetrics-Gynecology

See Women's Health.

Pediatrics

2nd Floor

Hours: M, W-F, 8:15 a.m.-5 p.m.;

Tu, 8:15 a.m.-6:45 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: M-F, 9 a.m.-1 p.m. and 2-5:30 p.m.

Info./Refills by phone **1-866-353-5054**

Online refills **kp.org/refill**

Physical Therapy *By referral only*

1st Floor

Hours: M-F, 8:30 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. ... **1-855-881-0752**

Radiology/Diagnostic Imaging

1st Floor

Hours: M-F, 8:45 a.m.-1 p.m. and 2-5 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

Call your practitioner's office for test results.

Mammography available at Alton/Sand

Canyon, Anaheim Kraemer, Euclid,

Garden Grove, Harbor-MacArthur, Mission

Viejo, and Santa Ana Medical Offices.

Women's Health (Ob-Gyn)

2nd Floor

Hours: M-F, 8:15 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

● 22 Santa Ana Medical Offices

1900 E. 4th St.

Santa Ana, CA 92705

kp.org/orangeounty

Administration

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **714-967-4792**

Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) **1-888-KPONCALL**

(1-888-576-6225)

Family Medicine

1st Floor

Office hours: M–Th, 8:30 a.m.–7 p.m.;

F, 8:30 a.m.–5 p.m.

Nurse Clinic hours: M–F, 8:30 a.m.–4:30 p.m.

Phone hours: 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**

(1-888-576-6225)

Gynecology

See Women’s Health.

Laboratory

Blood-draw only

1st Floor

Hours: M–Th, 8 a.m.–5:30 p.m.;

F, 8 a.m.–5 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST**

(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Obstetrics-Gynecology

See Women’s Health.

Pediatric Learning and Behavior/ADHD

By referral only

2nd Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatrics

1st Floor

Office hours: M–Th, 8:30 a.m.–7 p.m.;

F, 8:30 a.m.–5 p.m.

Phone hours: 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**

(1-888-576-6225)

For school/camp forms, call Medical Correspondence at East Street Offices in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: M–Th, 9 a.m.–7 p.m.;

F, 9 a.m.–5 p.m.

Info./Refills by phone **1-866-353-5060**

Online refills **kp.org/refill**

Psychiatry

2nd Floor

Office hours: M–Th, 7:30 a.m.–7 p.m.;

F, 7:30 a.m.–5 p.m.

Phone hours: M–F, 8 a.m.–5 p.m.

Appts./Cancel/Info./Msgs. **714-223-2600**

- **Behavioral Health Care**

- **Member Help Line**

- 7 days, 24 hours **1-800-900-3277**

Radiology/Diagnostic Imaging

1st Floor

Hours: M–Th, 8 a.m.–5:45 p.m.;

F, 8 a.m.–4:30 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

- **Mammography**

- 1st Floor

- Hours:** M–F, 9 a.m.–4 p.m.

- Appts./Cancel/Info./Msgs. ... **714-223-3028**

- Call your practitioner’s office for test results.

Women’s Health (Ob-Gyn)

1st Floor

Hours: M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

▲ 23 Target Clinic,
 care provided by
Kaiser Permanente
West Fullerton Target
No emergency services
 1893 W. Malvern Ave.
 Fullerton, CA 92833
kp.org/scal/targetclinic

Hours: M-F, 9 a.m.-7 p.m.;
 Sa, Su, 11 a.m.-4 p.m.

Walk-in care available for over 85 services for you and your family, including:

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

▲ 24 Tustin Executive Center
 17542 E. 17th St.
 Tustin CA, 92780
kp.org/orangeounty

**Durable Medical Equipment/
 Prosthetics and Orthotics**

Phone hours: M-F, 8:30 a.m.-6 p.m.;
 Sa, 8:30 a.m.-5 p.m
 Information **1-855-80KPDME**
(1-855-805-7363)

Home Health Care

3rd Floor, Ste. 300
Hours: 7 days, 8:30 a.m.-5 p.m.
 Information **714-734-4500**

Hospice

3rd Floor, Ste. 300
Hours: 7 days, 8:30 a.m.-5 p.m.,
 including after-hours calls
 Information **1-877-896-3560**

Long-Term Care

3rd Floor, Ste. 320
Hours: M-F, 8 a.m.-5 p.m.
 Information **714-734-5500**

Senior Care Connection

3rd Floor, Ste. 320
Hours: M-F, 8 a.m.-4:30 p.m.
 Information **714-734-5524**

Special Needs Program

3rd Floor, Ste. 320
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **714-734-4590**
 or **1-877-317-6080**

**● 25 Tustin Ranch
 Medical Offices**
 2521 Michelle Dr.
 Tustin, CA 92780
kp.org/orangeounty

Administration

2nd Floor
Hours: M-F, 8:30 a.m.-5 p.m.
 Information **714-430-2521**

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-888-988-2800**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Depression Care Management

By referral only
 2nd Floor
Hours: M-W, 7 a.m.-3:30 p.m.;
 Th, 7:20-11:20 a.m.

Developmental Pediatrics

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **714-430-2605**

Family Medicine *By appointment only*

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.; some evenings to 7 p.m. by appointment only

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL
(1-888-576-6225)**

Family Medicine Nurse Clinic

By appointment only

2nd Floor

Hours: M-F, 9 a.m.-5:30 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Laboratory

1st Floor

Hours: M, Tu, Th, 7:30 a.m.-7 p.m.;

W, F, 7:30 a.m.-6 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST
(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatric Cardiology

By referral and appointment only

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatric Endocrinology

By referral and appointment only

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatric Gastroenterology (GI)

By referral and appointment only

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatric Learning and Development

By referral and appointment only

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatric Nephrology

By referral and appointment only

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatric Rheumatology

By referral and appointment only

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Pediatrics *By appointment only*

2nd Floor

Hours: M-F, 8:30 a.m.-5 p.m.; some evenings to 7 p.m. by appointment only

Advice (routine)/

Appts./Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL
(1-888-576-6225)**

Pharmacy

1st Floor

Hours: M-F, 9 a.m.-5:30 p.m.; closed major holidays

Info./Refills by phone **1-855-238-5632**

Mail Order **1-866-206-2983**

Online refills **kp.org/refill**

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Podiatry

By referral and appointment only

1st Floor

Hours: M-F, 7:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Radiology/Diagnostic Imaging

1st Floor

Hours: M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Vision Essentials by Kaiser Permanente

▪ Ophthalmology *By referral only*

1st Floor

Hours: M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/

Info./Msgs. **1-888-988-2800**

▪ Optical Center

Eyeglasses, contact lenses

1st Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Info./Msgs. ... **714-430-2702**

Website..... **kp2020.org**

▪ Optometry

By referral and appointment only

1st Floor

Hours: M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

▲ 26 Xerox Centre Administrative Offices

1851 E. 1st St.

Santa Ana, CA 92705

kp.org/orangecounty

Medicare Senior Advantage

11th Floor

Hours: M-F, by appointment only

Fax **714-796-2689**

Information **1-800-921-2900**

or **714-393-8183**

Outside Medical Services

12th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Fax **714-564-4167**

Information **714-564-4150**

Public Affairs and Brand Communications

Fax **714-796-2687**

Information **oc-public-affairs-dept@kp.org**

● 27 Yorba Linda Medical Offices

22550 Savi Ranch Pkwy.

Yorba Linda, CA 92887

kp.org/orangecounty

Administration

1st Floor

Hours: M-F, 8 a.m.-5 p.m.

Information **714-685-3520**

Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

Family Medicine

2nd Floor

Office hours: M, Tu, W, 8:30 a.m.-7 p.m.;

Th, F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

Gynecology

See Women's Health.

Laboratory

Blood-draw only

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-888-988-2800**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Obstetrics-Gynecology

See Women's Health.

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

1st Floor

Office hours: M, Tu, 8:30 a.m.-7 p.m.;

W-F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. **1-888-988-2800**

Advice

(urgent/after-hours) **1-888-KPONCALL**
(1-888-576-6225)

For school/camp forms, call Medical
Correspondence at East Street Offices
in Anaheim. Fees may apply.

Pharmacy

1st Floor

Hours: M-F, 9 a.m.-1 p.m. and 2-5:30 p.m.

Info./Refills by phone **1-866-353-5061**

Online refills **kp.org/refill**

Physical Therapy *By referral only*

1st Floor

Hours: M-F, 8 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. **1-855-881-0752**

Radiology/Diagnostic Imaging

1st Floor

Hours: M-W, 9:30 a.m.-1 p.m. and 2-6 p.m.;

Th, F, 9 a.m.-1 p.m. and 2-5:30 p.m.

Appts./Cancel/Info./Msgs. **714-223-3028**

Call your practitioner's office for test results.

Mammography available at Alton/Sand

Canyon, Anaheim Kraemer, Euclid,

Garden Grove, Harbor-MacArthur, Mission

Viejo, and Santa Ana Medical Offices.

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*

2nd Floor

Hours: M-F, 7:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

- **Optical Center**

Eyeglasses, contact lenses

2nd Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Information **714-685-3649**

Website **kp2020.org**

- **Optometry**

2nd Floor

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**

Women's Health (Ob-Gyn)

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-888-988-2800**



San Diego

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

- English..... **1-800-464-4000**
- Spanish..... **1-800-788-0616**
- Chinese dialects **1-800-757-7585**
- TTY.....**711**

Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

- Information **1-888-956-1616**
- Website **kp.org**

TTY for the Hearing or Speech Impaired

- California Relay Service.....**711**



CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App StoreSM or Google Play®.



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San Diego County Area



Map not to scale

Area Locations

- ▲ 1 Blood Donor Center**220
 6511 Mission Gorge Rd.
 San Diego, CA 92120
- 6 Clairemont Mesa Medical Offices**223
 7060 Clairemont Mesa Blvd.
 San Diego, CA 92111
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 2 Bonita Medical Offices**220
 3955 Bonita Rd.
 Bonita, CA 91902
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 7 El Cajon Medical Offices**225
 250 Travelodge Dr.
 El Cajon, CA 92020
 ♿ DHCS survey pending
- 3 Bostonia Medical Offices** ...221
 1630 E. Main St.
 El Cajon, CA 92021
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 8 Escondido Medical Offices**225
 732 N. Broadway
 Escondido, CA 92025
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 4 Carlsbad Medical Offices**222
 6860 Avenida Encinas
 Carlsbad, CA 92011
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 9 Garfield Specialty Center**226
 5893 Copley Dr.
 San Diego, CA 92111
- 5 Carmel Valley Medical Offices**222
 3851 Shaw Ridge Rd.
 San Diego, CA 92130
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 10 Kearny Mesa Rehabilitation Center**227
 4510 Viewridge Ave.
 San Diego, CA 92123

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**

- **11 La Mesa Medical Offices**227
8080 Parkway Dr.
La Mesa, CA 91942
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **12 Oceanside Medical Offices**229
1302 Rocky Point Dr.
Oceanside, CA 92056
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **13 Otay Mesa Medical Offices**229
Urgent Care
4650 and 4660 Palm Ave.
San Diego, CA 92154
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **14 Palomar Health Downtown Campus**231
555 E. Valley Pkwy.
Escondido, CA 92025
- **15 Palomar Medical Center**232
Emergency
2185 Citracado Pkwy.
Escondido, CA 92029
- **16 Point Loma Medical Offices**232
3250 Fordham St.
3420 Kenyon St.
San Diego, CA 92110
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **17 Positive Choice Wellness Center**233
7035 Convoy Ct.
San Diego, CA 92111
- **18 Rancho Bernardo Medical Offices**233
Excel Centre
17140 Bernardo Center Dr.
San Diego, CA 92128
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **19 Rancho San Diego Medical Offices**234
3875 Avocado Blvd.
La Mesa, CA 91941
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building
R = Restroom | **T** = Exam Table/Scale | **See page 285 for further explanation of abbreviations.**



- **20 San Diego Medical Center**235
Kaiser Foundation Hospital Emergency
 4647 Zion Ave.
 San Diego, CA 92120
 ♿ DHCS survey pending
- ▲ **21 San Diego Mission Road**.....238
 10990 San Diego Mission Rd.
 San Diego, CA 92108
- **22 San Marcos Medical Offices**238
Urgent Care
 400 Craven Rd.
 San Marcos, CA 92078
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **23 Scripps Medical Office**240
 HM Poole Building
 9834 Genesee Ave., Ste. 114
 San Diego, CA 92037
- ▲ **24 Target Clinic, care provided by Kaiser Permanente San Diego Mission Valley Target**241
No emergency services
 1288 Camino Del Rio N.
 San Diego, CA 92108
- ▲ **25 Target Clinic, care provided by Kaiser Permanente Vista Target**241
No emergency services
 1751 University Dr.
 Vista, CA 92083
- **26 Vandever Medical Offices**241
 4405 Vandever Ave.
 San Diego, CA 92120
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **27 Vista Medical Offices**243
 780 Shadowridge Dr.
 Vista, CA 92083
 ♿ DHCS survey pending



Location Details

▲ 1 Blood Donor Center

6511 Mission Gorge Rd.
San Diego, CA 92120
kp.org/sandiego

Hours: M, Tu, Th, F, 8:30 a.m.–4:30 p.m.;
W, 11 a.m.–6 p.m.
Appts./Info. **619-528-6555**
Email..... blooddonor@kp.org
Donate blood by appointment or walk-in.
Blood drives at your place of employment,
church, or club can also be arranged.

● 2 Bonita Medical Offices

3955 Bonita Rd.
Bonita, CA 91902
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.–7 p.m.) **1-800-290-5000**
After-hours advice (M–F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Endocrinology *By referral only*

Hours: M–F, 8:30 a.m.–5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Family Medicine/Internal Medicine

Office hours: M, Tu, Th, 8 a.m.–7 p.m.;
W, 8 a.m.–12:30 p.m.; F, 8 a.m.–5 p.m.
Phone hours: 7 days, 7 a.m.–7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

HearUSA/HEARx West Hearing Care Center

2220 Otay Lakes Rd., Ste. 503
Chula Vista, CA 91915
Hours: M–F, 8:30 a.m.–5 p.m.; after-hours
and weekends, by appointment only
Information **619-691-1108**

Information

Operator **619-528-5000**

Laboratory

Building B
Hours: M, Tu, Th, F, 7:30 a.m.–5 p.m.;
W, 7:30 a.m.–12:30 p.m.
EKG: M, Tu, Th, F, 8:30 a.m.–4:30 p.m.;
W, 8:30 a.m.–noon
Appointments **619-528-7722**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

See Radiology/Diagnostic Imaging.

Nurses Clinic

Building E, 2nd Floor
Hours: M, Tu, Th, F, 8:30 a.m.–12:15 p.m.
and 1:30–4:30 p.m.; W, 8:30 a.m.–12:15 p.m.
Information **1-800-290-5000**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Building E, 1st Floor
Office hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
W, 8:30 a.m.–12:30 p.m.
Phone hours: 7 days, 7 a.m.–7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Main Pharmacy, Building C
Hours: M–F, 8:30 a.m.–6 p.m.;
Sa, 9 a.m.–5 p.m.
Info./Refills by phone **1-866-370-1959**
Mail-order Pharmacy **1-866-206-2985**
Online refills kp.org/refill

Radiology/Diagnostic Imaging

Building B, 1st Floor

Hours: M, Tu, Th, F, 8:45 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Mammography hours: M-F, 7:30 a.m.-8 p.m.

Appts./Cancel/Msgs. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

Optical Center

Eyeglasses, Building B

Hours: M, W-F, 8 a.m.-5:30 p.m.;

Tu, 8 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.

Information..... **619-409-9997**

Website..... **kp2020.org**

Optometry

Building B, 2nd Floor

Hours: M, W-F, 8 a.m.-5:30 p.m.;

Tu, 8 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.

Appointments **619-409-9997**

3 Bostonia Medical Offices

1630 E. Main St.
El Cajon, CA 92021
kp.org/sandiego

Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) **1-800-290-5000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.

Extended hours:

Every Monday, 8:30 a.m.-7:30 p.m.;

1st and 3rd Thursday each month,

8:30 a.m.-7:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 7 a.m.-5 p.m.

EKG hours: M-F, 8:30 a.m.-4:30 p.m.

Extended hours:

Every Monday, 7 a.m.-7:30 p.m.; 1st and

3rd Thursday each month, 7 a.m.-7:30 p.m.

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results

or check lab results online at **kp.org**.

Mammography

Hours: M-F, 7:30 a.m.-3:15 p.m.

Appts./Cancel/Msgs. **1-800-290-5000**

Nurses Clinic

2nd Floor

Hours: M-F, 8:30 a.m.-12:15 p.m.

and 1:30-4:30 p.m.

Information **1-800-290-5000**

Pharmacy

Hours: M-F, 8:30 a.m.-6:30 p.m.

Info./Refills by phone **1-866-385-2630**

Mail-order Pharmacy..... **1-866-206-2985**

Online refills..... **kp.org/refill**

Positive Choice Wellness Center

Information **858-573-0090**

Weight management programs. Biofeedback, creative arts therapy, exercise classes, fitness testing, healthy cooking, personal training, walking groups, and weight management.

Not all services available at all locations.

Some classes may require a fee.

Psychiatry

Hours: M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.

Appts./Info./Msgs. **1-877-496-0450**

Radiology/Diagnostic Imaging

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Extended hours:

Every Monday, 8:30 a.m.-7:30 p.m.;

1st and 3rd Thursday each month,

8:30 a.m.-7:30 p.m.

Appts./Cancel/Msgs. **1-866-628-2006**

● 4 Carlsbad Medical Offices

6860 Avenida Encinas
Carlsbad, CA 92011
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 8 a.m.-5 p.m.
EKG hours: M, Tu, Th, F, 8:30 a.m.-4:30 p.m.
Appointments..... **619-528-7722**
North County..... **760-510-5374**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Mammography

Hours: M-F, 7 a.m.-3:30 p.m.
Appointments..... **1-800-290-5000**

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.
Information **1-800-290-5000**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Hours: M-F, 8:30 a.m.-6:30 p.m.
Info./Refills by phone **1-866-385-2631**
Mail-order Pharmacy..... **1-866-206-2985**
Online refills..... kp.org/refill

Radiology/Diagnostic Imaging

Hours: M-F, 9 a.m.-12:45 p.m.
and 1:45-5 p.m.
Appts./Cancel/Info. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

■ Optical Center

Eyeglasses, contact lenses
Hours: M, Tu, Th, F, 8:30 a.m.-5:30 p.m.;
W, 7:30 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.
Information..... **760-931-0180**
Website..... kp2020.org

■ Optometry

Hours: M, Tu, Th, F, 8:30 a.m.-5:30 p.m.;
W, 7:30 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.
Appts./Cancel (24 hours) **760-931-0180**

● 5 Carmel Valley Medical Offices

3851 Shaw Ridge Rd.
San Diego, CA 92130
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Cardiology *By referral only*

Hours: M-Th, 8 a.m.-4:30 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Dermatology *By referral only*

Hours: Tu, Th, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Endocrinology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Info./Msgs. **1-877-236-0333**

Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Internal Medicine

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/Info. **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Laboratory

Hours: M-F, 7 a.m. to 5 p.m.
 (7:30-8:30 a.m. by appointment only)
 Appointments **619-528-7722**
 Results (24 hours) **1-888-457-8378**
 (1-888-4KPTTEST)

Call requesting physician for test results
 or check most lab results online.

▪ **EKG**

Hours: M-F, 8:30 a.m.-1 p.m.
 and 1:30-4:30 p.m.
 Appointments **619-528-7722**

Mammography

Hours: M-F, 8 a.m.-12:30 p.m.
 and 1:30-4 p.m.
 Appointments **1-800-290-5000**

Neurology *By referral only*

Hours: M, Tu, 8:30 a.m.-5 p.m.
 Appts./Info./Msgs. **1-877-236-0333**

Nurses Clinic

Hours: M, Tu, Th, F, 8:30 a.m.-12:15 p.m.
 and 1:30-4:30 p.m.; W, 8:30 a.m.-12:15 p.m.
 Information **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Obstetrics-Gynecology

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m. to 12:30 p.m.;
 closed major holidays
 Appts./Info. **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Pediatrics

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m. to 12:30 p.m.;
 closed major holidays
 Advice/Appts. **1-800-290-5000**
 After-hours advice **1-888-576-6225**
 (1-888-KPONCALL)

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.
 Refills by phone **1-855-777-8072**
 Mail-order Pharmacy **1-866-206-2985**
 Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-12:30 p.m.
 and 1:30-5 p.m.
 Appts./Cancel/Msgs. **1-866-628-2006**

● **6** | **Clairemont Mesa
 Medical Offices**

7060 Clairemont Mesa Blvd.
 San Diego, CA 92111
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
 (1-888-576-6225)

Allergy *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appointments **1-877-236-0333**

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(continued from previous page)

Dermatology *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Family Medicine Residency Center

Family care: obstetrics-gynecology,
pediatrics, family practice, and geriatrics
Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 8 a.m.-5:15 p.m.;
7:30-8 a.m. by appointment only
EKG hours: M-F, 8:30 a.m.-4:30 p.m.
Appointments **619-528-7722**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Mammography

See Radiology/Diagnostic Imaging.

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.
Information **1-800-290-5000**

Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatric Endocrinology/Diabetes Clinic

By referral only
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. **858-573-5440**

Pediatric-John Richards Learning Center

By referral only
Hours: M-F, 8 a.m.-5 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-940-2218**

Pediatrics

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Hours: M-Th, 8 a.m.-7:30 p.m.;
F, 8 a.m.-6:30 p.m.
Info./Refills by phone **1-866-385-2632**
Mail-order Pharmacy **1-866-206-2985**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-5 p.m.
Appointments **1-866-628-2006**
Mammography hours:
M-F, 7 a.m.-12:15 p.m. and 1:30-3:30 p.m.
Appointments **1-800-290-5000**

Vision Essentials by Kaiser Permanente

- **Optical Center**
Eyeglasses
Hours: M, W-F, 8 a.m.-5:30 p.m.;
Tu, 7:30 a.m.-8 p.m.
Information **858-573-0399**
Website **kp2020.org**
- **Optometry**
Hours: M, W-F, 8 a.m.-5:30 p.m.;
Tu, 7:30 a.m.-8 p.m.
Appointments **858-573-0399**

7 El Cajon Medical Offices

250 Travelodge Dr.
El Cajon, CA 92020
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(**1-888-576-6225**)

Information

Operator **619-528-5000**

Gynecology

See Obstetrics-Gynecology.

Laboratory

Collection only
Hours: M-F, 8:30 a.m.-12:30 p.m.
Appointments **619-528-7722**
Results **1-888-4KPTEST**
(**1-888-457-8378**)

Call requesting practitioner for test results
or check lab results online at kp.org.

Obstetrics-Gynecology

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Ophthalmology/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedic Surgical Care *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 7 a.m.-3 p.m.
Appts./Cancel/
Info. (24 hours)/Msgs. **1-866-459-2912**

Pharmacy

Hours: M-F, 8:30 a.m.-6 p.m.
Info./Refills by phone **1-866-385-2634**
Mail-order Pharmacy **1-866-206-2985**
Online refills kp.org/refill

Physical/Occupational Therapy

By referral only
Hours: M-F, 7:30 a.m.-5:30 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-5:15 p.m.
Appts./Cancel/Msgs. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-844-824-1867**
- **Optometry**
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Cancel **619-589-7500**
Website kp2020.org

8 Escondido Medical Offices

732 N. Broadway
Escondido, CA 92025
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(**1-888-576-6225**)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Information

Operator **619-528-5000**

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Laboratory

Office hours: M-F, 8 a.m.-5 p.m.

EKG hours: M, Tu, Th, F, 8:30 a.m.-4:30 p.m.

Appointments..... **619-528-7722**

North County..... **760-510-5374**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.

and 1:30-4:30 p.m.

Information **1-800-290-5000**

Nutrition

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **619-641-4194**

Pediatrics

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Hours: M-F, 8:30 a.m.-6:30 p.m.

Info./Refills by phone **1-866-385-2640**

Mail-order Pharmacy..... **1-866-206-2985**

Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-12:45 p.m.

and 1:45-5 p.m.

Appts./Cancel/Info. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

▪ Optical Center

Eyeglasses, contact lenses

Hours: M, W-F, 8 a.m.-5:30 p.m.;

Tu, 8 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.

Information..... **760-839-0899**

Website..... **kp2020.org**

▪ Optometry

Hours: M, W-F, 8 a.m.-5:30 p.m.;

Tu, 8 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.

Appts./Cancel (24 hours) **760-839-0899**



Garfield Specialty Center

5893 Copley Dr.

San Diego, CA 92111

kp.org/sandiego

Audiology

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **858-616-5100**

HearUSA/HEARx

hearing consultant **858-616-5112**

Comprehensive Pain (General)

By referral only

4th Floor

Office hours: M-F, 8 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-12:30 p.m.

and 1:30-4:30 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Gastroenterology (GI) *By referral only*

3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-877-236-0333**

General Surgery

See Surgery (General).

Head and Neck Surgery *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **858-616-5100**

Information

Operator **619-528-5000**

Interventional Anesthesiology

Pain Medicine By referral only

2nd Floor

Hours: M-F, 8:30 a.m.-4:30 p.m.

Appts./Info./Msgs. **1-866-868-9022**

Laboratory

1st Floor

Hours: M-F, 7:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **619-528-7722**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Orthopedics *By referral only*

1st Floor

Hours: M, Tu, 8:30 a.m.-8:30 p.m.;

W, 7 a.m.-3 p.m. and 4-7 p.m.;

Th, 8:30 a.m.-5 p.m.; F, 7 a.m.-3 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

Pharmacy

1st Floor

Hours: M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone **1-877-842-9584**

Mail-order Pharmacy..... **1-866-206-2985**

Online refills..... **kp.org/refill**

Plastic Surgery *By referral only*

4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **858-616-5001**

Radiology/Diagnostic Imaging

1st Floor

General Radiology hours:

M-W, 8:30 a.m.-9 p.m.; Th, F, 8:30 a.m-5 p.m.

MRI hours: M-F, 6:45 a.m.-3:15 p.m.

Appts./Cancel/

Info./Msgs. **1-866-628-2006**

Surgery (General) *By referral only*

4th Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **619-662-1222**

Urologic Surgery *By referral only*

3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-888-694-7857**

▲ 10

Kearny Mesa Rehabilitation Center

4510 Viewridge Ave.

San Diego, CA 92123

kp.org/sandiego

Nephrology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-877-236-0333**

Physical Medicine *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Physical/Occupational Therapy

By referral only

Hours: M-F, 7:30 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Speech Pathology *By referral only*

Hours: M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Info./Msgs. **858-694-7100**

● 11

La Mesa Medical Offices

8080 Parkway Dr.

La Mesa, CA 91942

kp.org/sandiego

Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) **1-800-290-5000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

(1-888-576-6225)

After-Hours Care (Adult Medicine)

Hours: M-F, 6-9 p.m.

Advice/Appts. **1-800-290-5000**

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Business Services

Hours: M-F, 8:30 a.m.-5 p.m.

Third-party liability claims,
other insurance billing..... **619-589-3099**

Dermatology *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Durable Medical Equipment

8010 Parkway Dr.

La Mesa, CA 91942

Hours: M-F, 8:30 a.m.-5 p.m.

Information **1-855-80KPDME**
(1-855-805-7363)

Family Medicine/Internal Medicine

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

HearUSA/HEARx West Hearing Care Center

8066-68 La Mesa Blvd.

La Mesa, CA 91941

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only

Information **619-644-9515**

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 7:30 a.m.-8:15 p.m.

EKG hours: M, Tu, Th, F, 8:30 a.m.-4:30 p.m.

Phone hours: M-F, 8 a.m.-5 p.m.

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.

and 1:30-4:30 p.m.

Information **1-800-290-5000**

Nutrition

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **619-641-4194**

Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pediatrics

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacies

■ Outpatient Pharmacy

Hours: M-F, 8:30 a.m.-9 p.m.;

Sa, Su, 9 a.m.-1 p.m.

Info./Refills by phone..... **1-866-385-2644**

Mail-order Pharmacy **1-866-206-2985**

Online refills **kp.org/refill**

■ Outpatient Anticoagulation

Clinic Pharmacy

Hours: M-F, 8:30 a.m.-5 p.m.

Fax..... **619-589-3266**

Information..... **1-855-628-0554**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-866-628-2006**

Vision Essentials by Kaiser Permanente

■ Optical Center

Eyeglasses, contact lenses

Hours: M, W, F, 8 a.m.-5:30 p.m.;

Tu, Th, 7:30 a.m.-8:30 p.m.

Contact lens information..... **619-528-3477**

Eyeglasses **619-589-7500**

Website..... **kp2020.org**

■ Optometry

Hours: M, W, F, 8 a.m.-5:30 p.m.;

Tu, Th, 7:30 a.m.-8 p.m.

Appointments **619-589-7500**

● 12 | Oceanside Medical Offices

1302 Rocky Point Dr.
Oceanside, CA 92056
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

HearUSA/HEARx West Hearing Care Center

3772 Mission Ave., Ste. 117
Oceanside, CA 92058
Hours: M-F, 9:30 a.m.-5 p.m.; after-hours
and weekends, by appointment only
Information **760-721-1141**

Information

Operator **619-528-5000**

Laboratory

Limited services; by appointment only
Appointments **619-528-7722**
North County **760-510-5374**
Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at kp.org.

Pediatrics

Hours: M, Tu, Th, F, 8 a.m.-5 p.m.;
W, 8 a.m.-noon
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.
Info./Refills by phone **1-844-424-1871**
Mail-order Pharmacy **1-866-206-2985**
Online refills kp.org/refill

Radiology/Diagnostic Imaging

Hours: M-F, 8:45 a.m.-12:45 p.m.
and 1:45-5 p.m.
Appts./Cancel/Info. **1-866-628-2006**

● 13 | Otay Mesa Medical Offices

Urgent Care
4650 and 4660 Palm Ave.
San Diego, CA 92154
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Audiology

Hours: Tu, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **858-616-5100**

Cardiology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Family Medicine/Internal Medicine

Office hours: M-Th, 8 a.m.-7 p.m.;
F, 8 a.m.-5 p.m.; Sa, Su, 8:30 a.m.-noon
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Gastroenterology (GI) *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

General Surgery

See Surgery (General).

Gynecology

See Obstetrics-Gynecology.

Hematology/Oncology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Information

Operator **619-528-5000**

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Interventional Radiology

Hours: Vary
Information **1-866-868-9022**

Laboratory

Hours: M-F, 7 a.m.-9 p.m.;
Sa, Su, 8 a.m.-5 p.m.
Appointments..... **619-528-7722**
Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Member Services Office

Office hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.

▪ Member Service Contact Center

Phone hours: 7 days, 24 hours
(closed holidays)
English..... **1-800-464-4000**
Spanish **1-800-788-0616**
Chinese dialects..... **1-800-757-7585**
TTY **711**

Neurology *By referral only*

Hours: M-F, 8 a.m.-noon and 1-4:30 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.
Information **1-800-290-5000**

Nutrition

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info. **619-641-4194**

Obstetrics-Gynecology

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Phone hours: M-F, 7 a.m.-7 p.m.
Advice/Appts./Cancel/
Info./Msgs. **1-800-290-5000**

Occupational Health Center (Kaiser On-the-Job®)

Hours: M-F, 9 a.m.-5 p.m.
Appts./Info./Msgs. **619-662-5006**
Medical treatment for work-related
injuries and illnesses.

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Orthopedic Surgical Care *By referral only*

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 7 a.m.-3 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

Pediatrics

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.
Urgent care hours: M, Tu, Th, 6-9 p.m.;
W, 1:30-9 p.m.
Advice/Appts. **1-800-290-5000**

Perioperative

- **Admitting**
Hours: M-F, 5:30 a.m.-3 p.m.
Information..... **619-662-5543**
- **Operating room**
Hours: M-F, 7 a.m.-5:30 p.m.
Information..... **619-662-5590**
- **Post-anesthesia care unit**
Hours: M-F, 7:30 a.m.-7:30 p.m.
Information..... **619-662-5596**
- **Preoperative**
Hours: M-F, 6 a.m.-3:30 p.m.
Information..... **619-662-5599**

Pharmacy

Hours: M-F, 8:30 a.m.-9:30 p.m.;
Sa, Su, 9 a.m.-5:30 p.m.
Info./Refills by phone **1-866-385-2645**
Mail-order Pharmacy..... **1-866-206-2985**
Online refills..... **kp.org/refill**

Physical Medicine *By referral only*

Hours: M-F, 8 a.m.-4:30 p.m.
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Physical/Occupational Therapy

By referral only

Hours: M-F, 7:30 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Positive Choice Wellness Center

Building 4, 1st Floor

Hours: W, 3:30-7 p.m.

Information **858-573-0090**

Weight management programs. Biofeedback, creative arts therapy, exercise classes, fitness testing, healthy cooking, personal training, walking groups, and weight management.

Not all services available at all locations.

Some classes may require a fee.

Psychiatry

4660 Palm Ave., Building 4, 2nd Floor

Hours: M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.

Appts./Info./Msgs. **1-877-496-0450**

▪ **Behavioral Health Care**

Member Help Line

7 days, 24 hours..... **1-800-900-3277**

Pulmonology *By referral only*

Hours: M-F, 8 a.m.-noon and 1-4:30 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-9:30 p.m.

Appts./Cancel/Msgs. **1-866-628-2006**

Surgery (General) *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **619-662-1222**

Urgent Care Clinic

Hours: M-F, 10 a.m.-8 p.m.;

Sa, Su, 9 a.m.-5 p.m.

Walk-in Clinic..... **1-800-290-5000**

Urological Surgery *By referral only*

Hours: Vary

Appts./Info./Msgs. **1-888-694-7857**

Vision Essentials by Kaiser Permanente

▪ **Ophthalmology** *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel **1-844-824-1867**

▪ **Optical Center**

Eyeglasses, contact lenses

Hours: M-W, F, 8:30 a.m.-5:30 p.m.;

Th, 8:30 a.m.-8 p.m.

Eyeglasses **619-662-5075**

Contact lens information..... **619-662-5164**

Website..... **kp2020.org**

▪ **Optometry**

Hours: M-W, F, 8:30 a.m.-5 p.m.;

Th, 8:30 a.m.-8 p.m.

Appts./Cancel **619-662-5075**

○ 14 | **Palomar Health Downtown Campus**

555 E. Valley Pkwy.

Escondido, CA 92025

kp.org/sandiego/palomar

760-739-3000

Labor and Delivery

Palomar Birth Center, 4th Floor

Hours: 7 days, 24 hours

Information **760-739-2400**

Labor and Delivery care is provided by a Kaiser Permanente physician at this facility.

Specialty Services

Care is provided by a Kaiser Permanente physician at this facility for these specialties:

Acute Rehabilitation

Gynecological Surgery

Labor and Delivery

Inpatient Psychiatry

Orthopedic Surgery

Podiatry

Urology

15 Palomar Medical Center
Emergency
 2185 Citracado Pkwy.
 Escondido, CA 92029
kp.org/sandiego/palomar
 442-281-5000

Specialty Services

Care is provided by a Kaiser Permanente physician at this facility for these specialties:

- Cardiology
- Gastroenterology (GI)
- General Surgery
- Hospital Medicine
- Infectious Disease
- Nephrology
- Neurology
- Oncology
- Orthopedic Surgery
- Pulmonology
- Rheumatology
- Urology

Additional inpatient specialty services will continue to be added.

16 Point Loma Medical Offices
 3250 Fordham St.
 3420 Kenyon St.
 San Diego, CA 92110
kp.org/sandiego

Addiction Medicine

3420 Kenyon St., 1st Floor

Clinic hours: M-Th, 8 a.m.-8 p.m.;
 F, 9 a.m.-6 p.m.

Phone hours: M-Th 8 a.m.-6 p.m.;
 F, 8 a.m.-5:30 p.m.

Appts./Info./

Msgs./New patient **619-221-6550**

▪ **Behavioral Health Care**

Member Help Line

7 days, 24 hours **1-800-900-3277**

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Family Medicine/Internal Medicine

3250 Fordham St.

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m.-12:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Info. **1-800-290-5000**

Infectious Disease *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.;

hours and days may vary

Appts./Info./Msgs. **1-877-236-0333**

HIV patients may self-refer through
 the call center.

Information

Operator **619-528-5000**

Laboratory

3250 Fordham St.

Collection only

Office hours: M, Tu, Th, F, 8 a.m.-5 p.m.;

W, 8 a.m.-12:30 p.m.

EKG hours: M, Tu, Th, F, 8:30 a.m.-4:30 p.m.

Appointments **619-528-7722**

Results **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
 or check lab results online at kp.org.

Mammography

Hours: M, Tu, Th, F, 8 a.m.-noon
 and 1:15-4 p.m.; W, 8 a.m.-noon

Appts./Cancel/Msgs. **1-866-628-2006**

Nurses Clinic

3250 Fordham St.

Hours: M, Tu, Th, F, 8:30 a.m.-12:15 p.m.

and 1:30-4:30 p.m.; W, 8:30 a.m.-12:15 p.m.

Information **1-800-290-5000**

**Obstetrics-Gynecology:
(Infertility and Urogynecology)**

3250 Fordham St.
Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
 W, 8:30 a.m.-12:30 p.m.
 Appts./Info./Msgs. **619-221-0350**
 Cancel (24 hours)..... **619-528-3002**

Pharmacy

3250 Fordham St.
Hours: M-F, 8:30 a.m.-6 p.m.
 Info./Refills by phone **1-866-385-2646**
 Mail-order Pharmacy..... **1-866-206-2985**
 Online refills..... **kp.org/refill**

Psychiatry

3420 Kenyon St., 2nd Floor
Hours: M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.
 Appts./Info./Msgs. **1-877-496-0450**
 Behavioral Health Care Member Help
 Line (7 days, 24 hours) **1-800-900-3277**

Radiology/Diagnostic Imaging

Hours: M, Tu, Th, F, 8:30 a.m.-12:45 p.m.
 and 1:45-5 p.m.; W, 8:30 a.m.-12:30 p.m.
 Appts./Cancel/Msgs. **1-866-628-2006**

Travel Advisory

Hours: M-F, 8:30 a.m.-noon and 1-4 p.m.
 Information **1-800-517-5556**

**▲ 17 Positive Choice
Wellness Center**

7035 Convoy Ct.
 San Diego, CA 92111
kp.org/sandiego

Positive Choice

Hours: M-Th, 8 a.m.-9 p.m.; F, 8 a.m.-4 p.m.
 Information **858-573-0090**
 Weight management programs.
 Biofeedback, creative arts therapy, exercise
 classes, fitness testing, healthy cooking,
 personal training, metabolic rate testing,
 and weight management. Some classes
 may require a fee.

**● 18 Rancho Bernardo
Medical Offices**

Excel Centre
 17140 Bernardo Center Dr.
 San Diego, CA 92128
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours)..... **1-888-KPONCALL**
 (**1-888-576-6225**)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: M-F, 8 a.m.-5 p.m.
 Advice/Appts./
 Cancel/Info. **1-800-290-5000**

Gynecology

See Obstetrics-Gynecology.

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 7 a.m.-5 p.m.;
 by appointment only, 7-8:30 a.m.
EKG hours: M-F, 8:30 a.m.-1 p.m.
 and 1:30-4:30 p.m.
 Appointments..... **619-528-7722**
 Results..... **1-888-4KPTEST**
 (**1-888-457-8378**)

Call requesting practitioner for test results
 or check lab results online at **kp.org**.

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
 and 1:30-4:30 p.m.
 Information **1-800-290-5000**

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Obstetrics-Gynecology

Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
W, 8:30 a.m.–12:30 p.m.
Phone hours: M-F, 8 a.m.–5 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pediatrics

Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
W, 8:30 a.m.–12:30 p.m.
Advice/Appts. **1-800-290-5000**

Pharmacy

Hours: M-F, 8:30 a.m.–6 p.m.
Information **1-866-385-2647**
Mail-order Pharmacy **1-866-206-2985**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:45 a.m.–12:45 p.m.
and 1:45–5 p.m.
Appts./Cancel/Info. **1-866-628-2006**

Rheumatology *By referral only*

Hours: M-F, 8:30 a.m.–5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

● 19 Rancho San Diego Medical Offices

3875 Avocado Blvd.
La Mesa, CA 91941
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.–7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.–7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(**1-888-576-6225**)

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.–5 p.m.
Phone hours: 7 days, 7 a.m.–7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Information

Operator **619-528-5000**

Laboratory

Office hours: M, Tu, Th, F, 8 a.m.–4:30 p.m.;
W, 8 a.m.–noon
EKG hours: M, Tu, Th, F, 8:30 a.m.–4:30 p.m.
Appointments **619-528-7722**
Results **1-888-4KPTEST**
(**1-888-457-8378**)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Nurses Clinic

Hours: M-F, 8:30 a.m.–12:15 p.m.
and 1:30–4:30 p.m.
Information **1-800-290-5000**

Pediatrics

Hours: M, Tu, Th, F, 8:30 a.m.–5 p.m.;
W, 8:30 a.m.–12:30 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

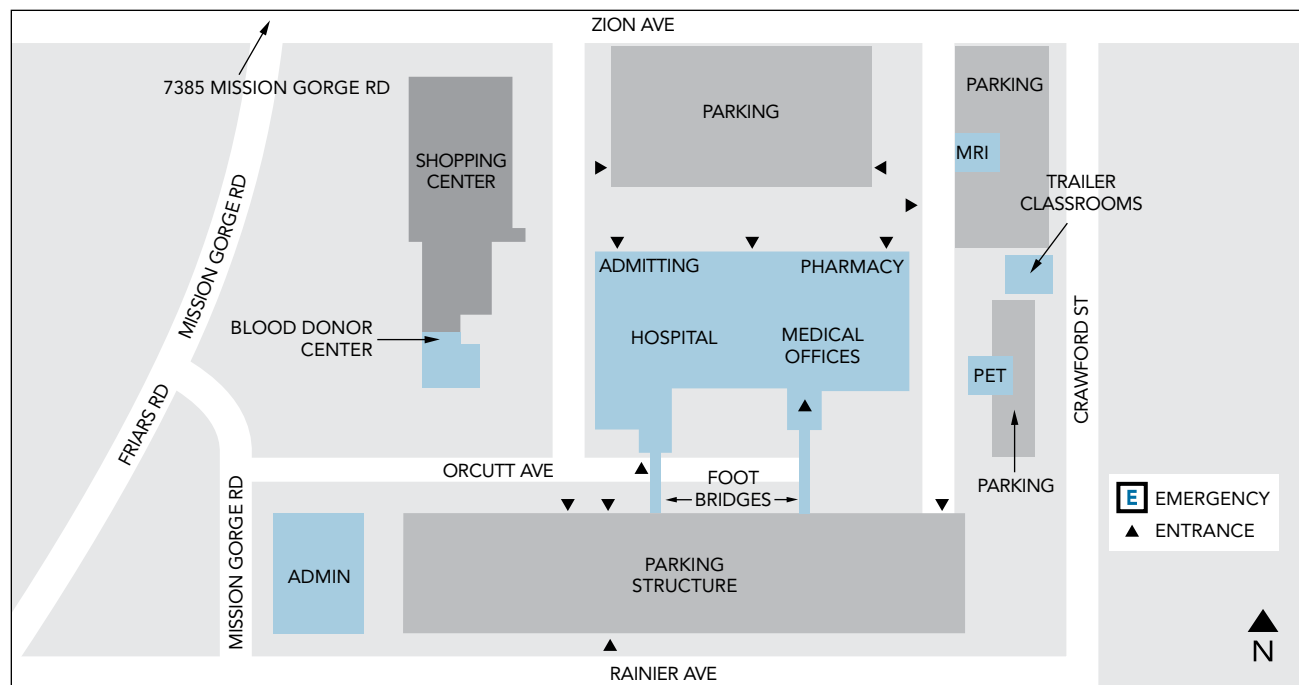
Pharmacy

Hours: M-F, 8:30 a.m.–6 p.m.
Info./Refills by phone **1-866-451-4956**
Mail-order Pharmacy **1-866-206-2985**
Online refills **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M, Tu, Th, F, 8:30 a.m.–4:30 p.m.;
W, 8:30 a.m.–noon
Appts./Cancel/Msgs. **1-866-628-2006**

San Diego Medical Center (hospital and medical offices)



Map not to scale

20 San Diego Medical Center

**Kaiser Foundation Hospital
Emergency**
Hospital and Medical Offices
4647 Zion Ave.
San Diego, CA 92120
kp.org/sandiego

Emergency

Hours: 7 days, 24 hours

Hospital

Patient information **619-528-5308**

Information

Operator **619-528-5000**

Poison Control **1-800-222-1222**

TTY for the Hearing or Speech Impaired

Advice/ Appts./ Info. **619-528-5152**

North County coastal **760-436-6031**

North County inland **760-741-8855**

Admitting

Information **619-528-0140**

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

Cardiology *By referral only*

Hours: M-F, 8 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Continuing Care

See San Diego Mission Road offices.

Disability Claims

7385 Mission Gorge Rd.
Hours: M-F, 8:30 a.m.-5 p.m.
Information **619-528-5280**
Fax **619-229-7542**

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Gastroenterology (GI) *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

General Surgery

See Surgery (General).

Genetics *Referral preferred*

Hours: M-F, 9 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **619-528-5409**

Gynecology

See Obstetrics-Gynecology.

Healthy Living Store

Hours: M-F, 9 a.m.-4:30 p.m.;

W, 7 a.m.-4:30 p.m.

Information **619-528-5153**

Breast pumps available for purchase.

HearUSA/HEARx West Hearing Care Centers

Hours: M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

▪ **Chula Vista**

2220 Otay Lakes Rd., Ste. 503

Chula Vista, CA 91915

Information..... **619-691-1108**

▪ **Hillcrest**

1244 University Ave.

San Diego, CA 92103

Information..... **619-291-0030**

▪ **La Jolla**

8915 Towne Centre Dr., Ste. 2-116

San Diego, CA 92122

Information..... **858-260-5615**

▪ **La Mesa**

8066-68 La Mesa Blvd.

La Mesa, CA 91941

Information..... **619-644-9515**

▪ **Oceanside**

3870 Mission Ave., Ste. D5

Oceanside, CA 92058

Information..... **760-721-1141**

▪ **Poway**

14845 Pomerado Rd.

Poway, CA 92604

Information..... **858-435-0190**

▪ **San Diego**

7910 Frost St., Ste. 420

San Diego, CA 92123

Information..... **858-569-6090**

▪ **Vista**

1611 S. Melrose Dr.

Vista, CA 92081

Information..... **760-597-0050**

Hematology/Oncology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Infectious Disease *By referral only*

Appts./Info./Msgs. **1-877-236-0333**

Information

Operator **619-528-5000**

Labor and Delivery

See Obstetrics-Gynecology.

Laboratory

Hours: M-F, 8 a.m.-9 p.m.

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at **kp.org**.

Medical Correspondence

7385 Mission Gorge Rd.

Hours: M-F, 8:30 a.m.-5 p.m.

▪ **Continuing Care Records**

Record copies **619-583-4293**

Fax..... **619-229-7511**

Continuing Care records are processed at no cost to members.

▪ **Patient Records**

Record copies **619-528-5195**

Copies of records for personal use. There is a clerical and per-page copying fee.

Neonatology

Follow-up appts. 619-516-3627
 Neonatal Intensive Care 619-528-5323

Neurosurgery *By referral only*

Appts./Info./Msgs. 619-528-0501

Nuclear Medicine *By referral only*

Appts./Info./Msgs. 619-528-5067

Obstetrics-Gynecology

Appts./Cancel/Info./Msgs. ... 1-800-290-5000

▪ Labor and Delivery

Hours: 7 days, 24 hours

Information..... 619-528-5036

Occupational Health Center (Kaiser On-the-Job®)

Hours: M-F, 7 a.m.-7 p.m.

Appts./Info./Msgs. 619-528-5062

Medical treatment for work-related injuries and illnesses.

Oncology

See Hematology/Oncology.

Orthopedic Surgical Care *By referral only*

Appts./Cancel/Info./Msgs. ... 1-866-459-2912

Ostomy

Appts./Info./Msgs. 619-662-1222

Patient Access

7385 Mission Gorge Rd.

Hours: M-F, 9 a.m.-5 p.m.

Information 619-229-7509

Copies of records for personal use.

Pharmacy

Hours: 7 days, 24 hours

Info./Refills by phone 1-866-370-1958

Mail-order Pharmacy..... 1-866-206-2985

Online refills..... kp.org/refill

Psychiatry

Crisis intervention 1-877-496-0450

▪ Behavioral Health Care

Member Help Line

7 days, 24 hours..... 1-800-900-3277

Pulmonology/INH Clinic *By referral only*

TB screening

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. 1-877-236-0333

Radiology/Diagnostic Imaging

Appointments..... 1-866-628-2006

Surgery (General) *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. 619-662-1222

TTY for the Hearing or Speech Impaired

Advice/Appts./Info. 619-528-5152

North County coastal..... 760-436-6031

North County inland 760-741-8855

Urology *By referral only*

Appts./Info./Msgs. 1-888-694-7857

Vascular Lab Testing *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. 619-662-1222

Vascular Surgery *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. 619-662-1222

Wound Care *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. 619-662-1222



San Diego Mission Road

10990 San Diego Mission Rd.
San Diego, CA 92108
kp.org/sandiego

Continuing Care

Family Violence Program **619-641-4456**
Long-term care..... **619-528-1245**
Senior/Geriatric services..... **619-641-4456**
Social Services **619-641-4456**
Website xnet.kp.org/sandiego/ccs/

Health Education

Hours: M-F, 8:30 a.m.-4:45 p.m.
Appts./Info./Msgs. **619-641-4194**
Wellness Coaching
by Phone..... **1-866-862-4295**
Depression, stress management, smoking
cessation, and other programs. Information
available online at kp.org.

Home Health Care

Hours: M-F, 8:30 a.m.-5 p.m.
Information **619-641-4663**

Hospice

Hours: M-F, 8:30 a.m.-5 p.m.
Information (24 hours) **619-641-4100**

Information

Operator **619-528-5000**

Nutrition

Appts./Info. **619-641-4194**

Surgery Scheduling

Hours: M-F, 8:30 a.m.-4:30 p.m.
General Surgery **619-662-5446**
Head and Neck **858-616-5103**
Neurosurgery..... **858-616-5103**
Ob-Gyn..... **619-641-2362**
Ophthalmology **619-662-5480**
Orthopedics **619-441-3140**
Plastic Surgery **858-616-5493**
Thoracic **619-662-5446**
Urology..... **619-662-5690**
Vascular **619-662-5458**



San Marcos Medical Offices

Urgent Care
400 Craven Rd.
San Marcos, CA 92078
kp.org/sandiego

Advice Nurse

Advice (7 days a week,
7 a.m.-7 p.m.) **1-800-290-5000**
After-hours advice (M-F, 7 p.m.-7 a.m.;
Sa, Su, 24 hours)..... **1-888-KPONCALL**
(1-888-576-6225)

Allergy

Hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-noon
Information **1-877-236-0333**

Audiology

1st Floor
Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **760-591-4276**
HearUSA/HEARx
hearing consultant **760-510-4088**

Cardiology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Dermatology *By referral only*

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Endocrinology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

Family Medicine/Internal Medicine

Office hours: M-F, 8:30 a.m.-5 p.m.
Phone hours: 7 days, 7 a.m.-7 p.m.
Advice/Appts./
Cancel/Info. **1-800-290-5000**

Gastroenterology (GI) *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
Appts./Info./Msgs. **1-877-236-0333**

General Surgery

See Surgery (General).

Gynecology

See Obstetrics-Gynecology.

Head and Neck Surgery *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **760-591-4276**

Hematology/Oncology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Infectious Disease *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.;

hours and days may vary

Appts./Info./Msgs. **1-877-236-0333**

HIV patients may self-refer through the call center.

Information

Operator **619-528-5000**

Laboratory

Hours: M-F, 7 a.m.-9 p.m.;

Sa, 7 a.m.-5 p.m.;

Su, 8 a.m.-5 p.m.

Appointments **619-528-7722**

North County **760-510-5374**

Results **1-888-4KPTEST
(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at kp.org.

Member Services Office

Office hours: M-F, 9 a.m.-12:30 p.m. and 1:30-5 p.m.

Member Service Contact Center

Phone hours: 7 days, 24 hours (closed holidays)

English **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects **1-800-757-7585**

TTY **711**

Nephrology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Neurology

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.

and 1:30-4:30 p.m.

Information **1-800-290-5000**

Obstetrics-Gynecology

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Occupational Health Center (Kaiser On-the-Job®)

Hours: M-F, 9 a.m.-5 p.m.

Appts./Info./Msgs. **760-510-5350**

Medical treatment for work-related injuries and illnesses.

Orthopedic Surgical Care *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

Outpatient Treatment Center (OTC)

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Pain Management *By referral only*

Office hours: M-F, 8:30 a.m.-5:30 p.m.;

days and hours may vary

Phone hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Pediatrics

Office hours: M-F, 8:30 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. **1-800-290-5000**

Pharmacy

Hours: M-F, 8:30 a.m.-9:30 p.m.;

Sa, Su, holidays, 9 a.m.-5:30 p.m.

Info./Refills by phone **1-866-385-2650**

Mail-order Pharmacy **1-866-206-2985**

Online refills **kp.org/refill**

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Physical Medicine *By referral only*

Office hours: M-F, 7 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Physical/Occupational Therapy

By referral only

Office hours: M-F, 7 a.m.-5 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

Plastic Surgery *By referral only*

Building 4, 3rd Floor, Area 342

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **858-616-5001**

Pulmonology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Radiology/Diagnostic Imaging

Hours: M-F, 8 a.m.-9 p.m.;

Sa, Su, 9 a.m.-5 p.m.

Appts./Cancel/Info. **1-866-628-2006**

Rheumatology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Sleep Clinic *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Speech Pathology

Limited services; by referral only

Office hours: M-F, 8:30 a.m.-5 p.m.;

days and hours may vary

Phone hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **858-694-7100**

Surgery (General) *By referral only*

Building 4, 3rd Floor, Area 342

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **619-662-1222**

Vascular Diagnostic Lab *By referral only*

Building 4, 3rd Floor, Area 342

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **619-662-1222**

Vascular Surgery *By referral only*

Building 4, 3rd Floor, Area 342

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. **619-662-1222**

Urgent Care Clinic

Walk-ins, no appointments necessary

Office hours: M-F, 10 a.m.-8 p.m.;

Sa, Su, holidays, 9 a.m.-5 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice/Appts. **1-800-290-5000**

▲ 23 | Scripps Medical Office

HM Poole Building

9834 Genesee Ave.

Ste. 114

San Diego, CA 92037

kp.org/sandiego

Cardiac Electrophysiology *By referral only*

Hours: M-F, 8 a.m.-4 p.m.

Appts./Info./Msgs. **1-877-236-0333**

▲ 24 | **Target Clinic,**
 care provided by
Kaiser Permanente
San Diego Mission Valley Target
No emergency services
 1288 Camino Del Rio N.
 San Diego, CA 921083
kp.org/scal/targetclinic

Hours: M-F, 9 a.m.-7 p.m.;
 Sa, Su, 11 a.m.-4 p.m.

Walk-in care available for over 85 services for you and your family, including:

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

▲ 25 | **Target Clinic,**
 care provided by
Kaiser Permanente
Vista Target
No emergency services
 1751 University Dr.
 Vista, CA 92083
kp.org/scal/targetclinic

Hours: M-F, 9 a.m.-7 p.m.;
 Sa, Su, 11 a.m.-4 p.m.

Walk-in care available for over 85 services for you and your family, including:

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

● 26 | **Vandever**
Medical Offices
 4405 Vandever Ave.
 San Diego, CA 92120
kp.org/sandiego

Vandever Medical Offices closed at 5 p.m. the evening before a holiday.

Advice Nurse

Advice (7 days a week,
 7 a.m.-7 p.m.) **1-800-290-5000**
 After-hours advice (M-F, 7 p.m.-7 a.m.;
 Sa, Su, 24 hours) **1-888-KPONCALL**
(1-888-576-6225)

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Family Medicine/Internal Medicine

Office hours: M-Th, 7:30 a.m.-7 p.m.;
F, 7:30 a.m.-5 p.m.; Sa, Su, 8 a.m.-noon

Phone hours: 7 days, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Info. **1-800-290-5000**

General Surgery

See Surgery (General).

Gynecology

See Obstetrics-Gynecology.

Information

Operator **619-528-5000**

Laboratory

Office hours: M-F, 7 a.m.-9 p.m.;

Sa, Su, holidays, 7 a.m.-5 p.m.

EKG hours: M-F, 8 a.m.-4:30 p.m.;

Sa, Su, 8 a.m.-noon; closed holidays

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**
(1-888-457-8378)

Call requesting practitioner for test results
or check lab results online at **kp.org**.

Member Services Office

Office hours: M-F, 9 a.m.-12:30 p.m.
and 1:30-5 p.m.

Member Service Contact Center

Phone hours: 7 days, 24 hours
(closed holidays)

English..... **1-800-464-4000**

Spanish **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY **711**

Neurology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Nurses Clinic

Hours: M-F, 8:30 a.m.-12:15 p.m.
and 1:30-4:30 p.m.

Information **1-800-290-5000**

Obstetrics-Gynecology

Office hours: M, Tu, Th, F, 8:30 a.m.-5 p.m.;
W, 8:30 a.m.-12:30 p.m.

Phone hours: 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

Pediatric Specialties

Appts./Info./Msgs. **619-516-3627**

Cardiology, circumcision, cystic fibrosis,
NICU follow-up, pulmonology, rheumatology,
and sports medicine.

Pediatrics

Hours: M-F, 8:30 a.m.-9 p.m.;

Sa, Su, 9 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

Pharmacy

1st Floor Pharmacy

Hours: M-F, 8:30 a.m.-10 p.m.;

Sa, Su, 8:30 a.m.-7 p.m.

Info./Refills by phone **1-866-451-4942**

Mail-order Pharmacy..... **1-866-206-2985**

Online refills..... **kp.org/refill**

Radiology/Diagnostic Imaging

Hours: M-F, 8:30 a.m.-9 p.m.;

Sa, Su, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. **1-866-628-2006**

Mammography hours:

M, W, 7:15 a.m.-8:45 p.m.;

Th, F, 7:15 a.m.-3:15 p.m.;

Sa, 8:30 a.m.-5 p.m.

CT Scan hours: M-F, 8 a.m.-9 p.m.;

Sa, Su, 8:30 a.m.-4:30 p.m.

Sleep Clinic *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **1-877-236-0333**

Surgery (General) *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. **619-662-1222**

Urology *By referral only*

Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Info./Msgs. **1-888-694-7857**

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/
 Info./Msgs. **1-844-824-1867**
- **Optical Center**
 Eyeglasses
Hours: M, W, 8 a.m.-8 p.m.;
 Tu, Th, F, 8 a.m.-5:30 p.m.;
 Sa, 8 a.m.-4:30 p.m.
 Information.....**619-516-7190**
 Website..... **kp2020.org**
- **Optometry**
Hours: M, W, 8 a.m.-8 p.m.;
 Tu, Th, F, 8 a.m.-5:30 p.m.;
 Sa, 8 a.m.-4:30 p.m.
 Appointments**619-516-7190**

▲ 27 Vista Medical Offices

780 Shadowridge Dr.
 Vista, CA 92083
kp.org/sandiego

HearUSA/HEARx West Hearing Care Center

Melrose Village Plaza
 1611 S. Melrose Dr.
 Vista, CA 92081
Hours: M-F, 8:30 a.m.-5 p.m.; after-hours
 and weekends, by appointment only
 Information**760-597-0050**

Information

Operator**619-528-5000**

Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

Pharmacy

Hours: M-F, 9 a.m.-5:30 p.m.
 Info./Refills by phone **1-866-391-2672**
 Mail-order Pharmacy..... **1-866-206-2985**
 Online refills..... **kp.org/refill**

Psychiatry

Hours: M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.
 Appts./Info./Msgs. **1-877-496-0450**

- **Behavioral Health Care**
Member Help Line
 7 days, 24 hours..... **1-800-900-3277**

Vision Essentials by Kaiser Permanente

- **Ophthalmology** *By referral only*
Hours: M-F, 8:30 a.m.-5 p.m.
 Appts./Cancel/
 Info./Msgs. **1-844-824-1867**
- **Optical Center**
 Eyeglasses
Hours: M, Tu, W, F, 8:30 a.m.-5:30 p.m.;
 Th, 8:30 a.m.-8 p.m.
 Information.....**760-599-2210**
 Website..... **kp2020.org**
- **Optometry**
Hours: M, Tu, W, F, 8:30 a.m.-5 p.m.;
 Th, 8:30 a.m.-8 p.m.
 Appts./Cancel**760-599-2210**



Your Care

Choose or change your doctor

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Even if you don't need to see your doctor right away, having a doctor you connect with is an important part of taking care of your health.

Your choice of top doctors

Make the decision that's right for you. Browse our online doctor profiles to see your options. You'll find information on a wide range of doctors, including their education, credentials, and specialties.

Personalized care

Your doctors, nurses, and specialists are connected to your electronic health record, so they can work together to give you the right care for your needs.

You can choose your personal physician from one of our primary care departments. Look for the department that best meets your needs.

- **Family Medicine**
Family practitioners care for people of all ages, and often for members of the same family. They may also provide general gynecologic care for women.
- **Adult Medicine or Internal Medicine**
These departments include general practitioners and internists who may focus on specific areas.
- **Pediatrics**
Pediatricians care for infants, children, adolescents, and teens.
- **Obstetrics-Gynecology (Ob-Gyn)**
This department provides comprehensive gynecologic and obstetric care. Women 18 to 64 may choose an ob-gyn as well as a personal physician. We encourage sexually active teenage girls to also choose an ob-gyn.

Nurse practitioners/physician assistants/certified nurse-midwives

Your health care team includes other licensed professionals who work with our doctors to care for members. Nurse practitioners and physician assistants diagnose and treat a wide variety of conditions, order prescriptions and tests, and answer questions about your care. Certified nurse-midwives provide women with obstetric and gynecologic care.

How to choose or change your doctor

Online

Search our directory for primary care practitioners who are accepting new patients. Then browse their profiles to find the right doctor for you. Follow these steps:

1. Go to **kp.org** and click "Find a doctor."
2. Choose your area, then select "Search doctors accepting new patients."
3. Narrow your search by city, doctor name, etc.
4. Click "Search."
5. Read about the doctor and click "Select me" when you find a good match.

Phone

Call our physician selection service at **1-888-956-1616**, weekdays from 7 a.m. to 7 p.m. We'll talk to you about your needs and help you make your choice. For TTY for the Deaf, hard of hearing, or speech impaired, call **711**.

Keep in mind: Your family is free to choose different doctors at different locations.

Need health advice?

If you have an illness or injury and you're not sure what kind of care you need, our advice nurses can help. They can view your electronic health record to assess your situation and help determine what type of care is most appropriate. In some cases, they can even help you handle the problem at home until your next appointment.

Don't call our advice nurse if you think you're having an emergency. If you aren't sure whether your condition is an emergency medical condition, they can help you decide whether you need emergency services or urgent care, and tell you how and where you can get that care.

Call our appointment and advice line

To get advice or to schedule an appointment, call the appointment and advice number for the facility that's most convenient for you. See the facility listing beginning on page 1 for phone numbers and hours. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)** from 7 p.m. to 7 a.m., 7 days a week. Our registered nurses can:

- Answer questions about a health concern and instruct you on self-care at home, if appropriate.
- Advise you about whether you need medical care, and how and where to get it.
- Tell you what to do if you need care after hours when our offices are closed or you're out of your service area.

Care away from home

If you're traveling outside your Kaiser Permanente area, be ready in case you need care. Take a Travel Kit with you. It explains how to get care and what to do if you get care at a non-Kaiser Permanente facility. It includes the *Getting Care Away from Home* brochure, the *Emergency and Urgent Care Away from Home* brochure, and an emergency claims form. To order your Travel Kit, please contact our Member Service Contact Center at least 2 weeks before your trip.

Visit **kp.org/travel** to find helpful resources like downloadable travel brochures and claim forms in case you need to file a claim for reimbursement after your trip.

When you're visiting another Kaiser Permanente region, you may be covered as a visiting member. For more about visiting member coverage, visit **kp.org**. Always carry your Kaiser Permanente ID card with you when you travel.

Types of care

Here are some common examples of the types of care available. They don't include all possible symptoms and conditions, but they give a helpful overview. If you're not sure what kind of care you need, call the appointment and advice center for the facility that's most convenient for you. See the facility listing beginning on page 1.

Routine care	Urgent care	Emergency care
<p>An expected care need, like a scheduled visit to your doctor or a recommended preventive screening</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Scheduled visits • Follow-up visits • Routine checkups • Physical exams • Preventive screenings • Well-child checkups <p>What to do: Make an appointment on kp.org/myhealthmanager or call the facility that you go to. Many of our locations often have same-day appointments available as well.</p>	<p>An illness or injury that requires prompt medical attention but isn't an emergency medical condition</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Minor injuries, including sprains and falls • Minor wounds and cuts needing stitches • Mild to moderate backaches • Migraines or other headaches that keep coming back • Mild breathing issues • Minor stomach pain • Minor broken bones (fingers, toes) <p>What to do: Call the facility that you go to for advice or to request a same-day or next-day appointment.</p>	<p>A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health*</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Chest pain or pressure that may move out to other parts of the body • Sudden, severe stomach pain • Severe shortness of breath • Severe bleeding that can't be stopped • Major injuries like gunshot or stab wounds • Being in labor when there isn't time to get to a plan hospital <p>What to do: Call 911 or go to the nearest hospital.</p>

*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part. A mental health condition is an emergency medical condition when it meets the requirements of the last sentence or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: (1) The person is an immediate danger to himself or herself or to others, or (2) the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

Timely access to scheduled appointments

The following standards for appointment availability were developed by the California Department of Managed Health Care (DMHC). This information can help you know what to expect when you request an appointment.

Type of appointment	Appointment offered
Urgent care (defined on page 246)	Within 48 hours
Nonurgent primary care (including adult/internal medicine, pediatrics, and family medicine)	Within 10 business days
Nonurgent mental health care with a practitioner other than a physician	Within 10 business days
Nonurgent specialty care with a physician	Within 15 business days

If you prefer to wait for a later appointment that will better fit your schedule or to see the practitioner of your choice, we'll respect your preference. In some cases, your wait may be longer than the time listed if a licensed health care professional decides that a later appointment won't have a negative effect on your health.

The standards for appointment availability don't apply to preventive care services. Your practitioner may recommend a specific schedule for these types of services, depending on your needs. Preventive care services may include physical exams, vision and hearing tests, immunizations, health education, and prenatal care. The standards also don't apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

Timely access to telephone assistance

In addition, the following standards for answering telephone inquiries were developed by the DMHC. These standards require health plans to answer the following telephone inquiries within specified time frames.

- For telephone advice about whether you need to get care and where to get care, plans must answer within 30 minutes, 24 hours a day, 7 days a week.
- For customer service inquiries, plans must answer within 10 minutes during normal business hours.

Get ready for your visit

Get the most out of your appointments. Know what to expect and be ready. These guidelines can help you get started.

Before your visit

- ☑ **Make a list of your medications**
Make a list of everything you take, including vitamins and herbal supplements. Have your list with you during your visit, or bring your original medication bottles.
- ☑ **Know your test results**
Ask your doctor how and when to get your test results, and what the test results mean. You can also view recent test results at kp.org/myhealthmanager.
- ☑ **Write down your concerns**
Talk to your doctor about any cultural, religious, or personal beliefs that could affect your care now or in the future.

During your visit

☑ **Speak up if you have questions or concerns**

It's a good idea to ask questions before a medical test, when you're prescribed medication, and before you get any treatment.

☑ **Make sure you understand**

Before you leave, make sure you know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your care team if you're not sure about anything. You can also bring a friend or family member with you to help ask questions, remember answers, and speak for you if needed. If you don't get a printout of instructions for your care plan, ask for one.

What to ask:*

1. What's my main problem?
2. What do I need to do about it?
3. Why is it important for me to do this?

*Adapted from the National Patient Safety Foundation "Ask Me 3" Campaign.

When you check in

There are 2 ways to check in for appointments.

1. **At the reception desk**

Have your Kaiser Permanente ID card ready. We'll also ask you for a photo ID, like your driver license. This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 262.)

2. **At a self-service kiosk**

Insert your Kaiser Permanente ID card or enter your name.

You can pay for your visit with a debit or credit card, update certain personal

information, and get directions to your appointment (available in several languages). Kiosks may not be available at all locations.

If your plan includes a copay, coinsurance, or deductible, you'll make a payment when you check in. You can pay by credit card or debit card at the reception desk or at the kiosk. Later, you'll get a statement that shows what services you got, how much you paid, and whether you still owe anything. Ask the receptionist for details or refer to your *Evidence of Coverage* or *Certificate of Insurance*.

Getting your prescriptions

Your doctor may write a prescription for you during your appointment. In most cases, it will be sent to our pharmacy electronically, and you can usually pick it up after your appointment. You can also refill your prescriptions at any of our pharmacies. Find a pharmacy near you in the directory starting on page 1.

Refill prescriptions from home

You can also have most prescription drugs mailed right to your home at no extra cost. Just use our convenient mail-order service. We'll mail most prescription drugs within 10 days at no extra cost for standard U.S. postage.[†]

To pay, you can use a credit card (Discover, American Express, MasterCard, or Visa) or a debit card (MasterCard or Visa).

➤ **Online**

Visit kp.org/refill to see how easy it is to order refills and check the status of your orders. If it's your first online order, you'll need to register on our website.

[†]Please see your *Evidence of Coverage* or *Certificate of Insurance* for information about your drug coverage, or check with your local Kaiser Permanente pharmacy if you have a question about mailing.

Phone

Call the pharmacy refill phone number on your prescription label. Have your medical record number, prescription number, home phone number, and credit or debit card information ready when you call.

RETHINK REFILLS.

When you get care at our facilities, you can have most prescription refills mailed to you at no extra charge. To order online, visit kp.org/refill or use the Kaiser Permanente app on your mobile device. To order by phone, call the number on your prescription label.

Have questions?

Call the pharmacy number printed at the top of your prescription label or find a local pharmacy in the directory beginning on page 1. For information about your benefits, 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)
- **711** (TTY for the hearing/speech impaired)

Need to transfer prescriptions?

- **From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy**
Please complete our online form at kp.org, or call the Kaiser Permanente pharmacy you want to go to and give the pharmacist the prescription number and the phone number of the non-Kaiser Permanente pharmacy. Your Kaiser Permanente pharmacist will handle the rest. Please allow 2 or more working days for us to complete the transfer.

- **From one Kaiser Permanente pharmacy to another Kaiser Permanente pharmacy**
Visit kp.org/refill and select your medication from our online list or call the Kaiser Permanente pharmacy where you'd like to pick up your prescription. Enter your current prescription number when prompted. Then we'll transfer your prescription to the new Kaiser Permanente pharmacy you requested. If you don't have any refills left, it may take 2 working days to complete your order.

Prescription drug benefits

Most of our plans only cover prescriptions from:

- Kaiser Permanente or affiliated practitioners
- Practitioners we've referred you to
- Dentists

You'll generally pay full price for all other prescription drugs. If your coverage doesn't include a prescription drug benefit, you can still use a Kaiser Permanente pharmacy, but you'll need to pay the full price.

For new members, Kaiser Permanente will generally cover a temporary supply of non-formulary medication until you can transfer your care to a Kaiser Permanente or affiliated practitioner within the first 90 days of your membership.

Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information about your drug benefits.

Prescription drug formulary

Our prescription drug formulary is a list of preferred drugs that have been carefully selected and approved by the Kaiser Permanente Pharmacy and Therapeutics Committee. For more information, see page 268.

Over-the-counter offerings

Kaiser Permanente pharmacies also carry a variety of popular over-the-counter nonprescription medications and supplements, including vitamins, antacids, and cough and cold medicines. Prescriptions aren't required for any of these items.

OUT OF REFILLS?

If you don't have any prescription refills left when you order, we can request extra refills from your doctor. Please allow 2 or more working days for us to process your order.

Managing chronic conditions

The Complex Case Management program helps make sure that our members with hard-to-control chronic conditions get all the care they need. For some members, managing more than one chronic condition may require specialized care, monitoring, and education.

Nurses and social workers work with you and your personal physician to address your specific needs. Specially trained case managers provide education, help you set up personal goals, and teach you self-care.

The Complex Case Management program is voluntary and complimentary for Kaiser Permanente members. If you or your caregiver thinks you qualify for the program, call **1-866-551-9619** (for more than one chronic condition that's hard to control) or **323-783-5151** (for members who have had a heart, liver, or lung transplant).



Health Resources

Register on **kp.org**

Start using our secure website to manage your health on your time.

Online access anytime, anywhere

As a Kaiser Permanente member, **kp.org** is your online gateway to great health. When you register on **kp.org**, you can securely access time-saving tools and resources to help you manage your care at our facilities. Visit **kp.org** anytime from anywhere. Go to **kp.org/myhealthmanager** to:

- View most lab results.
- Refill most prescriptions.
- Email your doctor's office with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Manage a family member's health.*

And your **kp.org** membership gives you access to many healthy living tools and tips as well as recipes and articles on a wide range of health topics. Even if you don't need care right away, we encourage you to register today and explore our tools so you can use them when you need them.

Registering on **kp.org** is very easy. You will need to have your medical record number, which you can find on your Kaiser Permanente ID card. Go to **kp.org/registernow** from a computer (not a mobile device) and follow the sign-on instructions.

Once you've registered, you can download the Kaiser Permanente app to your smartphone. Then use your **kp.org** user ID and password to activate the app and start using the secure features anytime, anywhere.

*Due to privacy laws, certain features may not be available when they're being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.



REGISTER AT KP.ORG.
IT'S AS EASY AS 1-2-3.

1. Have your medical record number handy.
2. From your computer, go to **kp.org/registernow**.
3. Enter some basic information and answer security questions. In 5 minutes you'll be able to access all the great things My Health Manager on **kp.org** has to offer.

Your electronic health record

We store your health information electronically. When you need care, your care team connects to your electronic health record through our secure computer network. Every Kaiser Permanente facility in Southern California is linked to your health record – so you always get personalized care to meet your needs.

How to connect to your health from home

When you register at kp.org, you can use My Health Manager to connect to your health information and use convenient online tools to stay on top of your care. You can even bookmark kp.org on your smartphone or mobile device for on-the-go access. If you haven't registered yet, visit kp.org/registernow from your home computer to get started.

Healthy living programs

Choose from a wide variety of healthy living resources, including classes and programs – online, by phone, or in person. You'll find inspiration and tools to help you feel your best.

Wellness Coaching by Phone

A Kaiser Permanente wellness coach will give you personal guidance to help you achieve your wellness goals and create lasting changes in your life. You'll choose the health topic you want to focus on and start setting goals for healthy change. Together, you'll build a plan of action tailored just for you! Whether you need support to quit tobacco, get active, reduce stress, eat healthy, or manage your weight, you can connect with a wellness coach by phone at a time that's convenient for you. Sessions are

complimentary for Kaiser Permanente members. To schedule an appointment, call **1-866-862-4295** between 7 a.m. and 7 p.m., Monday through Friday.

More health resources

Visit kp.org/healthyliving to learn more about improving your health and well-being. You'll find our health encyclopedia, information on drugs and natural medicines, and classes for members.

Some classes are open to the public, too. Classes may vary by location and some may have a fee.

Get fit online

Whether you're 25 or 65, it's never too early – or too late – to start getting fit. As long as you do it regularly, any physical activity – walking, gardening, even doing laundry – can help you to look and feel your best. Learn more at kp.org/fitness.

Healthy lifestyle programs

As a Kaiser Permanente member, you have many wellness programs to choose from. Offered at no cost, each program is personalized to help you reach your health goals. Take the Total Health Assessment and have your results included in your electronic health record.

- Lose weight with Balance®.
- Lower stress with Relax®.
- Eat healthier with Nourish®.
- Stop smoking with Breathe®.
- Manage ongoing conditions with Care® for Your Health.*
- Control pain with Care® for Pain.*
- Manage diabetes with Care® for Diabetes.*
- Manage depression with Overcoming™ Depression.*
- Sleep better with Overcoming™ Insomnia.*
- Deal with back pain with Care® for Your Back.*

*Only available in English.

This list is current as of May 2015. For a complete list of programs or to get started, go to kp.org/healthylifestyles (English) or kp.org/vidasana (Spanish).

i DID YOU KNOW?

At kp.org, you have powerful resources at your fingertips:

- Browse wellness guides and drug and health encyclopedias.
- Get facility locations and information.
- Use our health calculators.
- View health plan information.
- Have our *Partners in Health* e-newsletter sent right to your inbox each month, and get wellness tips, health news, recipes, and more.

Your immunization information

Your immunization information is shared with the California Immunization Registry (CAIR), as well as the Regional Immunization Data Exchange (RIDE) in Stanislaus and San Joaquin counties and the San Diego Regional Immunization Registry in San Diego County. These secure databases are managed by state and county government agencies. Any California health care provider can see most immunizations received at any participating provider. Go to cairweb.org/forms for more information.

Here are some benefits of sharing your information:

- You have a backup in case you lose your or your child's yellow immunization card.
- Participating schools can easily view your child's required immunizations.
- You'll keep a consistent immunization record if you ever need to change health plans.

If you don't want Kaiser Permanente to share your or your child's immunization information with other California health care providers or participating schools through these registries, you can opt out at any time. Visit cairweb.org/forms and see "CAIR Patient Forms" for information about opting out.

Preventive care guidelines

Kaiser Permanente helps you to stay healthy by focusing on prevention. Use our preventive care guidelines to learn about what you can do to be healthier and when to get immunizations and routine screening tests.

The guidelines on the following pages are for people who are generally healthy. If you have ongoing health problems, special health needs or risks, or if certain conditions run in your family, your preventive care plan may be different. Talk with your personal physician or practitioner about a set of guidelines that fits your needs. To learn which preventive care services are covered under your health plan, consult your *Evidence of Coverage* or *Certificate of Insurance*, or call our Member Service Contact Center.

Preventive care guidelines for adults

TOPIC	ADULT
Recommended Lifestyle Practices	
Dental health	Floss daily and use fluoride toothpaste. See a dentist regularly.
Diet and nutrition	Limit fats, especially saturated fat and cholesterol. Eat fruits, vegetables, and whole grains. Make sure you're getting enough vitamin D and calcium. Recommended intake for calcium: Total daily intake of 1,000 mg/day for premenopausal women; 1,200 mg/day for women and men age 50 and older (in some adults, adequate intake may require supplementation). Recommended intake for vitamin D: 1,000 IU/day (total daily intake) for all pre- or post-menopausal women and men over age 50. From menarche through menopause, women should take a daily folic acid supplement >400 mcg.
Emotional health	Talk to your personal physician or other health care professional to get help if you're depressed, anxious, or thinking of suicide, or are being threatened, abused, or hurt by someone. Loneliness and isolation increase your risk of illness. Spend time with your friends and family and participate in activities that interest you.
Exercise	Try to be physically active on most days. Walk and do weight-bearing and muscle-building exercises. For adults 65 and older , talk to your physician before starting a vigorous exercise program.
Medical care	Talk with your physician about an advance health care directive, which makes your health care wishes known if you're unable to speak for yourself.
Medication	Discuss with your physician all medications you're taking, to be sure that there are no dangerous interactions.
Safety	Use seat belts and helmets. If you drink, always have a designated driver. Install and check smoke detectors. Lock up guns and keep ammunition separate. Set water heater temperature between 120 and 130 degrees Fahrenheit. Learn CPR. Avoid climbing ladders if you have trouble walking or keeping your balance.
Sexual practices	Use birth control to prevent unintended pregnancies. To prevent sexually transmitted diseases (STDs), use condoms and avoid having sex with high-risk partners such as known drug users. Discuss with your physician how often you should be tested for STDs, based on your personal risk factors.
Shared decision-making	Part of healthy living includes planning ahead for your future health and health care needs. Talking with your loved ones and filling out an advance directive is important for people of all ages. This document supports the right treatment plan for you based on your values and health wishes. See page 275 for more information or visit kp.org/advancedirectives .
Skin protection	Always protect your skin from the sun when outdoors. Wear a hat and sunscreen to reduce your risk of skin cancer.
Smoking	If you smoke or chew tobacco, talk with your physician about how to quit or call Kaiser Permanente Wellness Coaching by Phone at 1-866-862-4295 .
Substance abuse	Avoid using drugs and abusing alcohol. If drinking or using drugs is causing problems for you or others, talk with your physician.

TOPIC	ADULT		
Recommended Screening Tests			
Abdominal aortic aneurysm (for men)	Have an abdominal ultrasound once between ages 65 and 75 for men who have smoked at least 100 cigarettes in their lifetime.		
Breast cancer (for women)	For women between ages 40 and 49 , we offer mammography in the context of a shared decision-making approach, taking into consideration life expectancy, patient preference, existing comorbidities, and clinician judgment.	Routine mammography screening is recommended for asymptomatic women between ages 50 and 74 .	For women ages 75 and older , we offer mammography in the context of a shared decision-making approach, taking into consideration life expectancy, patient preference, existing comorbidities, and clinician judgment.
	The screening frequency for mammography is every 1 to 2 years. Contact your physician immediately if you find a lump in your breast.		
Cervical cancer (for women)	Get a Pap test every 3 years, starting at age 21 .	At age 30 , have a Pap and human papillomavirus (HPV) test every 5 years through age 65 .	Screening isn't recommended for women age 66 and older who have had adequate prior screening.
Cholesterol	Have your first cholesterol test between ages 20 and 39 .	Get tested every 5 years, between ages 40 and 79 .	
Colorectal cancer	Have a fecal immunochemical test (FIT) every year, and/or a flexible sigmoidoscopy every 5 years (with or without an annual FIT); or a colonoscopy every 10 years starting at 50. Screening may end at age 75 with a routine history of screening; patients with no screening history should end screening at age 80 .		
Diabetes	Get tested every 5 years, starting at age 45 .		
HIV and other STDs	Get tested for HIV and other STDs if you have had unprotected sex, are pregnant, or have any other reason to think you may be at risk. Have a yearly chlamydia test if you're a sexually active female and are age 24 or younger .		
Osteoporosis	Have a bone density test once starting at age 65 for women and age 70 for men .		
Overweight and obesity	Have your body mass index (BMI) calculated at every visit.		
Prostate cancer (for men)	Between ages 50 and 69 , discuss the benefits and risks of prostate cancer screening with your physician. Screening isn't recommended for men age 70 or older.		
Immunizations			
	Get your immunizations in a timely manner (see the chart on the next page).		
Influenza (flu shot)	All adults age 18 and older should get an annual flu vaccination. This is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, kidney disease, or heart disease; and anyone age 50 or older.		
Tdap (tetanus, diphtheria, and pertussis)	You should get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once after age 18 , especially if your family has a newborn or if you take care of newborns. If you're pregnant , you should get a Tdap vaccination with each pregnancy, ideally at 27–36 weeks into the pregnancy.		

Recommended immunizations for adults

As recommended by the Centers for Disease Control and Prevention

Recommended for You: This vaccine is recommended for you unless your health care professional tells you that you cannot safely receive it or that you don't need it.

May Be Recommended for You: This vaccine is recommended for you if you have certain risk factors due to your health, job, or lifestyle that aren't listed here. Talk to your health care professional to see if you need this vaccine.

Age	Flu Influenza	Td/Tdap Tetanus, diphtheria, and pertussis	Shingles Zoster	Pneumococcal (PCV13)	Pneumococcal (PPSV23)	Meningococcal	MMR Measles, mumps, rubella	HPV Human papillomavirus	Chickenpox Varicella	Hepatitis A	Hepatitis B	Hib <i>Haemophilus influenzae type b</i>											
19-21 years	Flu vaccine every year	1 dose of Tdap* Td booster every 10 years						Women Men															
22-26 years																							
27-49 years															1 dose	1 or 2 doses	1 or 2 doses	3 doses	3 doses	2 doses	2 doses	3 doses	1 or 3 doses
50-59 years																							
60-64 years																							
65+ years			1 dose	1 dose	1 dose																		

Recommended for you if you did not get it when you were a child.

More information

Flu: There are several flu vaccines available. Talk to your health care professional about which flu vaccine is right for you.

Td/Tdap: *If you're pregnant, you should get a Tdap vaccine during the third trimester of every pregnancy to help protect your babies from pertussis (whooping cough).

Shingles: You should get a zoster vaccine even if you've had shingles before.

Pneumococcal: There are 2 different types of pneumococcal vaccine: PCV13 (conjugate) and PPSV23 (polysaccharide). Talk with your health care professional to find out if 1 or both pneumococcal vaccines are recommended for you.

Meningococcal: Your health care professional will let you know how many doses you need.

MMR: If you were born in 1957 or later, and don't have a record of being vaccinated or having had measles, mumps, and rubella, talk to your health care professional about how many doses you may need.

HPV: There are 2 HPV vaccines, but only 1 HPV vaccine (Gardasil®) should be given to men. If you're a male who is 22 through 26 years old and has sex with men, you should complete the HPV vaccine series if you haven't already done so.

Hib: Your health care professional will let you know how many doses you need.

If you're traveling outside the United States, you may need additional vaccines. Ask your health care professional about which vaccines you may need at least 6-8 weeks prior to your travel.

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit **www.cdc.gov/vaccines**

Preventive care guidelines for children and teens

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
Recommended Lifestyle Practices		
Alcohol and drugs		Don't drink alcohol or use drugs, and never drive under the influence.
Dental care	Prevent baby bottle tooth decay – don't leave a bottle with your baby at nap time or nighttime. Brush your baby's teeth with water. Starting at age 2 , use a small amount of toothpaste and teach your child to brush and floss his or her teeth. Take your child to the dentist regularly. Fluoride use may also be recommended, based on risk factors like your primary water supply being deficient in fluoride. Your baby may need a routine addition of varnish between 9 and 18 months .	Visit the dentist regularly. Fluoride use may be recommended, based on risk factors like your primary water supply being deficient in fluoride.
Diet and nutrition	Breastfeed your baby up to 2 years of age . Breast milk is the best food for your baby and contains all the nutrition your baby needs for the first year of life. Give your child at least 5 servings of fruits and vegetables every day. Emphasize iron-enriched foods that contain calcium. Limit fat, cholesterol, sugar, and milk after age 2. Limit high-fat, non-nutritious foods such as fast foods, chips, sweets, and soda.	Choose foods low in fat, with 5 or more servings of fruits and vegetables every day.
Emotional health	Spend relaxed time with your children regularly and talk to them about school, friends, and any difficulties they may be having. Let them know you're there to help. Make sure your child is getting enough sleep and isn't over-scheduled with activities.	Eat healthy foods and get plenty of sleep. If you're depressed, thinking of suicide, or are being hurt by someone, talk to your physician or another adult you can trust.
Environmental safety	Use hats and sunscreen to protect your child from sun exposure. Protect your child from crime and violence by not allowing your child to play outside alone. If your house was built before 1978, ask your physician about signs of lead toxicity.	
Exercise	Make sure your child plays actively every day. Walk, run, and play with your child whenever possible. Limit TV, video games, and computer use.	Try to be physically active every day.
Medical care	Bring your child to all well-child visits. These visits are generally scheduled every few months from birth to age 2 , then every year or 2 until age 12 . Your physician will let you know when to bring your child in.	Attend all well-child visits at ages 13-15 and ages 16-17 , or more often as directed by your health care team.
Safety	Keep children out of the front seat of the car. Use safety seats for children age 8 or younger or who are less than 4'9" in height. Use a rear-facing car seat until age 2 or when your child has outgrown the highest weight or height allowed by the car seat's manufacturer. Wear seat belts. Use helmets when riding bikes. Don't leave children age 6 or younger unattended inside motor vehicles. Put medicines out of reach. Keep the Poison Control Center telephone number (1-800-222-1222) handy. Install fences and gates around pools, and use guards on windows and stairs. Put your baby to sleep on his or her back (the "back to sleep" position).	Use lap and shoulder seat belts, helmets, and safety gear.

(continues on next page)

(continued from previous page)

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
Sexuality		Postpone sex. If you're sexually active, talk with your physician about birth control and safer sex.
Smoking	Don't allow anyone to smoke around your child.	Avoid or quit smoking and chewing tobacco. Visit kp.org/healthylifestyles .
Recommended Screening Tests		
Autism	Your pediatrician will screen your toddler for signs of autism spectrum disorder, if you have concerns about speech or development delay, between 18-21 months .	
Blood pressure	Occurs at every well-child visit starting at age 2 .	
Chlamydia	Sexually active girls need an annual chlamydia test.	
Head circumference	Occurs at every well-child visit from birth to age 2 .	
Hearing	Audiogram occurs at birth, between ages 4 and 6 , and between ages 8 and 10 , and as recommended by your physician through age 17 .	
Height, weight, and BMI	Occurs at every well-child visit. Starting at age 3 , check body mass index (BMI). BMI is calculated to help determine if your child is at a healthy weight.	
Vision	Occurs once at age 4 , and at every well-child visit between ages 4 and 17 , as recommended by your physician.	
Additional tests	Your child is tested at birth for thyroid deficiencies, intolerance to milk sugar (galactosemia), hemoglobinopathies, and phenylketonuria. Your physician will let you know if your child needs additional tests for problems such as diabetes, high cholesterol, tuberculosis, anemia, or lead exposure.	Your physician will let you know if you need additional tests for problems such as diabetes, high cholesterol, tuberculosis, or sexually transmitted diseases.
Immunizations		
Make sure your child gets his or her immunizations in a timely manner (see chart on pages 259-260).		
Influenza (flu shot)	For all children 6 months through 18 years and everyone in your household. This is especially important for children with chronic illnesses like asthma or diabetes.	
Pertussis (whooping cough)	A state law requires all students entering seventh grade to show proof of Tdap (tetanus, diphtheria, and pertussis), a booster shot that protects against pertussis, or whooping cough.	

Recommended immunizations for children from birth through 6 years old

As recommended by the Centers for Disease Control and Prevention

Shaded boxes indicate the vaccine can be given during the shown age range.

BIRTH	1 MO	2 MOS	4 MOS	6 MOS	9 MOS	12 MOS	15 MOS	18 MOS	19-23 MOS	2-3 YRS	4-6 YRS
HepB	HepB					HepB					
		RV	RV	RV							
		DTaP	DTaP	DTaP			DTaP				DTaP
		Hib	Hib	Hib		Hib					
		PCV	PCV	PCV		PCV					
		IPV	IPV	IPV		IPV					IPV
					Influenza (Yearly)*						
							MMR				MMR
							Varicella				Varicella
											HepA†

Note: If your child misses a shot, you don't need to start over; just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

*Two doses given at least 4 weeks apart are recommended for children 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.

†Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who didn't receive the HepA vaccine and are at high risk should be vaccinated against HepA.

If your child has any medical conditions that put him or her at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he or she may need.



Recommended immunizations for children from 7 through 18 years old

As recommended by the Centers for Disease Control and Prevention

These boxes indicate when the vaccine is recommended for all children, unless your doctor tells you that your child cannot safely receive the vaccine.

These boxes indicate the vaccine should be given if a child is catching up on missed vaccines.

These boxes indicate the vaccine is recommended for children with certain health conditions that put them at high risk for serious diseases. Note that healthy children can get the HepA series. See vaccine-specific recommendations at www.cdc.gov/vaccines/pubs/ACIP-list.htm

7-10 YEARS	11-12 YEARS	13-18 YEARS
Tdap	Tetanus, Diphtheria, Pertussis (Tdap) Vaccine Human Papillomavirus (HPV) Vaccine (3 doses)	Tdap HPV
MCV4	Meningococcal Conjugate (MCV4) Vaccine Dose 1 Influenza (Yearly)	(MCV4) Dose 1 Booster at age 16 years
	Pneumococcal Vaccine	
	Hepatitis A (HepA) Vaccine Series	
	Hepatitis B (HepB) Vaccine Series	
	Inactivated Polio Vaccine (IPV) Series	
	Measles, Mumps, Rubella (MMR) Vaccine Series	
	Varicella Vaccine Series	

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit www.cdc.gov/vaccines



The Fine Print

Emergency services and coverage

Emergency services

If you have an emergency medical condition, call **911** (where available) or go to the nearest hospital emergency department. An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of medical attention would result in any of the following:

- Placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true:

- The person is an immediate danger to himself or herself or to others.
- The person is immediately unable to provide for, or use, food, shelter, or clothing, due to the mental disorder.

Emergency care coverage

When you have an emergency medical condition, we cover emergency services you receive from Plan providers or non-Plan providers anywhere in the world. You do not need prior authorization for emergency services.

Emergency services include all of the following with respect to an emergency medical condition:

- A medical screening exam that is within the capability of the emergency department of a hospital, including ancillary services (such as imaging and laboratory services) routinely available to the emergency department to evaluate the emergency medical condition
- Within the capabilities of the staff and facilities available at the hospital, medically necessary examination and treatment required to stabilize you (once your condition is stabilized, services you receive are post-stabilization care and not emergency services)

"Stabilize" means to provide medical treatment for your emergency medical condition that is necessary to assure, within reasonable medical probability, that no material deterioration of your condition is likely to result from or occur during your transfer from the facility. With respect to a pregnant woman who is having contractions, when there is inadequate time to safely transfer her to another hospital before delivery (or the transfer may pose a threat to the health or safety of the woman or

her unborn child), “stabilize” means to deliver (including the placenta). For more information on emergency care coverage, see your *Evidence of Coverage* or *Certificate of Insurance*.

Post-stabilization care

Post-stabilization care is medically necessary care related to your emergency medical condition that you receive in a hospital (including the Emergency Department) after your treating physician determines that this condition is stabilized. Kaiser Permanente covers post-stabilization care from a non-Plan provider, only if we provide prior authorization for the care or if otherwise required by applicable law (“prior authorization” means that we must approve the service in advance). To request authorization for post-stabilization care from a non-Plan provider, the provider must call us at **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card before you receive the care.

We will discuss your condition with the non-Plan provider. If we determine that you require post-stabilization care, and the care would be covered if you received it from a Plan provider, we will authorize your care from that provider or arrange to have a Plan provider or other designated provider administer care. Be sure to ask the non-Plan provider to tell you what care (including any transportation) we have authorized because we will not cover unauthorized post-stabilization care or related transportation provided by non-Plan providers, except as otherwise described in the *Evidence of Coverage* or *Certificate of Insurance*. If you receive care from a non-Plan provider that we have not authorized, you may have to pay the full cost of that care.

NOTE: If you are a Senior Advantage (HMO) or Medicare Cost member, you will only be held financially liable if you are notified by the non-Plan provider or us about your potential liability.

Notify us that you have been admitted to a non-Plan hospital. If you are admitted to a non-Plan hospital or get emergency care, please notify us as soon as possible by calling **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card.

Protecting your privacy and security

We take protecting you, your medical information, and resources for your care very seriously. One way we protect your privacy is by checking your Kaiser Permanente ID card and asking to see a photo ID when you come in for care.

If you notice potential signs of misconduct, such as someone using another’s ID card or information improperly, a statement listing charges for care you didn’t receive, or your prescription medications have changed unexpectedly, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired). For more information about how we are working to protect you, visit kp.org/protectingyou.

We are committed to ethical conduct, integrity in our work, and compliance with all regulatory requirements. We train our employees and physicians to help protect your privacy and prevent fraud and identity theft. We monitor our systems and operations for indications of misconduct and take corrective action when needed.

Your rights and responsibilities

Kaiser Permanente is your partner

in total health care. Active communication between you and your physician as well as others on your health care team helps us to provide you with the most appropriate and effective care. We want to make sure you receive the information you need about your Health Plan, the people who provide your care, and the services available, including important preventive care guidelines. Having this information contributes to your being an active participant in your own medical care. We also honor your right to privacy and believe in your right to considerate and respectful care. This section details your rights and responsibilities as a Kaiser Permanente member and gives you information about member services, specialty referrals, privacy and confidentiality, and the dispute-resolution process.

As an adult member, you exercise these rights yourself. If you are a minor or are unable to make decisions about your medical care, these rights will be exercised by the person with the legal responsibility to participate in making these decisions for you.

You have the right to:

Receive information about Kaiser Permanente, our services, our practitioners and providers, and your rights and responsibilities. We want you to participate in decisions about your medical care. You have the right, and should expect to receive as much information as you need to help you make these decisions. This includes information about:

- Kaiser Permanente
- The services we provide, including behavioral health services

- The names and professional status of the individuals who provide you with service or treatment
- The diagnosis of a medical condition, its recommended treatment, and alternative treatments
- The risks and benefits of recommended treatments
- Preventive care guidelines
- Ethical issues
- Complaint and grievance procedures

We will make this information as clear and understandable as possible. When needed, we will provide interpreter services.

Participate in a candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.

You have the right to a candid discussion with your Plan physician about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage. Ask questions, even if you think they're not important. You should be satisfied with the answers to your questions and concerns before consenting to any treatment. You may refuse any recommended treatment if you don't agree with it or if it conflicts with your beliefs.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, language, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, or genetic information.

Medical emergencies or other circumstances may limit your participation in a treatment decision. However, in general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.

Participate with practitioners and providers in making decisions about your health care.

You have the right to choose an adult representative, known as your agent, to make medical decisions for you if you are unable to do so, and to express your wishes about your future care. Instructions may be expressed in advance directive documents such as an advance health care directive. See page 275 for more information about advance directives.

For more information about these services and resources, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Have ethical issues considered. You have the right to have ethical issues that may arise in connection with your health care considered by your health care team. Kaiser Permanente has a Bioethics/Ethics Committee at each of our medical centers to assist you in making important medical or ethical decisions.

Receive personal medical records. You have the right to review and receive copies of your medical records, subject to legal restrictions and any appropriate copying or retrieval charge(s). You can also designate someone to obtain your records on your behalf. Kaiser Permanente will not release your medical information without your written consent, except as required or permitted by law.

To review, receive, or release copies of your medical records, you'll need to complete and submit an appropriate written authorization or inspection request to our Medical Secretaries Department at the facility where you get your care. They can provide you with these forms and tell you how to request your records. Check your medical facility in this *Guidebook* or visit **kp.org** to find addresses and phone numbers for these departments. If you need help getting copies of your

medical records, call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Receive care with respect and recognition of your dignity. We respect your cultural, psychosocial, spiritual, and personal values; your beliefs; and your personal preferences. Kaiser Permanente is committed to providing high-quality care for you and to building healthy, thriving communities. To help us get to know you and provide culturally competent care, we collect race, ethnicity, language preferences (spoken and written), and religion data. This information can help us develop ways to improve care for our members and communities. This information is kept private and confidential and is not used in underwriting, rate setting, or benefit determination. Check your visit summary to make sure your information is correct. If you see an error, please tell us. We believe that providing quality health care includes a full and open discussion regarding all aspects of medical care and want you to be satisfied with the health care you receive from Kaiser Permanente.

Use interpreter services. When you call or come in for an appointment or call for advice, we will make every effort to communicate with you in the language you are most comfortable using. For more about our interpreter services, see page 277, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Be assured of privacy and confidentiality. All Kaiser Permanente employees and physicians, as well as practitioners and providers with whom Kaiser Permanente contracts, are required to keep your protected health information (PHI) confidential. PHI is information that includes your name, Social Security number, or other information that reveals who you are, such as race, ethnicity, and language data. For example, your medical record is PHI because it includes your name and other identifiers.

Kaiser Permanente has strict policies and procedures regarding the collection, use, and disclosure of member PHI that includes the following:

- Kaiser Permanente's routine uses and disclosures of PHI
- Use of authorizations
- Access to PHI
- Internal protection of oral, written, and electronic PHI across the organization
- Protection of information disclosed to Plan sponsors or employers

Please review the section titled "Privacy practices" on page 270.

For more information about your rights regarding PHI as well as our privacy practices, please refer to our Notice of Privacy Practices on our website, kp.org, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Participate in physician selection without interference. You have the right to select and change your personal physician within the Kaiser Permanente Medical Care Program without interference, subject to physician availability. To learn more about nurse practitioners, physician assistants, and selecting a primary care practitioner, see page 244 in this *Guidebook*.

Receive a second opinion from an appropriately qualified medical practitioner. If you want a second opinion, you can either ask your Plan physician to help you arrange for one, or you can make an appointment with another Plan physician. Kaiser Foundation Health Plan, Inc., will cover a second opinion consultation from a non-Permanente Medical Group physician only if the care has been preauthorized by a Permanente Medical Group. While it is your right to consult with a physician outside the Kaiser Permanente Medical Care Program, without prior authorization you will be responsible for any costs you incur.

Receive and use member satisfaction resources, including the right to voice complaints or make appeals about Kaiser Permanente or the care we provide.

You have the right to resources such as patient assistance and member services, and the dispute-resolution process. These services are provided to help answer your questions and resolve problems.

A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Member Services Department to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy.

When necessary, we will provide you with interpreter services, including Sign language, at no cost to you. For more information about our services and resources, please contact our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Make recommendations regarding Kaiser Permanente's member rights and responsibilities policies. If you have any comments about these policies, please contact our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

You are responsible for the following:

Knowing the extent and limitations of your health care benefits. A detailed explanation of your benefits is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Member Services office to request another copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy of your *Evidence of Coverage* booklet or *Certificate of Insurance*.

Notifying us if you are hospitalized in a non-Kaiser Permanente hospital. If you are hospitalized in any hospital that is not a Plan hospital, you are responsible for notifying us as soon as reasonably possible so we can monitor your care.

You can contact us by calling the number on your Kaiser Permanente ID card.

Identifying yourself. You are responsible for carrying your Kaiser Permanente identification (ID) card and photo identification with you at all times to use when appropriate, and for ensuring that no one else uses your ID card. If you let someone else use your card, we may keep your card and terminate your membership.

Your Kaiser Permanente ID card is for identification only and does not give you rights to services or other benefits unless you are an eligible member of our Health Plan. Anyone who is not a member will be billed for any services we provide.

Keeping appointments. You are responsible for promptly canceling any appointment that you no longer need or are unable to keep.

Supplying information (to the extent possible) that Kaiser Permanente and our practitioners and providers need in order to provide you with care. You are responsible for providing the most accurate information about your medical condition and history, as you understand it. Report any unexpected changes in your health to your physician or medical practitioner.

Understanding your health problems and participating in developing mutually agreed-upon treatment goals, to the highest degree possible. You are responsible for telling your physician or medical practitioner if you don't clearly understand your treatment plan or what is expected of you. You are also responsible for telling your physician or medical practitioner if you believe you cannot follow through with your treatment plan.

Following the plans and instructions for care you have agreed on with your practitioners. You are responsible for following the plans and instructions that you have agreed to with your physician or medical practitioner.

Recognizing the effect of your lifestyle on your health. Your health depends not only on care provided by Kaiser Permanente but also on the decisions you make in your daily life – poor choices, such as smoking or choosing to ignore medical advice, or positive choices, such as exercising and eating healthy foods.

Being considerate of others. You are responsible for treating physicians, health care professionals, and your fellow Kaiser Permanente members with courtesy and consideration. You are also responsible for showing respect for the property of others and of Kaiser Permanente.

Fulfilling financial obligations. You are responsible for paying on time any money owed to Kaiser Permanente.

Knowing about and using the member satisfaction resources available, including the dispute-resolution process. For more about the dispute-resolution process, see page 271 of this *Guidebook*. A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials.

If you need a replacement, contact our Member Service Contact Center to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy. Our Member Service Contact Center can also give you information about the various resources available to you and about Kaiser Permanente's policies and procedures. If you have any recommendations or comments about these policies, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at

1-800-464-4000 (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Policies and procedures

This section discusses the prescription drug formulary and policies on specialty referrals, new technology, confidentiality, and privacy practices. It also describes the dispute-resolution process and the procedures for decisions about coverage and medical treatment. Some common questions about treatment decisions and advance directives are answered beginning on page 274.

To speak with a representative about our policies and procedures, including benefits and coverage, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired). Senior Advantage and Medicare members can contact our Member Service Contact Center at **1-800-443-0815** (English), 7 days a week, 8 a.m. to 8 p.m.

Disability access

It's our policy to make our facilities and services accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides (1) access to service-animal users except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-related disabilities, including qualified Sign language interpreter services and informational materials in alternative formats (examples include large print, audio tape/CDs, electronic

texts/disks/CD-ROMs, and Braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

About your Kaiser Permanente identification (ID) card

Each member is assigned a unique medical record number, which we use to locate membership and medical information. Every member receives an ID card that shows his or her unique number.

If you are not sure when your coverage starts, call your employer's benefits office; individual plan members may call our Member Service Contact Center. If you were a member and have re-enrolled in our Health Plan, you will receive a new ID card that shows your original medical record number.

Whenever you receive a new ID card, destroy all old cards and begin using the new card. If you lose your ID card, or if we inadvertently issue you more than 1 medical record number, please call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY).

Referrals for specialty care

Your primary care physician will refer you to a Plan specialist when he or she believes that you require specialty care. Some specialty departments such as Obstetrics-Gynecology, Psychiatry, and Chemical Dependency or Addiction Medicine don't require a referral. There may be instances when you require the services of a non-Plan physician. These services are covered only when authorized in writing by the Medical Group. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information.

Notice of availability of Contracted Practitioners and Providers List

Kaiser Permanente is required by California law to provide members and prospective members, upon request, a list of medical practitioners and providers contracted to provide health care services to our members

in a general geographic area. The list includes certain information about these contracted health care practitioners and providers, including which primary care practitioners may be accepting new patients. The Contracted Practitioners and Providers List is not intended to replace other Kaiser Permanente physician directories, provider lists, or Guidebooks. To receive a copy of this list, call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY) and ask for the Contracted Practitioners and Providers List. Or request the Contracted Practitioners and Providers List by writing to:

Kaiser Foundation Health Plan, Inc.
Publications Distribution
393 E. Walnut St.
Pasadena, CA 91188

Prescription drug formulary

Our formulary is a list of covered drugs that have been carefully evaluated and approved by our Pharmacy and Therapeutics (P&T) Committee, primarily composed of Kaiser Permanente (Plan) physicians and pharmacists. The committee thoroughly reviews the medical literature and determines which drugs to include on the formulary based on a number of factors, including safety and effectiveness. The P&T Committee reviews and updates the formulary on a quarterly basis to ensure that it continues to include drugs that are safe and effective.

Plan physicians may prescribe generic or brand-name drugs that are on our formulary, or, in rare cases, drugs that are not on our formulary (non-formulary drugs), based on what is medically necessary for your condition.

A generic drug is a chemical copy of a brand-name drug and is equivalent to the brand-name drug in action, quality, and safety, but usually costs less. Generic drugs contain the same active ingredients in the same dosage as their brand-name counterparts and are approved by the U.S. Food and Drug Administration. They

become available only after the patent on a brand-name drug expires, at which point other companies are allowed to make the drug at cost savings ranging from 30 to 80 percent.

Generally, when a new generic drug becomes available, it is added to the formulary and the brand-name equivalent is removed. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generic drugs for the formulary.

If you have a prescription drug benefit and are prescribed a formulary drug, that drug will be covered under the terms of your benefits. Non-formulary brand medications are not covered unless your doctor determines that one is medically necessary and provides it through an exception process – for example, in the highly unusual situation that you do not tolerate or respond well to a generic drug. If your plan doesn't have a prescription drug benefit, you will be charged full price for both formulary and non-formulary drugs.

For more information on our prescription drug formulary, visit kp.org/formulary. Or call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

New technology

Kaiser Permanente has an ongoing process for monitoring and evaluating the scientific evidence for new medical technologies, including medical procedures, pharmaceuticals, and medical devices. For new technologies that have been evaluated in scientific studies and shown to be effective and safe, Kaiser Permanente's physicians determine whether the procedures, drugs, or devices are medically appropriate for their patients.

Coordination of Benefits (COB)

You and your family may be able to save on medical expenses if you are covered by more than 1 medical plan through an employer



group (including Medicare Part A and/or B coverage held individually or assigned into a Medicare Advantage plan). Through our COB program, you may qualify for reimbursement of your cost share and out-of-pocket expenses. Through COB, your health care organizations and insurance companies work together to pay for your medical care. If you have coverage in addition to Kaiser Permanente through an employer group or Medicare and would like to find out if you qualify for COB, call one of our representatives. They are available Monday through Friday, 8 a.m. to 4 p.m., at **1-800-201-2123**. For more information about COB, please see your *Evidence of Coverage*.

Claims status information

You have the right to track the status of a claim in the claims process and obtain the following information in 1 telephone contact with a representative from Member Services – the stage of the process, the amount approved, amount paid, member cost, and date paid (if applicable). To inquire about the status of a claim, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Coverage or service decisions

Managing how health care services and related resources are used is an important part of how Kaiser Permanente physicians and staff work together to help control costs and improve health care services for you.

Managing our resources effectively includes making decisions that help ensure that you receive the right care at the right time in the right care setting. Communicating openly with the members of your health care team is an important way to help ensure that you get the care you need.

Many agencies, accrediting bodies, and employers require managed care organizations and hospitals to detect and

correct potential underuse and overuse of services. Among them are the National Committee for Quality Assurance, the Centers for Medicare & Medicaid Services (Medicare and Medi-Cal), and The Joint Commission. This monitoring of services is called “utilization management” (UM).

At Kaiser Permanente, we make UM decisions based only on appropriateness of care and service and the existence of coverage. Our physicians and other practitioners may use criteria or guidelines (information, tools, and other decision-making aids) to assist in service determinations. In the event of service-denial determinations in which criteria may have been used to assist in the determination, these criteria will be disclosed and provided to you. Also, we do not specifically reward practitioners or individuals conducting a utilization review for issuing denials of coverage or service. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. The type of coverage you have determines your benefits. Your Kaiser Permanente physician does not make decisions on your health care because of receiving a financial reward, or because they would be hired, fired, or promoted. Your Kaiser Permanente physician does not receive any financial reward if he or she does not provide the services you need. Kaiser Permanente makes sure that your physician provides the care you need at the right time and the right place.

For more information about policies regarding financial incentives and how we control utilization of services and expenditures, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Assistance with utilization management (UM) issues and processes

For calls regarding UM issues, questions, or processes, please call the Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

Member Services representatives and UM staff at each medical center are available during normal business hours to address your questions or concerns related to UM issues. Please call your local medical center number and request the Member Services or Utilization Management Department. Business hours are Monday through Friday (excluding holidays), 9 a.m. to 5 p.m. You can also inquire about UM processes or specific UM issues by leaving a voice mail after hours. Please leave your name, medical record number and/or birth date, telephone number where you can be reached, and your specific question. Messages will be responded to no later than the next business day.

Quality

At Kaiser Permanente, we are proud of our delivery of high-quality health care and services to our members. Our commitment to quality is demonstrated through the recognition we've received from independent organizations for our internal improvement program and for our use of advanced technologies in providing medical care. You can request a complimentary copy of Quality Program at Kaiser Permanente, a document that explains our quality programs, by calling our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

You can also read this document online at **kp.org**. Scroll down to "Helpful links" at the bottom of the page and click "Quality and

safety at KP," then "Measuring quality" from the left side of the page. Scroll down to the middle of the page and click "Quality Program at KP."

We also participate in various activities in the community to improve patient safety – one of our top priorities. For example, we participate in the Leapfrog Group survey. The Leapfrog Group is composed of Fortune 500 companies and other public and private organizations throughout the country that provide health care benefits. The group's goal is to improve the safety and quality of health care in the United States. One of its main programs is a voluntary, Web-based survey used to gather information about medical care in urban hospitals. All Kaiser Permanente medical centers in California and the majority of our contracted hospitals participated in the most recent survey. To see the survey results, visit **leapfroggroup.org**.

Privacy practices

Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers to protect your PHI. Your PHI is individually identifiable information (oral, written, or electronic) about your health, health care services you receive, or payment for your health care. You may generally see and receive copies of your PHI, correct or update your PHI, and ask us for an accounting of certain disclosures of your PHI. You can ask for confidential communications to be delivered to a location other than your usual address. You can also request a different delivery method than the method normally used.

We may use or disclose your PHI for treatment, payment, health research, and health care operations purposes, such as measuring the quality of services. We are sometimes required by law to give PHI to others, such as government agencies or in judicial actions. In addition, if you have coverage through an employer group, PHI is shared with your group only with your

authorization or as otherwise permitted by law. We will not use or disclose your PHI for any other purpose without your (or your representative's) written authorization, except as described in our Notice of Privacy Practices. Giving us authorization is at your discretion.

This is only a brief summary of some of our key privacy practices. Our Notice of Privacy Practices, which provides additional information about our privacy practices and your rights regarding your PHI, is available and will be furnished to you upon request. To request a copy, please call our Member Service Contact Center at 1-800-464-4000 or 711 (TTY). You can also find the notice at your local Plan facility or on our website at kp.org.

Dispute resolution

We are committed to promptly resolving your concerns. The following sections describe some dispute-resolution options that may be available to you. Please refer to your *Evidence of Coverage* or *Certificate of Insurance*, or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, AIM, Federal Employee Health Benefits Program (FEHBP), or CalPERS member because you have different dispute-resolution options available. The information below is subject to change when your *Evidence of Coverage* or *Certificate of Insurance* is revised and the revised *Evidence of Coverage* or *Certificate of Insurance* replaces the information in this *Guidebook*.

We will confirm receipt of your complaint, grievance, or appeal within 5 days. We will send you our decision within 30 days from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. In the case of an expedited review, we will respond in less than 30 days, as described in this section.

Complaints about quality of care or service, or access to facilities or services

If you have a complaint about your quality of care or service, or access to facilities or services, you may file a complaint online or you may contact a patient assistance coordinator or a Member Services representative at your local Plan facility, or call our Member Service Contact Center at **1-800-464-4000** or **711** (TTY) to discuss your issue. To file a complaint online, go to **kp.org** and click the "Locate our services" tab, then click "Member Services." On the left side of the screen, click "Submit a complaint." Our representatives will advise you about our resolution process and ensure that the appropriate parties review your complaint.

The Joint Commission contact information

The Joint Commission is responsible for accreditation of health care organizations – for example, Kaiser Foundation Hospitals and Home Care and Hospice programs. Kaiser Permanente encourages the public to report any patient safety or quality-of-care concerns to hospital management. If the concerns cannot be resolved through the hospital, we encourage you to contact The Joint Commission's Office of Quality Monitoring at **630-792-5800**. The Joint Commission complaint email address is **complaint@jointcommission.org**. For more information about The Joint Commission, go to The Joint Commission website, **jointcommission.org**. You can send mail to:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

Who may file

The following people may file a grievance:

- You may file for yourself.
- You can ask a friend, relative, attorney, or any other person to file a grievance for you by appointing him or her in writing as your authorized representative.

- A parent may file for his or her child under age 18, except that the child must appoint the parent as authorized representative if the child has the legal right to control release of information that is relevant to the grievance.
- A court-appointed guardian may file for his or her ward, except that the ward must appoint the court-appointed guardian as authorized representative if the ward has the legal right to control release of information that is relevant to the grievance.
- A court-appointed conservator may file for his or her conservatee.
- An agent under a currently effective health care proxy, to the extent provided under state law, may file for his or her principal.
- Your physician may act as your authorized representative with your verbal consent to request an urgent grievance as described in the *Evidence of Coverage or Certificate of Insurance*.

Expedited Review

If you want us to consider your grievance on an urgent basis, please tell us that when you file your grievance.

You must file your urgent grievance in 1 of the following ways:

- By calling our Expedited Review Unit toll free at **1-888-987-7247** (TTY users call **711**)
- By mailing a written request to:
Kaiser Foundation Health Plan, Inc.
Expedited Review Unit
P.O. Box 23170
Oakland, CA 94623-0170
- By faxing a written request to our Expedited Review Unit toll free at **1-888-987-2252**
- By visiting a Member Services office at a Plan facility (please see the facility directory beginning on page 1 for addresses)
- By going to **kp.org** – you can file a complaint or grievance, including a request for an expedited review, on our website.

We will decide whether your grievance is urgent or nonurgent unless your attending health care provider tells us your grievance is urgent. If we determine that your grievance is not urgent, we will use the procedure described under “Standard procedure” in the “Grievances” section of your *Evidence of Coverage or Certificate of Insurance*. Generally, a grievance is urgent only if 1 of the following is true:

- Using the standard procedure could seriously jeopardize your life, health, or ability to regain maximum function.
- Using the standard procedure would, in the opinion of a physician with knowledge of your medical condition, subject you to severe pain that cannot be adequately managed without extending your course of covered treatment.
- A physician with knowledge of your medical condition determines that your grievance is urgent.

If we respond to your grievance on an urgent basis, we will give you oral notice of our decision, as soon as your clinical condition requires, but not later than 72 hours after we received your grievance. We will send you a written confirmation of our decision within 3 days after we received your grievance.

If we do not decide in your favor, our letter will explain why and describe your further appeal rights.

NOTE: If you have an issue that involves an imminent and serious threat to your health (such as severe pain or potential loss of life, limb, or major bodily function), you can contact the California Department of Managed Health Care at any time at **1-888-HMO-2219 (1-888-466-2219)** or **1-877-688-9891** (TDD) without first filing a grievance with us.

Binding arbitration

You have the right to voice complaints about Kaiser Permanente and the care we provide. Most member concerns are resolved through our complaint and grievance process. However,



if an issue is not resolved to your satisfaction through that process, you can ask for binding arbitration by a neutral third party.

We require that members use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. It's a legal proceeding that provides members with a fair, cost-effective, and confidential means of resolving disputes. The Office of the Independent Administrator is the neutral entity that administers Health Plan arbitrations. Typically, an arbitrator decides disputes within 18 to 24 months, and often in less than 1 year. The arbitrator's decision is binding for both members and the Health Plan. For more information about binding arbitration, please refer to your *Evidence of Coverage* or *Certificate of Insurance*.

If you need a current copy, call our Member Service Contact Center at **1-800-464-4000**.

Independent Medical Review (IMR)

If you qualify, you or your authorized representative may have your issue reviewed through the Independent Medical Review (IMR) process managed by the California Department of Managed Health Care. The Department of Managed Health Care determines which cases qualify for IMR. This review is at no cost to you. If you decide not to request an IMR, you may give up the right to pursue some legal actions against us.

You may qualify for IMR if all of the following are true:

- One of these situations applies to you:
 - You have a recommendation from a provider requesting Medically Necessary Services.
 - You have received Emergency Services, emergency ambulance Services, or Urgent Care from a provider who determined the Services to be Medically Necessary.
 - You have been seen by a Plan Provider for the diagnosis or treatment of your medical condition.

- Your request for payment or Services has been denied, modified, or delayed based in whole or in part on a decision that the Services are not Medically Necessary.
- You have filed a grievance and we have denied it or we haven't made a decision about your grievance within 30 days (or 3 days for urgent grievances). The Department of Managed Health Care may waive the requirement that you first file a grievance with us in extraordinary and compelling cases, such as severe pain or potential loss of life, limb, or major bodily function. If we have denied your grievance, you must submit your request for an IMR within 6 months of the date of our written denial. However, the Department of Managed Health Care may accept your request after 6 months if they determine that circumstances prevented timely submission.

You may also qualify for IMR if the Service you requested has been denied on the basis that it is experimental or investigational as described under "Experimental or investigational denials" in your *Evidence of Coverage* or *Certificate of Insurance*.

If the Department of Managed Health Care determines that your case is eligible for IMR, it will ask us to send your case to the Department of Managed Health Care's Independent Medical Review organization. The Department of Managed Health Care will promptly notify you of its decision after it receives the Independent Medical Review organization's determination. If the decision is in your favor, we will contact you to arrange for the Service or payment.

California Department of Managed Health Care

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-464-4000** or **711** (TTY) and use your health plan's grievance process before contacting the department.

Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR).

If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **1-888-HMO-2219 (1-888-466-2219)** and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet website **hmohelp.ca.gov** has complaint forms, IMR application forms, and instructions online.

Your medical treatment

We want you to know about your rights and your health care decisions. It is important for you to think about the types of treatments you may or may not choose if there comes a time when you cannot speak for yourself. These decisions are highly personal and are based on your values, beliefs, and what is important to you. We base this information on text from the California Consortium on Patient Self-Determination and adopted by the California Department of Health Care Services to implement Public Law 101-508.

The California Health Care Decision Law helps you control the kind of health care you receive if you lose the ability to speak for yourself.

Under the federal Patient Self-Determination Act, Kaiser Permanente must offer you written information about your right to make decisions regarding your medical care. We also want to make clear that you are not obligated to complete an advance directive. You will receive no change in other medical care whether or not you complete an advance directive stating your preferences or complete a Physician Orders for Life-Sustaining Treatment (POLST).

We hope this information will help you to receive the kind of medical treatment that is right for you.

Treatment decisions

Your physician may offer you treatment for a medical condition. You can say "yes" to the treatment. Or you can say "no" to the treatment – even if the treatment might keep you alive longer. To help you know what you want, your physician will tell you about your medical condition and what different treatments (and their side effects) can do. Your physician must tell you about any serious problems that a particular medical treatment is likely to cause, and what your life might be like with and without the treatment. Your beliefs and values may guide you to decide whether to accept a treatment choice.

Documenting your health care treatment preferences

In California, 2 complementary documents help to make your preferences clear: an advance directive and a Physician Orders for Life-Sustaining Treatment (POLST). Anyone 18 or older and of sound mind can complete them; legal help is not required. A POLST form is designed for people with serious illness, thus, should not be completed unless you are seriously ill. Your physician can help you decide if a POLST is right for you. With the POLST, your physician decides which treatment orders will benefit you and completes the POLST form with help from you or the person you choose to make health care decisions for you.

An advance directive, sometimes called an advance health care directive, documents your current preferences about your future medical care. These preferences guide your medical care if you lose the ability to make decisions for yourself. You can name someone as your decision-maker (surrogate decision-maker) to make health care decisions for you if you're too sick to make your own decisions. We recommend that you choose an adult relative or friend you trust, knows you, cares about you, and can support your treatment choices. Or you can fill out the form without naming a surrogate decision-maker. Your health care instructions help you express your wishes about receiving life support and other types of treatment. We will follow your wishes as stated in your advance directive in accordance with the law and in keeping with good medical practice. If your physician is unable to follow your stated wishes, we will attempt to transfer you to another physician who can comply with your instructions. We recommend you use an advance health care directive form, available from the Member Services, Patient Assistance, and Health Education Departments at your local Kaiser Permanente medical center or medical offices. You can also download a form at kp.org, under "Forms & publications."

After you complete the directive:

- Give a copy of the original to your authorized surrogate decision-maker.
- Ask your physician to attach your advance directive to your permanent medical record.
- Keep a copy of your advance directive in a safe place where it can be easily found if needed.
- Keep a card in your wallet or purse stating that you have an advance directive.

You can also register your advance directive with the California State Department of Justice Office of the Attorney General. For information, you can call **916-322-3360** or visit their website at sos.ca.gov/ahcdr.

A POLST or Physician Orders for Life-Sustaining Treatment form is a document that your physician completes with input from you or your surrogate decision-maker. The POLST contains physician orders about CPR, medical interventions, use of antibiotics, and use of artificially administered fluids and nutrition. A POLST orders treatment that reflects your wishes concerning end-of-life care. The POLST is voluntary and is intended only for people who are seriously ill. At any time, you or your surrogate decision-maker can discuss with a physician a change in those orders. This form assists physicians, nurses, health care facilities, and emergency personnel in honoring your wishes about life-sustaining treatment. A POLST complements your advance directive and is not intended to replace it. Once it's completed, it becomes a part of your medical record. It can be changed at any time by you or your surrogate decision-maker if your condition changes. For more information, visit coalitionccc.org.

Do I have to fill out an advance directive or POLST?

No. You can just talk with your physicians and ask them to write down what you've said in your medical record. And you can talk with your family. But people will be clearer about your treatment wishes – and your wishes are more likely to be followed – if you write them down.

You can also tell your provider what you prefer and have it documented in your medical record, or you can put it in writing, sign it, and have that document made a part of your medical record. Your physicians and family can use what you've written to decide on your treatment. A physician must follow your wishes when you say "no" to a treatment. The law provides legal protection for physicians who follow your wishes. If there is uncertainty, physicians can ask for guidance from the hospital's Ethics Consultation Service.

What if I'm too sick to decide?

If you can't make treatment decisions, your physician may ask your family and significant others to help decide what is best for you.

While this approach can be helpful, there are times when not everyone agrees on what you would want. That's why it's helpful to choose someone to make decisions for you in case you are sick, discuss with that someone the goals of your medical treatment, and fill out an advance directive or POLST in a way that reflects those goals. Some treatment decisions are hard to make, and knowing what you want helps your family and your physicians. The advance health care directive also gives them legal protection when they follow your wishes.

What if I change my mind?

You can change or revoke an advance directive or POLST, as long as you can communicate your wishes.

Will I still be treated if I don't fill out an advance directive or POLST?

The best medical care is care that you would want. While you will be treated regardless of whether you fill out an advance directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:

- An advance directive lets you name someone to make treatment decisions for you. That person can make most medical decisions – not just those about life-sustaining treatment – when you can't speak for yourself. Besides naming a surrogate decision-maker, you can also use the form to say when you would and would not want particular kinds of treatment.
- A POLST is a group of orders signed by a physician based on physician judgment in light of your individual health care preferences. The POLST is intended for persons who are seriously ill. This document contains orders about life-sustaining treatment.
- You can express your wishes to your provider and have them documented in your medical record, or you can put them in writing and have that made a part of your medical record.

Where can I find more information about an advance directive and POLST?

Ask your physician, nurse, or social worker for more information. Or visit your local facility's Member Services Department. Some medical centers offer member classes about advance directives. You can contact your local Member Health Education Department.

What if I want to be an organ donor?

A question on the advance health care directive form asks whether you want to be an organ donor. In addition, you can get a sticker for your driver's license that conveys your wishes or you can carry an organ donor card. For information about organ donation, visit donatelifecalifornia.org or call **1-866-797-2366**.

Help in your language

We want to speak to you in the language that you're most comfortable with when you call us or come in for service. Interpreter services, including Sign language, are available at no cost, 24 hours a day, 7 days a week, during all hours of operation.

Qualified interpreter services are available even when you're accompanied by a family member or friend who could interpret for you. We discourage using minors as interpreters.

Our call centers have interpreters who speak Spanish, Cantonese, and Mandarin, as well as other Chinese dialects. Most of our facilities have staff who speak more than one language and are specially trained to interpret and explain medical terms and procedures. Many of our practitioners also speak more than one language.

If you visit one of our facilities and no one speaks your language, we have interpreters for more than 140 languages available by phone. If you need a Sign language interpreter, we can preschedule the interpreter service for your appointment.

If you need health plan materials in your language, you can ask for translations. You can also get them in large text or other formats based on your vision or hearing needs. When needed, we can also give referrals to appropriate community-based resources, based on your language, culture, and any special needs. Just let us know how we can help.

To learn more about these services, call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY for the hearing/speech impaired).

If you're Deaf, hard of hearing, or speech impaired, we have telephone-based services you can use to make appointments or get advice. When you call one of our TTY phone numbers, our staff will respond using a TTY telephone. The TTY telephone and the California Relay Service allow TTY and non-TTY users to communicate with each other.

Specially trained operators relay telephone conversations back and forth between a hearing party, who uses a standard voice telephone, and a person who is Deaf, hard of hearing, or speech impaired. If you're a TTY user and you need to reach a Kaiser Permanente facility that doesn't have a direct TTY phone number, dial **711** and have the operator relay the conversation.



Guide for members with disabilities

Access to facilities and services

Kaiser Permanente is dedicated to providing accessible services for all members and visitors. The information presented here will guide you through available resources to help you plan your visit or hospital stay at any of our statewide facilities.

Alternative formats

Print documents are available in alternative formats

Large print, braille, audio (tape or CD), and electronic files (accessible PDF or Microsoft Word document) are available at no charge to members with disabilities. The amount of time required for production of written materials in alternative formats may vary depending upon the complexity, type, and length of the document requested, as well as whether the materials are prepared in-house or by third-party vendors. Generally, written materials in alternative formats can be produced within 2 weeks or less. Some documents, such as online PDFs that don't contain patient-specific information, are available for immediate viewing or downloading.

Accessible PDFs online (without patient-specific information)

Non-patient-specific documents (for example, written materials that don't refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient) are available for immediate viewing or downloading in an accessible PDF online at kp.org. These documents can also be produced in alternative formats upon request: Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**. You can also contact us online at kp.org. Click the "Locate our services" tab. Then click "Member Services" and "Contact Member Services."

Documents with patient-specific information

Written materials that refer or pertain to clinical visits by, or treatment of, a Kaiser member or patient can be produced in alternative formats upon request through your care provider or our Member Service Contact Center at the number in the previous paragraph.

Auxiliary aids and services

Communication aids

A variety of aids and services are available to help patients and visitors needing assistance in communicating. For individuals who are Deaf or hard of hearing, we offer Sign language interpreting services at no cost. Our interpreters are specialists in communicating health-related information. In addition to in-person, Sign language interpretation services, the following auxiliary aids and services are available:

- Type-to-text displays in real time – for example, Ubi Duo
- Assistive listening devices (ALDs) – for example, Pocket Talker (a hand-held amplifier to aid conversation for the hard of hearing)
- TDDs (telecommunication devices for the Deaf)
- VRI (video remote interpretation services)*
- CART (Communication Access Realtime Translation)
- Tactile interpreting for members who are Deaf and blind

*Note: Please check with provider or Member Services, as availability may vary by service area.

Health Education – computer access software and services

Kaiser Permanente's Health Education Departments offer a number of options for members with limitations in hearing, vision, or mobility, including ZoomText screen magnifying software, WYNN Wizard scanning, text-to-audio software (for converting accessible documents into an audio CD), large print keyboards, and ergonomic trackballs.

To get the location of your local Health Education Department, you have 2 options:

- Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**.
- Visit **kp.org** and click the “Locate our services” tab. Then click “Find a facility” and enter your search criteria. Select the location you want. Then click “Services and amenities” and “Health Education.”

Our website and mobile apps

Kaiser Permanente strives to provide accessible and usable digital resources to all members, including people with disabilities. We continually review and modify our sites and applications to improve their accessibility for people who use assistive technologies.

Kaiser Permanente complies with version 2 of the Web Content Accessibility Guidelines (WCAG 2.0) Conformance Level AA Success Criteria, and thus Section 508 of the Rehabilitation Act.

Our website, **kp.org**

Accessibility is a big part of our Web development cycle. Development teams design sites to be accessible and usable, and our Digital Accessibility Team assesses all Web pages for accessibility using JAWS and NVDA screen-reading software.

The Kaiser Permanente mobile app

Accessibility is also a major part of our mobile application development cycle. Development teams design apps to be accessible and usable, and our Digital Accessibility Team and product quality testers assess all iOS app screens with VoiceOver. We also design all native apps (iPhone) to have appropriate contrast and text size for members with low vision.

Need help?

If you’re having accessibility problems with our **kp.org** website or mobile applications, you can receive help by calling our Website

Support helpline at **1-800-556-7677**, Monday through Friday from 6 a.m. to 7 p.m., and Saturday and Sunday from 7 a.m. to 3 p.m. (closed holidays). This helpline offers real-time, one-on-one assistance and troubleshooting.

Accessible wayfinding to Kaiser Permanente facilities

In keeping with our commitment to provide accessible services and programs, we offer 2 kinds of accessible wayfinding to Kaiser Permanente facilities.

- On **kp.org**, you’ll find accessible directions. Click the “Locate our services” tab, then click the “Locate a facility” link. Enter your search criteria and click “Map and directions” for the location you want to visit.
- For iPhone users, our iPhone 3.1 mobile app has a fully accessible “Directions to Here” feature. Select the facility you want, and click the “Directions to Here” and “Start” buttons. It will then talk to you and guide you turn-by-turn (by car, bus, or foot) until you get to your desired location.

Pharmacy services

Kaiser Permanente pharmacies provide a number of communication formats and assistive devices for members who are blind, have low vision, or may have difficulties with remembering, understanding, and/or hearing, including:

- Alternative formats (braille, large print, audio, CD/tape, accessible PDF documents).
- Large print prescription labels and Talking Rx, an audible prescription information device, available through medical center and online pharmacies (visually impaired members only).
- Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier.
- Language interpreters for American Sign Language (ASL), CART, and others.
- Additional staff assistance is available.

For additional information or assistance, you can contact a Kaiser Permanente pharmacy by:

- **Calling your local pharmacy.** You can get local pharmacy numbers by calling our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY for the Deaf, hard of hearing, or speech impaired, call **711**. Or visit **kp.org** and click the "Locate our services" tab. Click the "Locate a facility" link and enter your search criteria. Select the facility you want, and then click "Departments and specialties" and "Pharmacy."
- **Accessing our online pharmacy center.** At **kp.org**, click the "Pharmacy center" option under "My health manager." Then choose from:
 - Pharmacy help
 - Contact a pharmacist
 - Drug encyclopedia
 - Drug formulary
 - Refill reminders
 - Refill by Rx number

Programs and classes

Online programs, special rates, and classes are offered at our medical centers.* To check your options, sign on to **kp.org** and select "Programs & classes" under the "Health & wellness" tab.

You can choose from:

- Classes
- Therapy and support groups
- Individual counseling
- Wellness products

Classes include, but are not limited to:

- Allergies and asthma
- Diabetes
- Fitness and exercise
- Pain management
- Parenting
- Quitting smoking

*Check your local Health Education Department for class and schedule availability.

Upon request with reasonable prior notice, you or a companion can access communication accommodations, including, but not limited to documents in alternative formats (braille, large print, audio and accessible electronic documents), hearing amplification devices, Sign language interpreting services, captioned and/or audio-described videos; please contact your local Health Education Department.

You can also choose from several online healthy lifestyle programs, which can help you improve your health and well-being. For example, the Total Health Assessment gives you an overview of your current health, along with an action plan for making improvements.

Other programs can help you:

- Eat healthy
- Lose weight
- Quit smoking
- Reduce stress
- Sleep better
- Manage back pain
- Deal with ongoing conditions
- Manage chronic pain
- Manage depression
- Keep diabetes under control

Member Service Contact Center

Member Services staff are available on-site at all primary medical center facilities for in-person assistance for all disability-related needs including alternative formats, wayfinding, facility and medical equipment access, interpreters, assistance devices and services, and grievances.

The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

California

1-800-464-4000 (English)

1-800-788-0616 (Spanish)

1-800-757-7585 (Chinese dialects)

711 (TTY for the hearing/speech impaired)

Hours: 7 days a week, 24 hours a day (closed holidays)

Medicare members**1-800-443-0815****711** (TTY for the hearing/speech impaired)**Hours:** 7 days a week from 8 a.m. to 8 p.m.**Online resources and documents****Forms and publications****Plan services and information**

Visit **kp.org** to view or download accessible plan services and information documents including:

- Coverage information
- Directories and *Guidebooks*
- Additional services like vision care, preventive services, and cosmetic services

Once you've signed on to our website, select "Forms & publications" under the "Locate our services" tab. Then click "Plan services and information."

Newsletters and articles

You can view accessible material about healthy living. This includes:

- *Partners in Health*
- Preventive care
- *Healthy Beginnings* (prenatal newsletter series)
- *Healthy Kids, Healthy Futures*
- *HIV Health Matters*
- Health logs and trackers

From the **kp.org** home page, select "Forms and publications" under the "Locate our services" tab. Then click "Newsletters and articles."

Forms

You can view accessible forms for you or a loved one. These include:

- Advance directives
- Claim forms
- Disclosure authorization
- Health Information Exchange
- Pharmacy authorizations

- Statement of Authorized Representative
- Student certification forms

From the **kp.org** home page, select "Forms & publications" under the "Locate our services" tab.

Health and wellness**Live healthy**

To view or download accessible documents, or to get an online audio explanation of our collection of practical tools, tips, and information, sign on to **kp.org**. Under the "Health & wellness" tab, select "Live healthy." You'll find accessible health guides on many topics, including:

- Child and teen health
- Complementary and alternative care
- Emotional wellness
- Fitness
- Men's health
- Nutrition and recipes
- Pregnancy and new baby
- Preventive care
- Quit smoking
- Senior health
- Weight management
- Women's health

We also offer a number of videos and podcasts with downloadable transcripts.

Topics include:

- Advance care planning
- Asthma
- Diabetes
- Exercise

Kaiser Permanente health tools

Get a picture of your health risks, and get help to make decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to **kp.org** and select "Live healthy" under the "Health & wellness" tab.

Conditions and diseases

Get physician-approved articles on the common cold, rare conditions, and the many health concerns in between. Or connect with online communities and support groups and search our health encyclopedia. For a complete listing and to view this material, sign on to **kp.org** and select “Conditions & diseases” under the “Health & wellness” tab.

Drugs and natural medicines

View material about prescriptions, over-the-counter drugs, and supplements like herbs and vitamins. You can learn how they work, possible side effects, and more. To view this material or use these tools, sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab.

Formulary (covered drugs)

California Marketplace formulary

Learn more about what drugs are covered at what level for plans offered by Kaiser Permanente through Covered California, the state’s Health Insurance Marketplace. Accessible PDFs are available in English, Spanish, and Chinese. Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs.”

Medicare Part D formulary

Learn more about what drugs are covered at what levels for Senior Advantage (HMO) and Senior Advantage Medicare Medi-Cal (HMO SNP). Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs” and “Medicare Part D formulary.”

Accessible PDF documents include information on:

- 2015 Kaiser Permanente Medicare Part D formulary
- 2015 *Evidence of Coverage*
- Coverage determinations
- Extra help for Medicare Part D drugs
- Grievances and appeals

- Kaiser Permanente and affiliated pharmacies
- Medicare medication therapy management
- Pharmacy refills and mail-order services
- Quality assurance and drug utilization management
- Your options upon disenrollment
- Contact information

You can get braille, large print, or audio versions by contacting Member Services.

My Health Manager

To locate online services related to medical records, messages from health care personnel, coverage, costs, appointments, or pharmacy services, sign on to **kp.org** and select “My health manager.”

My medical record

My medical record allows you to view test results, vaccination history, health reminders, and more. You can download accessible PDFs related to your care for allergies, eyewear prescriptions, health care reminders, health summary, hospital stays and follow-up care, immunizations, ongoing health conditions, past visit information, personal action plans, questionnaires, and test results.

My message center

Email your doctor’s office with routine questions, securely and conveniently. You can also contact Member Services and our Web manager.

My coverage and costs

Get the facts about your plan and benefits, download forms, pay medical bills, and more with “My coverage and costs.”

Appointment center

Make appointments online, quickly and easily. You can also view or cancel upcoming appointments, or view past visits in our Appointment center.

Pharmacy center

You can manage your prescriptions here, or learn about specific drugs, vitamins, or herbs in our drug database.

Glossary

Behavioral health care services: An umbrella term for the departments of Addiction Medicine and Psychiatry, which offer a wide range of services, from inpatient, outpatient, and day treatment programs to individual counseling, family counseling, and group therapy. No referral is needed.

Certificate of Insurance: A written explanation of an individual's coverage rights and benefits that are determined by the policy. It contains an explanation of benefits and limitations, definitions of important terms, and conditions of coverage, including information about deductibles and out-of-pocket expenses.

Contracted provider: Providers we contract with to provide services to members. They include contracted hospitals, contracted primary care providers, contracted physicians, contracted medical groups, contracted Plan medical offices, and contracted pharmacies.

Evidence of Coverage: Our booklet explaining benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

Family medicine: Provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

Health Plan: An abbreviated form of Kaiser Foundation Health Plan, Inc., the unit that operates the health plan portion of Kaiser Permanente.

Internal medicine: Provides diagnosis and medical treatments for adults. Also listed as Adult Medicine and Medicine in this *Guidebook*.

Kaiser On-the-Job®: Occupational Health Centers provide medical treatment and a broad range of occupational health services

for work-related injuries and illnesses. Kaiser On-the-Job is a registered service mark of Kaiser Foundation Health Plan, Inc.

Kaiser Permanente: The Kaiser Permanente Medical Care Program. Kaiser Permanente in Southern California is three separate entities: Kaiser Foundation Health Plan, Inc. (Health Plan), Kaiser Foundation Hospitals (KFH), and the Southern California Permanente Medical Group (SCPMG). Health Plan and Kaiser Foundation Hospitals are nonprofit benefit corporations. The Southern California Permanente Medical Group is a for-profit professional partnership.

Kaiser Permanente medical centers: Kaiser Permanente-owned or leased facilities that include a hospital with inpatient services, an emergency department, medical offices, outpatient primary care services, and other support services, such as pharmacy and laboratory. Medical centers offer the widest range of health care services and are staffed by our Medical Group.

Kaiser Permanente medical offices: Medical offices usually offer primary care, outpatient treatment, psychiatric services, and support services such as pharmacy and laboratory.

Non-Plan provider: Any licensed health care provider, including hospitals, not listed in this *Guidebook*. Coverage for emergency services received by a Health Plan member from an out-of-Plan (non-Plan) provider is subject to the out-of-Plan emergency services provisions as defined in your *Evidence of Coverage* booklet or *Certificate of Insurance*.

Obstetrics-Gynecology (Ob-Gyn): Provides women's health, family planning, pregnancy, and medical and surgical reproductive health services. Also listed as Women's Health in this *Guidebook*.

Glossary

Pediatrics: Provides children’s health care, usually from birth through age 17.

Permanente Medical Group: Also abbreviated as Medical Group, the Permanente Medical Group is the physician group that staffs our medical facilities and work exclusively for Kaiser Permanente. The group names vary by region: in Southern California, it’s the Southern California Permanente Medical Group (SCPMG).

Plan: Kaiser Permanente.

Plan facility: A facility owned, leased, or contracted by Kaiser Permanente to provide medical services to our members.

Plan physician: A licensed physician who is either an employee of the Southern California Permanente Medical Group (SCPMG) or a licensed physician who contracts with SCPMG to provide services and supplies to our members.

Primary care: Basic or general health care services provided by family medicine, internal medicine, and pediatrics physicians and other health care practitioners.

Referral only: A referral from a primary care physician is needed to make an appointment in certain “by referral only” specialty departments.

Service area: That geographical area defined by ZIP codes within specified counties. Refer to your *Evidence of Coverage* or *Certificate of Insurance* for a list of ZIP codes.

TTY: Also known as TDD. Indicates a telephone number for a relay communications device used by the hearing or speech impaired to communicate directly with others.



DHCS Physical Accessibility Survey

We make our facilities and services accessible to individuals with disabilities, in compliance with the federal and state laws that prohibit discrimination based on disability. In addition, we conduct physical accessibility surveys at certain facilities as required by the California Department of Health Care Services (DHCS). These surveys evaluate six areas of access: parking, building exterior, building interior, restrooms, exam rooms, and exam table/scale.

You can see the DHCS survey status in the list of facilities beginning on page 1. If the facility has been surveyed, you can see what level of accessibility is available. You can also see if the survey results are still pending, or if the survey is not required.

These are the levels of accessibility, as defined by the DHCS survey:

- **Basic access** – The facility demonstrates that it has met the standards for all six areas of physical accessibility surveyed (parking, outside building, inside building, restrooms, exam rooms, and exam table/scale).
- **Limited access** – The facility demonstrates that it has met the standards for some, but not all, of the six areas of physical accessibility surveyed.
- **Medical equipment access** – The facility demonstrates that patients with disabilities have access to height-adjustable exam tables and weight scales accessible to patients with wheelchairs and scooters.

These are the standards for accessibility for the six areas:

P = Parking

Parking spaces, including spaces designated for vans, are accessible. Pathways have curb ramps between the parking lots, offices, and at drop-off locations.

E = Exam Room

The entrance to the exam room is accessible with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.

EB = Exterior (outside) Building

Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter. Handrails are provided on both sides of the ramp. There is an accessible entrance to the building. Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use.

IB = Interior (inside) Building

Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if available, have handrails. If there is an elevator, it is available for public use at all times when the building is open. The elevator has enough room for a wheelchair or scooter to turn around. If there is a platform lift, it can be used without help.

R = Restroom

The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars that allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.

T = Exam Table/Scale

The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.

Medical Centers in Southern California

BALDWIN PARK, DOWNEY, AND SOUTH BAY

Baldwin Park Medical Center

Information.....626-851-1011
TTY 1-800-800-7990

Downey Medical Center

Information.....562-657-9000
TTY 1-800-800-7990

South Bay Medical Center

Information.....310-325-5111
TTY 1-800-800-7990

INLAND EMPIRE AND COACHELLA VALLEY

Fontana Medical Center

Information.....909-427-5000
TTY 1-866-735-2922

Ontario Medical Center

Information.....909-724-5000

Riverside Medical Center

Information.....951-353-2000
TTY951-353-3005

KERN COUNTY, VALLEYS, AND WESTERN VENTURA COUNTY

Panorama City Medical Center

Information.....818-375-2000

Woodland Hills Medical Center

Information.....818-719-2000

METROPOLITAN LOS ANGELES

Los Angeles Medical Center

Information..... 1-800-954-8000

West Los Angeles Medical Center

Information..... 1-800-954-8000

ORANGE COUNTY

Orange County-Anaheim Medical Center

Information.....714-279-4000

Orange County-Irvine Medical Center

Information.....949-932-5000

SAN DIEGO

San Diego Medical Center

Information.....619-528-5000
TTY619-528-5152

TTY phone numbers

Unless otherwise noted, most facilities use **711** for the Deaf, hard of hearing, or speech impaired.

Member Services in the United States

CALIFORNIA

Hours: 7 days a week, 24 hours a day; closed holidays; closed at 10 p.m. the day after Thanksgiving, Christmas Eve, and New Year's Eve

Information

English..... **1-800-464-4000**
Spanish..... **1-800-788-0616**
Chinese dialects **1-800-757-7585**

TTY for the hearing/
speech impaired **711**

COLORADO

Denver/Boulder area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information

from Denver metro area..... **303-338-3800**
from other areas **1-800-632-9700**

TTY..... **303-338-3820**

Northern Colorado area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... **1-800-632-9700**

TTY..... **1-800-521-4874**

Southern Colorado area

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... **1-888-681-7878**

TTY..... **1-800-521-4874**

DISTRICT OF COLUMBIA

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... **1-800-777-7902**

from D.C..... **301-468-6000**

TTY..... **301-879-6380**

GEORGIA

Atlanta metro area

Hours: Mon-Fri, 7 a.m.-7 p.m.

Information

from Atlanta metro area..... **404-261-2590**
from other areas **1-888-865-5813**

TTY..... **1-800-255-0056**

HAWAII

Islands of Oahu, Maui, Hawaii, Kauai, Lanai, and Molokai

Hours: Mon-Fri, 8 a.m.-5 p.m.;

Sat, 8 a.m.-noon

Information

from Oahu..... **808-432-5955**
from outside Oahu..... **1-800-966-5955**

TTY..... **1-877-447-5990**

IDAHO

Group Health

(northern area only)

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... **1-888-901-4636**

TTY..... **1-800-377-3529**

MARYLAND

Baltimore and suburban D.C. area

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... **1-800-777-7902**

from suburban D.C. area **301-468-6000**

TTY..... **301-879-6380**

OREGON/SOUTHWEST WASHINGTON

Hours: Mon-Fri, 8 a.m.-6 p.m.

Information

from Portland..... **503-813-2000**

from other areas **1-800-813-2000**

Medicare/Senior Advantage

Hours: 7 days a week, 8 a.m.-8 p.m.

from all areas..... **1-877-221-8221**

TTY..... **1-800-735-2900**

Language interpreter services

from all areas..... **1-800-324-8010**

Group Health

(Washington, western/central/eastern areas)

Hours: Mon-Fri, 8 a.m.-5 p.m.

Information..... **1-888-901-4636**

TTY..... **1-800-833-6388**

VIRGINIA

Northern area

Hours: Mon-Fri, 7:30 a.m.-5:30 p.m.

Information..... **1-800-777-7902**

TTY..... **301-879-6380**

Note: TTY numbers require special telephone equipment and are only for people who have difficulties hearing or speaking.



At a glance

Use this table to keep track of your and your family's health care information in 1 convenient place.

Name	Medical record number	Physician	Phone number

MEMBER SERVICE CONTACT CENTER

Questions or concerns? We're open 24 hours a day, 7 days a week (closed holidays).

English..... **1-800-464-4000**

Chinese dialects **1-800-757-7585**

Spanish..... **1-800-788-0616**

TTY..... **711**