

Member Emailing – March 16

MEMBER EMAIL: Southern California

[subject line] **Coronavirus | Staying healthy while staying home**

[preheader] Important updates for you

[headline] **The latest on care from home, upcoming appointments, and testing**

[intro / body copy]

As the situation around coronavirus and COVID-19 continues to evolve, we're moving quickly to make some necessary changes to face this challenge head-on. What won't change is our commitment to protecting our members, patients, employees, and communities.

Whether you're healthy or not, the best thing you can do today is avoid crowds or gatherings of any size. This practice of "social distancing" is crucial for protecting the most vulnerable members of our communities. It's something we can all do together, even if we're doing it apart.

Here are some of the latest updates on testing, getting care without leaving your home, and what to do to help keep your loved ones healthy.

You can get care without leaving your home

We expect to see more patients showing symptoms of coronavirus and COVID-19 in the coming weeks — there's no way around it. To make sure you get the high-quality care you need, we're increasing the availability of [e-visits](#). This allows you to get great care without being close to people who are showing symptoms.

- To schedule a phone or video visit, sign in to the Kaiser Permanente app or [kp.org](https://www.kp.org), or call **1-833-KP4CARE (1-833-574-2273)**.
- In addition to phone and video visits, members who have flu-like symptoms can also complete an [e-visit](#) to get online care and advice, be tested for coronavirus, and get treatment for symptoms if necessary.
- If you have an in-person visit scheduled, it may be changed to a video or phone visit to help reduce exposure for you and other patients.
- If you have any questions, feel free to call or email your care team.

As we care for patients with COVID-19, many nonurgent appointments are being postponed

To help ensure we have capacity and equipment to care for the most critically ill patients, we're postponing some elective or nonurgent surgeries and procedures.

- If you have an upcoming appointment scheduled for an elective procedure or a preventive check-up, it may be postponed for a few weeks. There's no need to check in if you have an elective appointment scheduled. We'll reach out to you to postpone or reschedule if necessary.
- If you have questions about ongoing care needs, please call or email your doctor's office.

Remember, you don't need to be tested if you aren't showing symptoms

Please do not come into a Kaiser Permanente facility for COVID-19 testing unless your doctor has referred you. There are many other common conditions that can cause symptoms like cough, fever, and respiratory infections, including the flu. COVID-19 tests are only available by a doctor's order for high-risk patients who meet specific criteria.

- If you're concerned that you or a family member are showing symptoms of COVID-19, please contact us first before coming in, as you need an appointment to get tested.
- As a member of Kaiser Permanente, you won't have to pay for costs related to COVID-19 testing. Costs and payment won't get in the way of testing our members who may have been affected.

A note on hospital visitors

While visitors can play an important role in your recovery, we typically limit their number to maintain a restful and healthy environment. Given the current situation, our hospitals and medical centers may implement further visitor restrictions to protect your health and the health of your loved ones. Check your local hospital before going.

We're working around the clock to make sure our facilities and staff are ready to provide high-quality care for our members. Please continue to take the necessary precautions to help prevent the spread of coronavirus. Together, we can work to keep our communities healthy and strong.

For more information, visit kp.org. [For answers to your questions about COVID-19, please call our new information line for Kaiser Permanente members at 1-877-813-7297, 7 a.m. to 7 p.m., 7 days a week.](#)

Para más información en español, haga [clic aquí](#).