

Protect your newborn with vaccinations

For nine months, keeping a baby safe from flu germs is easy. Inside the mom's belly, the baby is protected and can't catch the flu from people coughing at the store or from family members who haven't washed their hands. The baby can't even catch it from the mom!

But once the baby is born, things change. In the first six months, before the baby can get a flu shot, he or she can catch the flu from the air, surfaces, or from people who visit and bring germs along with their gifts and hugs.

That's why it's important for new parents to "cocoon" their babies. This means making sure everyone around the baby gets their vaccines for whooping cough, flu, COVID-19, and other preventable diseases. By doing this, you create a safe bubble around the baby that protects , protecting them from serious illness.

To learn more about the flu vaccine, TDAP vaccine (to prevent whooping cough), and other important shots, visit: <https://healthy.kaiserpermanente.org/health-wellness/healtharticle.immunizations>

Med-QUEST Healthcare Advisory Committee

The Med-QUEST Healthcare Advisory Committee (MHAC) is a group required by the federal government. They meet often to talk with Med-QUEST Division (MQD) members, MQD healthcare providers, and MQD stakeholders about how to plan, deliver, and assess healthcare services given by MQD. The public is welcome to join these meetings, either in-person or online. Here are the meeting dates for the rest of 2025:

- Wednesday, June 18
- Wednesday, August 20
- Wednesday, October 15
- Wednesday, December 10

You can also share your thoughts by emailing MHACcomments@dhs.hawaii.gov or mailing them to Med-QUEST Division, Attn: MHAC, P.O. Box 700190, Kapolei, HI, 96709.

For more information, click link here: <https://medquest.hawaii.gov/en/about/Med-QUESTHealthcareAdvisoryCommittee.html>

Kailua Clinic lunch hour change

The Kaiser Permanente Kailua Clinic now closes for lunch daily from noon to 1 p.m. The clinic's hours are Monday through Friday, 8 a.m. to 5 p.m. The clinic is closed on weekends and holidays.

The clinic's pharmacy is open weekdays from 8:30 a.m. to 5 p.m. and closed for lunch from noon to 1 p.m. Lab services are available weekdays from 8 a.m. to 5 p.m. The lab is closed for lunch from noon to 1:30 p.m. If you need pharmacy or lab services during Kailua Clinic's closure time, please visit our Koolau Medical Office at 45-602 Kamehameha Highway in Kaneohe (96744). View our locations and hours at kp.org/locations

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](https://kp.org/getcare) online or use the [Kaiser Permanente app](https://kp.org/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** (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 or less favorably because of:

- Race
- Color
- National Origin (including limited English proficiency and primary language)
- Age
- Disability
- 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, braille, 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 Permanente Civil Rights Coordinator is available to help you.

This notice is available at [Noticehttps://healthy.kaiserpermanente.org/hawaii/language-assistance/nondiscrimination-notice/medicaid](https://healthy.kaiserpermanente.org/hawaii/language-assistance/nondiscrimination-notice/medicaid)

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? Language assistance services including appropriate auxiliary aids and services, free of charge, are available to you. Call 1-800-651-2237 to tell us which language you speak. (TTY: 711).</p>
<p>(Cantonese) 您需要其他语言帮助吗？我们免费为您提供语言援助服务，包括适当的辅助工具和服务。请致电 1-800-651-2237 告知我们您说什么语言。(TTY: 711).</p>
<p>(Chukese) En mi nit aninis non pwan och fosun fonu? Mi kawor aninisin fosun fonu me ekoch pisekin aninis, ese kamo, mi kawor ngonuk. Kekeru 1-800-651-2237 ka ereni kich meni fosun fonu ke kan fos non. (TTY: 711).</p>
<p>(French) Avez-vous besoin d'aide dans une autre langue ? Des services d'assistance linguistique comprenant des aides et services auxiliaires appropriés, gratuits, sont à votre disposition. Appelez le 1-800-651-2237 pour nous dire quelle langue vous parlez. (TTY: 711).</p>
<p>(German) Benötigen Sie Hilfe in einer anderen Sprache? Die Sprachassistenten mit entsprechenden Hilfsmitteln und Dienstleistungen steht Ihnen kostenfrei zur Verfügung. Rufen Sie 1-800-651-2237 an, um uns mitzuteilen, welche Sprache Sie sprechen. (TTY: 711).</p>
<p>(Hawaiian) Loa'a iā 'oe nā lawelawe kōkua 'ōlelo me nā kōkua kōkua a me nā lawelawe me ka uku 'ole. Kāhea 1-800-651-2237 oe ia la kaua a e ha'ina 'oe ia la maua mea 'olelo o na 'aina 'e. (TTY: 711).</p>
<p>(Ilocano) Kasapulam kadi ti tulong iti sabali a pagsasao? Dagiti serbisio a tulong iti pagsasao agraman dagiti maitutop a kanayonan a tulong ken serbisio, a libre, ket mabalin a mausar para kenka. Tawagan ti 1-800-651-2237 tapno maibagam kadakami no ania a pagsasao ti pagsasaom. (TTY: 711).</p>
<p>(Japanese) 他の言語でのサポートが必要ですか？適切な補助機器やサービスを含む言語支援サービスが無料で提供されます。1-800-651-2237 にお電話いただき、使用される言語をお知らせください。(TTY: 711)。</p>
<p>(Korean) 다른 언어로 도움이 필요하신가요? 언어 지원 서비스는 필요에 따라 보조 기기 및 서비스를 포함하여 무료로 제공됩니다. 도움이 필요한 언어를 알려주시려면 1-800-651-2237 로 전화해 주세요. (TTY: 711) .</p>
<p>(Mandarin) 您需要其他語言的幫助嗎？您可獲得免費語言協助服務，包括適當的輔助器材和服務。致電 1-800-651-2237 告訴我們您說哪種語言。(TTY: 711).</p>
<p>(Marshallese) Kwōj ke aikuj jipañ ilo kajin ko jet? Ro rej ropajikin jipañ eok ikijien kajin im jerbal ko jet repojakin jerbal ippam ilo ejjelok oñaer. Kūr tok 1-800-651-2237 ñan kaaroñ tok kōm kōn kajin eo am. (TTY: 711).</p>
<p>(Samoan) O lo'o e mana'omia se fesoasoani i se isi gagana? O auaunaga fesoasoani i le gagana, e aofia ai meafaigaluega talafeagai ma auaunaga, e leai ni totogi, o lo'o avanoa mo oe. Fa'amalie atu i le 1-800-651-2237 ma ta'u mai i matou le gagana e te tautala ai. (TTY: 711).</p>
<p>(Spanish) ¿Necesita ayuda en otro idioma? Tiene a su disposición servicios de asistencia lingüística que incluyen ayudas y servicios auxiliares adecuados y gratuitos. Llame al 1-800-651-2237 para que nos indique el idioma que habla. (TTY: 711).</p>
<p>(Tagalog) Kailangan mo ba ng tulong sa ibang wika? Available sa iyo ang mga serbisyo ng tulong sa wika kabilang ang mga naaangkop na karagdagang tulong at serbisyo, nang walang bayad. Tumawag sa 1-800-651-2237 para sabihin sa amin kung aling wika ang sinasalita mo. (TTY: 711).</p>
<p>(Tongan) 'Oku ke toe fiema'u ha tokoni 'i ha lea kehe? 'Oku 'i ai ha sevesi tokoni fakatonu lea pea mo ha naunau me'a fanongo, 'oku ta'etotongi, mo faingamalie kiate koe. Taa 1-800-651-2237 pea talamai 'a e lea 'oku ke faka'aonga'i. (TTY: 711).</p>

(Vietnamese) Bạn có cần trợ giúp bằng ngôn ngữ khác không? Bạn có thể sử dụng các dịch vụ hỗ trợ ngôn ngữ miễn phí, bao gồm các dịch vụ và phương tiện hỗ trợ phù hợp. Xin gọi **1-800-651-2237** để cho chúng tôi biết ngôn ngữ bạn nói. (TTY: **711**).

(Visayan) Nanginahanglan ka ba og tabang sa laing pinulongan? Ang mga serbisyo sa tabang sa pinulongan lakip ang angay nga mga auxiliary nga mga himan ug serbisyo, libre, anaa kanimo. Tawag sa **1-800-651-2237** aron isulti kanamo kung unsang pinulongan ang imong ginasulti. (TTY: **711**).