

Celebrate American Heart Month

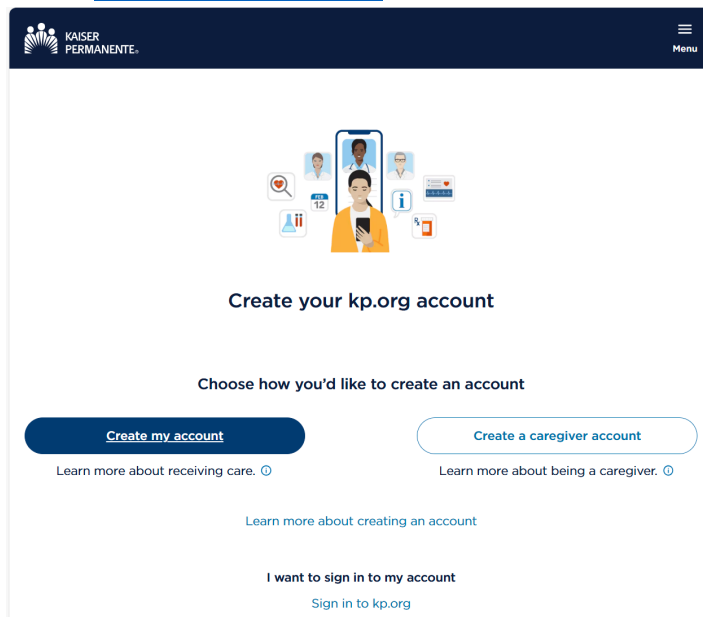
February is American Heart Month, which is a great time to think about making healthy choices to lower the risk of heart disease. At Kaiser Permanente, we help by:

- Checking your blood pressure during any visit, even if you're seeing a specialist like an allergist or eye doctor
- Creating treatment plans based on your family history and personal health risks
- Offering coaching and classes to help you eat well, exercise regularly, quit smoking, manage stress, and stay at a healthy weight. Find out more at healthy.kaiserpermanente.org/hawaii/health-wellness.

Sign up on kp.org

If you haven't already, sign up on **kp.org** to make or cancel appointments, see upcoming ones, get your test results, email your doctor, refill prescriptions, and check information from past visits. Simply follow the below steps:

- 1) Go to kp.org/registernow and click on the “Create my account” button



- 2) On the following pages:
 - a. Enter your name, date of birth, address
 - b. Accept the terms and conditions

- c. Create a user ID and provide your email address
- 3) Confirm your personal information, and get your password right away by email. You can also choose to have your password sent to you by regular mail.
- 4) Once you have your password, you can sign on to your account.

Make your care personal

Good health care starts with your primary care provider (PCP), who is your main doctor. You get to choose your PCP. Your PCP is in charge of your care, treats you, sends you to specialists if needed, and helps you access all our services. Your PCP will work with you to help you reach your health goals.

To learn about and choose your doctor, simply view the *Caring for you (Our Physicians and Locations) directory* located at [healthy.kaiserpermanente.org/hawaii/doctors-locations/HMO Provider Directory](https://healthy.kaiserpermanente.org/hawaii/doctors-locations/HMO%20Provider%20Directory) or use our online directory at healthy.kaiserpermanente.org/hawaii/doctors-locations#/simple-form

Well-Child Visits

Regular medical visits, also called well-child visits, are important to keep your child healthy and prevent the spread of disease. These visits include exams, shots, and tests at no extra cost.

At these appointments, the doctor checks your child's health and development, and asks you about their behavior and any concerns you might have. The doctor will also tell you how often your child should have these visits.

Log into **kp.org** to schedule well-child visits.

Know where to go for the care you need

Here's the difference between Urgent Care, Virtual Care, and Emergency Care:

- **Urgent Care** is for problems that require in-person care within 24 hours but aren't emergencies, like small cuts, sprains, or earaches. Call **1-833-833-3333** toll-free (TTY **711**) before you go.
- **Virtual Care** is for things like coughs, sore throats, eye infections, and colds or flu without a fever. Call **1-833-833-3333** toll-free (TTY **711**) anytime to talk to a doctor.
- **Emergency Care** is for serious problems like severe injuries, passing out, chest pain, or trouble breathing. Call **911** or go to the nearest hospital.

To learn more about your same-day, after-hours, urgent, or emergency care options, visit kp.org/knowbeforeyougohawaii.

Did you get your flu, COVID-19, and RSV vaccine?

It's not too late to get your no-cost flu shot now to protect yourself and your loved ones. A flu shot can reduce your risk of going to the doctor with flu-related illness by 40% to 60%.

If you're 65 or older, make sure to ask for the high-dose flu shot. It can help prevent flu-related health problems, like pneumonia. And for extra protection, you can also get the latest COVID-19 vaccine at the same time at most locations.

For more details and to find a location near you, visit kp.org/seasonalvaccines.

Frequently Asked Questions

1. What is the best way to communicate with my primary care provider?

For non-emergent concerns, log into your [kp.org account](https://kp.org/account) or register here: kp.org/register.

• How do I make an appointment with a doctor?

You have many ways to get care when it works for you. This includes online, by phone, or in-person. Learn about your care options and how you can get a phone visit now or video visit now at kp.org/getcare. To schedule a doctor's office visit.

- Make an [appointment](#) online or use the [Kaiser Permanente app](#).
- Call us toll free **1-833-833-3333** (TTY **711**), Monday through Friday, 8 a.m. to 5 p.m.
- For 24/7 Advice, or if you need care after we close at 5 p.m., call us toll free **1-833-833-3333** (TTY **711**)
- Connect with a clinician 24/7 by phone or video, no appointment necessary. Go to kp.org/getcare.
- Urgent Care is available at our Honolulu Medical Office, West Oahu Medical Office, and Maui Lani Medical Office.
 - You can also visit many [affiliated urgent care centers \(PDF\)](#) in Maui, Hawaii Island, Kauai, and the mainland. Before getting care from our affiliated primary care clinician, we recommend you call the 24/7 advice line toll free **1-833-833-3333** (TTY **711**).
- If you believe you are having a [medical or mental health emergency](#), call **911** or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage, Member Handbook, or other coverage documents.

2. How do I get help with my medication refills?



Fill and refill medication at kp.org/pharmacy.

For medication refills and advice, call 24 hours a day, 7 days a week, toll free **1-833-833-3333** (TTY **711**).

3. How do I get help with transportation to my doctor appointments?

If you are not able to get transportation and need help to get to your

Non-Emergency medical appointments:

- On **Oahu and Maui**, please call MTM (Medical Transportation Management).
- Member Trip Reservation Line: **1-855-735-1226** toll-free (TTY **711**).
- Open Monday through Friday 5 a.m. to 7 p.m. for routine appointments and 24 hours a day, 7 days a week for urgent appointments.
- Please call to schedule at least 3 (three) business days before your medical appointment. It is also important to notify MTM of any cancellations or schedule changes as soon as you are aware of them.

For dental appointments, to see if you are eligible for taxi service, call Community Care Management Corp (CCMC) at **808-792-1055**. Please call to schedule at least five (5) business days before your dental appointment.

If you have other questions, please visit kpquest.org/help.

Other Community Resources

For Med-QUEST branch locations, housing assistance, and more resources to help you and your family, visit medquest.hawaii.gov/en/resources.html.

NONDISCRIMINATION NOTICE

Kaiser Permanente complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

Kaiser Permanente provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Kaiser Permanente provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact **808-432-5330**, toll-free **1-800-651-2237** or by TTY **711**

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way, you can file a grievance with: Kaiser Civil Rights Coordinator, 711 Kapiolani Blvd., Honolulu, HI 96813. Phone: **808-432-5330** or toll-free **1-800-651-2237**; TTY: **711**; Fax: **808-432-5300** ; Email: civil-rights-coordinator@kp.org.

You can file a grievance in person or by mail or fax. If you need help filing a grievance, the Kaiser Civil Rights Coordinator is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201; **1-800-368-1019**, **1-800-537-7697** (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HELP IN YOUR LANGUAGE

<p>(English) Do you need help in another language? We will get you a free interpreter. Call 1-800-651-2237 to tell us which language you speak. (TTY: 711).</p>
<p>(Cantonese) 您需要其它語言嗎? 如有需要, 請致電 1-800-651-2237, 我們會提供免費翻譯服務 (TTY: 711).</p>
<p>(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori 1-800-651-2237 omw kopwe ureni kich meni kapas ka ani. (TTY: 711).</p>
<p>(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le 1-800-651-2237 pour nous indiquer quelle langue vous parlez. (TTY: 711).</p>
<p>(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter 1-800-651-2237 und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: 711).</p>
<p>(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona 1-800-651-2237 `oe ia la kua a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 711).</p>
<p>(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-800-651-2237 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 711).</p>
<p>(Japanese) 貴方は、他の言語に、助けを必要としていますか? 私たちは、貴方のために、無料で通訳を用意できます。電話番号の、1-800-651-2237 に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: 711).</p>
<p>(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-800-651-2237 로 전화해서 사용하는 언어를 알려주십시오 (TTY: 711).</p>
<p>(Mandarin) 您需要其它语言吗? 如有需要,请致电 1-800-651-2237, 我们会提供免费翻译服务 (TTY: 711).</p>
<p>(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok 1-800-651-2237 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 711).</p>
<p>(Samoan) E te mana'omia se fesoasoani i se isi gagana? Matou te fesoasoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea 1-800-651-2237 pea e mana'omia se fesoasoani mo se faaliliu upu. (TTY: 711).</p>
<p>(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al 1-800-651-2237 y díganos que idioma habla. (TTY: 711).</p>
<p>(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa 1-800-651-2237 para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: 711).</p>
<p>(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he 1-800-651-2237 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: 711).</p>
<p>(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-800-651-2237 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 711).</p>
<p>(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa 1-800-651-2237 aron magpahibalo kung unsa ang imong sinulti-han. (TTY: 711).</p>