



Care by phone, online, or in person

You have many ways to get care without leaving the comfort of your home — including [video visits](#) and [phone appointments](#). Members 18 and older can also use [e-visits](#) to be screened for the coronavirus and get online care and advice. This allows you to still get great care while helping to address the community spread of COVID-19. If you need to come in, we're here for you — and we're taking every precaution to keep our facilities safe.

If you're a new member and haven't selected a doctor yet, start by choosing your doctor at kp.org/newmember.

New medical center visitor policy

If you need to visit one of our medical centers, we ask that you adhere to our new visitor policy which is below.

Kaiser Permanente Medical Center Visitor Policy

To protect yourself, your family, other patients, and our staff, we kindly ask that you follow these guidelines for visiting a Kaiser Permanente medical center:

1. Bring only one visitor/guest with you if you need assistance.
2. Do not bring people with you for your appointment unless it's necessary (example: no childcare, need assistance, etc.).
3. Do not allow people who have a fever, cough, cold, or flu symptoms to accompany you.
4. Keep a safe distance from other people (at least 6 feet away) in the waiting room and other open areas whenever possible.
5. Follow respiratory hygiene while in the building:
 - Wash your hands.
 - Cover your cough.
 - Sneeze into a tissue or your elbow and then discard tissue and wash your hands.
 - Avoid touching your eyes, nose, and mouth.

Elective surgeries and procedures

The national Centers for Disease Control and Prevention (CDC) has recommended that all non-urgent procedures be postponed in parts of the country where there is community transmission of the COVID-19 virus. As a result, Kaiser Permanente will be postponing elective or nonurgent surgeries and procedures in all locations.

We will proactively reach out to inform members of the change. If you have an upcoming surgery or procedure, you can also phone or email your doctor's office with any questions about your ongoing care needs. Once the outbreak has passed, we can work together to reschedule your procedure.

Prescriptions

You have options for getting the prescriptions you need. It's a good idea to refill your prescriptions online and have them delivered by mail, especially during the COVID-19 outbreak. You can avoid standing in line at the pharmacy and with most prescriptions you can get a 3-month supply for the price of 2 months.

Sign in to kp.org/rxrefill and select the mail order option to receive your medications in a few business days. For urgent prescriptions, you should visit your closest Kaiser Permanente pharmacy.

Tests

We're prepared to test patients for COVID-19 if testing is necessary, following the guidelines established by the CDC and public health agencies. If you are concerned that you or a family member are exhibiting symptoms of COVID-19, please contact us first before coming in, as you need a referral and appointment to get tested.

We're eliminating any financial barriers to ensure our members receive the medically necessary services to detect and treat COVID-19. Effective immediately, Kaiser Permanente of the Mid-Atlantic States will waive cost sharing for testing, diagnosis, and treatment of COVID-19. That means we will not bill you a copay, coinsurance, or deductible for services to test, diagnose, and treat COVID-19.

Maryland residents without insurance

For those in our Maryland communities who are uninsured, Kaiser Permanente has worked with the Maryland Health Benefit Exchange to allow a special enrollment period for individuals to sign up for health insurance coverage. The special enrollment period starts March 16 and will run through April 15, with coverage effective April 1. Contact your Human Resources Department to enroll.