

**QUEST**  
INTEGRATION  
NEWSLETTER

**Kaiser  
Permanente  
continues to  
serve QUEST  
Integration  
members on  
Oahu and Maui**

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**You may keep  
your Kaiser  
Permanente  
Medicaid plan  
and continue to  
see your Kaiser  
Permanente  
doctors.**

## Coronavirus and COVID-19

### Kaiser Permanente Preparedness and Response Building on What We Know

Across all of Kaiser Permanente, our caregivers have treated many COVID-19 patients. We're actively applying what we've learned over the past several weeks and coupling that with our extensive experience in caring for people with infectious diseases to address the COVID-19 outbreak. Based on what we've experienced, we know much more now than we did in mid-January, when most of us first learned of this new version of the coronavirus.

We're also working closely with the Centers for Disease Control and Prevention and federal, state, and local agencies about the latest recommendations and guidance. Rest assured that your health is our top priority.

### How To Protect Yourself and Get Care

Your health and safety are always our top priority. To help you protect yourself and your loved ones, we've gathered the most important information and guidance on the coronavirus and COVID-19. Visit <https://healthy.kaiserpermanente.org/hawaii/health-wellness/coronavirus-information> for more information.

Looking for care options? Visit [kp.org/getcare](https://kp.org/getcare).

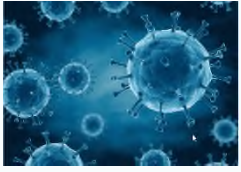
Online screening to help members with a [kp.org](https://kp.org) login get connected to quick and convenient care from a Kaiser Permanente provider and 24/7 self-care. Visit [kp.org/getcare](https://kp.org/getcare).

E-visits are available during this public health emergency when you need care. Telehealth (audio and visual) and Telephonic (audio only) visits are available for certain situations. Please call Customer Service at 808-432-5330 or 800-651-2237 (toll free) during business hours. If you need advice after-hours, please call 808-432-7700 (Oahu) or 1-800-467-3011 (neighbor islands) or 711 (toll free) TTY for the hearing/speech impaired.



### What Should You Do If I Think I Have the Coronavirus?

If you think you, or a family member may have been exposed to the virus, and have symptoms of a respiratory illness, please call your doctor or care team for further instructions. It's important to call before you come in. Calling ahead helps us direct you to the most appropriate care, and take precautions to protect other members, patients, employees and physicians. If this is a medical emergency, please call 911.



## What is coronavirus?

The new coronavirus is a type of virus that causes coronavirus disease 2019 (COVID-19) — an infection of the airways and lungs. It's part of the same family of coronaviruses that causes the common cold. Symptoms may appear 2 to 14 days after exposure.

## 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. Symptoms appear to be more severe in the elderly and people with chronic conditions. The latest data shows that about 80% of people with COVID-19 will show no or very mild signs of illness. Most people who get it will not need to visit their doctor and will recover on their own.

## How does it spread?



We now know the virus is spread from person to person — mainly between people who are in close contact with one another (within about 6 feet) — through tiny droplets made when an infected person coughs or sneezes.

1. There is no vaccine to prevent COVID-19.
2. The best way to prevent COVID-19 is to avoid being exposed to this virus.
3. It is spread mainly from person-to-person when people are close by (within 6 feet).
4. When an infected person coughs, sneezes or talks, droplets go into the air. These droplets can land in the mouths or noses of people who are nearby, People may also breathe in the droplets into their lungs.
5. The virus spread when you touch your eyes, nose, and mouth with unwashed hands.
6. The virus can spread when you prepare or eat food and drinks with unwashed hands.
7. The virus can spread when you touch a contaminated surface or object.
8. You may not have symptoms, but you may spread the virus if you touch other people's hands or common objects with unwashed hands.

## What You Can Do?



1. Wash your hands often with soap and water for at least 20 seconds.
2. Use hand sanitizer with at least 60% alcohol if soap and water is not available. Cover all surfaces of your hands and run them together until they feel dry.
3. Avoid touching eyes, nose, and mouth with unwashed hands.
4. Avoid close contact with others.
5. Avoid contact with people who are sick.
6. Stay at home as much as possible.
7. If you go outside, put distance between yourself and other people. Remember: some people are at higher risk of getting very sick.



## How Can You help to Stop the Spread?

1. You may have COVID-19 even if you do not feel sick.
2. Wear a face mask or cover your face when you go out (do not place face covering on children under age 2, on anyone who has trouble breathing, or on someone who is not able to remove the mask without assistance).
3. The mask is meant to protect other people in case you are infected.
4. Do not use a facemask meant for a healthcare worker.
5. Continue to keep 6 feet away from others even when you wear a mask.
6. Cover coughs and sneezes.



## When Should You Wash Your Hands?

1. Before, during, and after preparing food
2. Before eating food
3. Before and after caring for someone at home who is sick with vomiting or diarrhea
4. After blowing your nose coughing, or sneezing
5. After you have touched objects in a public place (door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc.)
6. Before touching your eyes, nose, or mouth.



## When to wear masks

1. You should wear a cloth face mask in public places.
2. Many people with the coronavirus do not show symptoms or can transmit the virus to others before showing symptoms, so a mask can help slow the spread of COVID-19.
3. Keep practicing physical distancing and stay home whenever possible. If you need to leave your home, you can make your own face mask. Unless directed to by a doctor, don't use medical-grade face masks, which should be reserved for hospital caregivers.

## People at high risk



For most people, COVID-19 symptoms are mild and go away on their own. But if you're over 65, have a weakened immune system, or have an underlying health condition, you have a higher risk of developing serious symptoms. It's important you take additional precautions, including:

1. Avoid large groups — including concerts, conventions, sporting events, and social gatherings.
2. Avoid visiting health care facilities except to get medical care — for example, nursing homes, clinics, and hospitals.
3. If you have a cough and fever, please call us and we'll make sure you get the care you need.





## Facility closures



### Temporary facility consolidation

The following medical facilities are following their regular business hours to continue serving the needs of our members for in-person care. Lab and pharmacy services are available at these facilities during their usual business hours, unless otherwise noted.

- Honolulu Medical Office\* Effective April 11, Saturday lab and pharmacy hours are discontinued until further notice.
- Koolau Medical Office
- Lahaina Clinic
- Mapunapuna Medical Office
- Moanalua Medical Center
- Maui Lani Medical Office
- Wailuku Medical Office
- Waipio Medical Office
- Ala Moana Behavioral Health also remains open during regular business hours.

The following facilities are temporarily consolidated (closed) until further notice:

- Kihei Clinic
- Kahuku Clinic
- Kapolei Clinic
- Hawaii Kai Clinic
- Kailua Clinic
- Nanaikeola Clinic

If you previously scheduled appointment at one of the temporary consolidated (closed) medical facilities, a Kaiser Permanente staff member will reach out to share options available to you – including expanded telehealth options (E-visit, phone appointment, or a video visit with a doctor.)

**After-Hours Care** will remain open at Moanalua Medical Center, Monday through Friday, 5 to 10 p.m. and weekends and holidays, 8 a.m. to 10 p.m. and Maui Lani Medical Office, Monday through Friday, 5 to 8 p.m. and weekends and holidays, 8 a.m. to 5 p.m. This information is current as of April 10. If you have questions, please call the following numbers to talk with a licensed care provider 24/7:

- Oahu: 808-432-2000
- Maui: 808-243-6000

The outpatient laboratory at Moanalua Medical Center will temporarily relocate from the first floor to the fourth floor, near the Neuroscience Department. The hours of operation remain the same.

Our Business Office locations are not accepting in-person visits until further notice. For assistance, please call us at the following numbers for your area:

- Oahu (Moanalua Medical Center, Mapunapuna): 808-432-7940 (Option #4, then Option #1), Monday through Friday, 8:30 a.m. to 5 p.m. Fax: 808-432-7950.
- Honolulu (Honolulu, Hawaii Kai, Kailua, Ala Moana, Kahuku, Koolau): 808-432-2020 (Option #4, then Option #2), Monday through Friday, 8:30 a.m. to 5 p.m. Fax: 808-432-2025.
- Waipio (Kapolei, Nanaikeola, Waipio): 808-432-3297 (Option #4, then Option #3), Monday through Friday, 8 a.m. to 5 p.m. Fax: 808-432-3195.
- Maui (Kihei, Lahaina, Maui Lani, Wailuku): 808-243-6580 (Option #4, then Option #4), Monday through Friday, 8 a.m. to 5 p.m. Fax: 808-243-6609.

