

## Flu shot clinics begin September 1, 2020

Walk up Monday to Friday, 8:30 a.m. to 4:30 p.m. at Honolulu, Waipio, Koolau, Mapunapuna, Moanalua, Maui Lani, Lahaina, Hilo, Kona and Lihue. Saturday shot clinics (starting September 5) from 8 a.m. to noon at some locations. NO appointments needed! Clinics are open for adults and children 6 months or older.

To find out more, visit [kp.org/flu](https://kp.org/flu). On Oahu, call **808-432-2000**. On Maui, call **808-243-6000**. TTY

## Coronavirus and COVID-19: Learn how to protect yourself and get care



The world is facing a medical crisis. Throughout this challenging time, your health and safety remain Kaiser Permanente's top priority. Protect yourself and your loved ones with the help of this important information on COVID-19. Together, we can keep our community healthy and strong.

Looking for COVID-19 care options? Start an e-visit by going to the link below  
<https://healthy.kaiserpermanente.org/hawaii/sign-on#/signon>

## Latest on COVID-19

### What are the symptoms?

Patients with COVID-19 have had mild to severe symptoms of fever, cough, or shortness of breath – similar to the flu. They have also felt chills or shaking with chills, muscle pain, headache, sore throat, and loss of sense of smell or taste.

### Who is at higher risk for COVID-19?

COVID-19 causes a mild illness in many people. But some people may be at higher risk for having severe symptoms from COVID-19.

You may be at high risk if you:

- Are 65 or older
- Live in a long-term care facility
- Have an ongoing serious health condition, such as:
  - Lung disease or asthma
  - Heart conditions
  - High blood pressure
  - [Severe obesity](#)
  - Diabetes
  - Kidney or liver disease
  - A weakened [immune system](#)
  - Cancer treatment
- Smoke or vape [tobacco/nicotine](#) or marijuana

If you're pregnant, it may be safest to consider yourself at higher risk because information on how COVID-19 affects pregnant women is limited. To learn more about how the virus could affect you or your care, visit [kp.org/maternity-covid](http://kp.org/maternity-covid).

If you develop symptoms of COVID-19 – such as fever, cough, or shortness of breath – [call your doctor](#).

### What are the different types of COVID-19 tests?

There are two clinical tests available.

- Diagnostic testing for COVID-19 tells you if you're infected right now. Testing is done by collecting fluid from your nose, throat, or lungs.
- Antibody testing checks for antibodies in your blood from a prior infection. A positive test may not show prior exposure to COVID-19. It does not mean a person is protected from COVID-19 in the future.

### Diagnostic testing for current COVID-19 infection

#### [Who is being tested?](#)

Kaiser Permanente recommends getting a diagnostic test if you currently have symptoms of COVID-19.

Kaiser Permanente is testing all members with symptoms, members without symptoms who are coming in for clinical procedures, and members who require testing for other reasons.

To receive a diagnostic test for COVID-19, [call the appointment and advice line](#) on Oahu: 808-432-2000, Maui: 808-243-6000, or 1-877-447-5990 (toll free TTY for the hearing/speech impaired). It is important to stay away from others as much as possible while you wait for

your test results to avoid getting others sick. If you test positive, stay away from others for 10 days (or longer if your doctor tells you to), or until your symptoms are improving and you have not had a fever for 24 hours – whichever is longer. You may need to be fever-free for more than 24 hours. Your doctor will let you know if this is the case.

If you do not have symptoms but tested positive for COVID-19, stay away from others for 10 days and watch for any symptoms to appear to avoid passing the virus to other people.

#### [How much does testing cost?](#)

Testing and diagnosis at Kaiser Permanente are available at no cost to members.

#### [Can I get tested outside of Kaiser Permanente?](#)

If you decide to get tested at an outside lab, show your Kaiser Permanente ID card to the facility. Then ask that they submit a claim to Kaiser Permanente for payment. Most facilities in Hawaii are contracted with Kaiser Permanente and will be familiar with the claim submission process. If they will not submit the claim on your behalf, you will need to pay for your test. You can file a claim form for repayment. Please note that Kaiser Permanente will cover the cost of testing only if it was conducted by a licensed facility. Here is how to file a claim:

1. Go to [kp.org/coverageandcosts](https://kp.org/coverageandcosts).
2. Below "Helpful resources," click "Submit a claim."
3. Below "Claim forms," click the PDF to download.
4. Fill out the form and then mail it to the address listed on the form.

Remember that if you test positive outside of Kaiser Permanente, your results are not shared with your doctor's office. Email a scanned copy of your test results to your Kaiser Permanente doctor's office so Kaiser Permanente can update your medical record. The report should include your name and at least one other personal identifier, like your date of birth. Go to [kp.org](https://kp.org) and create a new message to your doctor's office using the subject line, "COVID-19 outside lab report." Click on the "Attach an image" link at the bottom of the message to add your scanned report.

Please follow the instructions you get with your test result about isolation and physical distancing. If you need care guidance, call the [24/7 advice line](#) on Oahu: 808-432-2000, Maui: 808-243-6000, or 1-877-447-5990 (toll free TTY for the hearing/speech impaired).

#### [How will I get my test results?](#)

If you have been tested at Kaiser Permanente and your result is positive, you'll get a phone call from Kaiser Permanente with your results and steps on how to get care. Your result will also be available in your medical record on [kp.org](https://kp.org). If your test is negative, you'll be notified through [kp.org](https://kp.org).

#### [When will I get my test results?](#)

The time for processing a diagnostic test is usually within 2 to 3 business days. It may be longer based on demand and testing capacity, and whether the test is processed at the Kaiser Permanente lab or at a private commercial lab, which take longer to report results. Kaiser Permanente prioritize lab testing and may use

private lab services for asymptomatic, less urgent cases.

[What do I do if I do not hear from Kaiser Permanente?](#)

If you do not receive your results within 3 days, please call the [24/7 advice line](#) on Oahu: 808-432-2000, Maui: 808-243-6000, or 1-877-447-5990 (toll free TTY for the hearing/speech impaired).

[What should I do if I test negative for COVID-19 but continue to have symptoms?](#)

Continue to treat any symptoms at home and stay away from others until you are fever-free for 24 hours. If your condition worsens, call the appointment and advice line .

## Antibody testing for past COVID-19 infection

[What is an antibody test?](#)

Antibodies are proteins that help fight off infections. An antibody blood (serology) test looks for antibodies in a person’s blood. Kaiser Permanente is participating in research to help Kaiser Permanente learn more about COVID-19 antibodies.

Kaiser Permanente is not recommending antibody testing outside of research studies at this time, because they are not consistent, and not always correct, their risk of false positives and false negatives, and the limited information they can provide.

Current risks to antibody testing include:

- A positive antibody test may not indicate prior contact with COVID-19, and it does not mean a person is protected from COVID-19 in the future.
- A negative antibody test can occur after an infection if the person has not had an antibody response, particularly if the test is done too soon after infection.

Given this doubt, people who test positive for antibodies or have recovered from the virus should still take steps to protect themselves and others, like physical distancing, handwashing, and wearing a mask in public. Decisions about returning to work should not be based on the antibody test result.

As testing becomes more reliable, it could help us:

- Know if someone has been infected in the past
- Determine where the virus has spread

[Can I get an antibody test at Kaiser Permanente?](#)

Yes, but please keep in mind that, regardless of where you’re tested, Kaiser Permanente is not recommending antibody testing outside of research studies at this time because the results are highly variable.

If you paid for an antibody test from a licensed, independent facility after March 1, you can file a claim form for reimbursement:

- Have no current COVID-19 symptoms (COVID-19 symptoms may include fever, cough, shortness of breath, chills, headache, loss of smell or taste, vomiting, and diarrhea); and

- Had symptoms but do not anymore. It needs to have been more than 14 days since the onset of COVID-19 symptoms or a positive PCR (diagnostic) test; and
- Have not had an antibody test in the last 30 days (unless an additional antibody test has been approved by an infectious disease physician).

If you have symptoms now, you should not get the antibody test. You should [call the appointment and advice line](#) on Oahu: 808-432-2000, Maui: 808-243-6000, or 1-877-447-5990 (toll free TTY for the hearing/speech impaired).

Please keep in mind that Kaiser Permanente is not recommending antibody testing outside of research studies at this time because the results are highly variable. However, you can [contact your doctor's office](#) to request a test.

### [How is antibody testing done?](#)

If you'd like to receive an antibody test, please [contact your doctor's office](#). If you decide to get a test after talking to your doctor, you'll have your blood taken at a Kaiser Permanente lab. Please be aware that wait times in the lab may vary.

You'll get your results usually within 2 business days through [kp.org](#).

### [How much does antibody testing cost?](#)

Antibody testing at Kaiser Permanente is available at no cost to members. If you decide to get tested through an outside lab, you may need to pay for your test, but you can file a claim form for a payment (see instructions in the answer to "Can I get an antibody test outside of

Kaiser Permanente?"). Please note that Kaiser Permanente will cover the cost of testing only if it was done by a licensed provider.

### [Can I get an antibody test outside of Kaiser Permanente?](#)

Yes, but please keep in mind that, regardless of where you are tested, Kaiser Permanente is not recommending antibody testing outside of research studies at this time because the results are not consistent.

If you paid for an antibody test from a licensed, independent facility after March 1, you can file a claim form for reimbursement:

1. Go to [kp.org/coverageandcosts](#).
2. Below "Helpful resources," click "Submit a claim."
3. Below "Claim forms," click the PDF to download (If you're redirected to Kaiser Permanente's Claim Services website, select "Documents and Forms" from the Resources menu and then download the medical claim form.)
4. Fill out the form and then mail it to the address listed on the form.

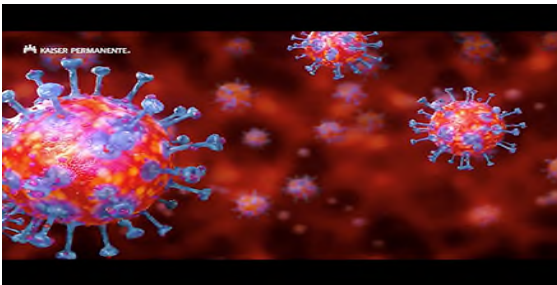
To share your test results with Kaiser Permanente, email a scanned copy to your doctor's office. The report should include your name and at least one other personal information, like your date of birth. Go to [kp.org](#) and create a new message to your doctor's office using the subject line, "COV19 Antibody Test outside lab report." Click on the "Attach an image" link at the bottom of the message to add your scanned report.

# Videos about coronavirus and COVID-19

<https://healthy.kaiserpermanente.org/hawaii/health-wellness/videos/covid-19>

Kaiser Permanente’s collection of videos to make it easy to learn more about the novel coronavirus and COVID-19. Find helpful tips on how to protect yourself during the outbreak, how to care for loved ones, what to do if you get sick, and more.

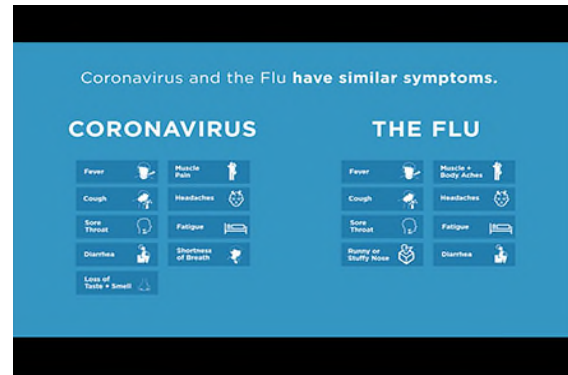
## Symptoms and treatment



### [What is COVID-19 and what are the symptoms?](#)

Learn about the 2019 novel coronavirus and the most common symptoms of COVID-19.

0:00:41



### COVID-19 symptoms: Cold vs. flu vs. coronavirus

Learn the differences and similarities in common symptoms for COVID-19, a cold, and the flu – and what to do if your symptoms worsen.

0:02:12



### COVID-19: What to do if you're sick

Learn how to care for yourself at home if you're sick, what emergency warning signs to watch out for, and how to help prevent spread.

0:04:05

## Important Updates For Hawaii

Like all hospitals across Oahu, Moanalua Medical Center has experienced an increase in people in the hospital for COVID-19 over the past three weeks. Kaiser Permanente's top priority is the safety of patients and staff. Kaiser Permanente have been preparing for an increase of cases since the beginning of the pandemic and Kaiser Permanente wants to reassure members that Kaiser Permanente has the necessary Personal Protective Equipment (PPE), supplies, equipment, and staff to care for members who require treatment and stay in the hospital. Kaiser Permanente asks for everyone's cooperation in helping to prevent the spread of COVID-19 in Hawaii by wearing a mask, washing your hands frequently, and avoiding high risk activities where social distancing cannot be practiced. Kaiser Permanente also encourages members to review the latest information on the website [kp.org](http://kp.org) to help members and their families stay safe and healthy during this pandemic.

In response to the surge of COVID-19 cases throughout Hawaii, Kaiser Permanente has revised the visitation policy at Moanalua Medical Center. Effective Friday, August 7, visitors will not be allowed to visit patients except in extreme cases. These cases may include the birth of a child, pediatric patients, patients traveling with a caregiver, or for end-of-life situations.

Individuals who have a cough or cold, or who are sick should not visit or go along with patients to the facility. Anyone 14 years old or younger who is not a patient will not be permitted to visit patients at this time.

For members with appointments at an outpatient or specialty clinic located at Moanalua Medical Center, you may bring one essential caregiver with you.

Mahalo for your understanding and cooperation as Kaiser Permanente work together to keep everyone safe.

- Inpatient masking when staff enter rooms at Moanalua Medical Center, effective August 11. To further protect patients, physicians, providers, and staff from the spread of COVID-19, all inpatients who are able (with or without COVID-19) will be asked to wear a cover-your-cough mask when staff enter their room:
  - The inpatient masking requirement includes all pediatric patients over the age of 5 years old.
  - Women in active labor are not required to wear a mask.
  - Patients in semi-private rooms are encouraged to wear a cover-your-cough mask but are not required to do so, unless staff is present.
  - Inpatients must also continue wearing cover-your-cough masks when walking in the hallway and/or traveling to other Moanalua Medical Center departments for tests, treatments, and procedures.

- Starting August 17, lab services only will resume at Kapolei Clinic. Lab services will be available Monday through Friday, 8 a.m. to noon and 1:30 to 4:30 p.m.
  - Members will be required to sign in at check-in, take a number, and remain in the waiting area. To maintain physical distancing, members may be asked to wait outside the clinic. They will be asked for their cell phone number and called when providers and staff are ready to serve them. Don't worry, Kaiser Permanente is taking every precaution to help keep facilities safe. This includes requiring members and staff to wear a mask during your visit. Waiting room chairs are positioned to maintain physical distancing. Phlebotomy chairs and other surfaces are wiped down after every patient.

For assistance, please contact QUEST Integration: 808-432-5330 (Oahu), 1-800-651-2237 (toll-free), 1-877-447-5990 (toll free TTY for the hearing/speech impaired).