

Get care around the clock

Have a health need that can't wait? You have options to get care, day or night.

- **24/7 phone advice:** Talk with a registered nurse anytime. Call toll-free **1-833-833-3333** (TTY **711**) for things like medical and mental health questions, help choosing the right care, and self-care advice.
- **Get Care Now:** 24/7 virtual care by video or phone with a clinician.¹ No appointment needed. Good for things like coughs, cold, or flu. Also, urinary tract infections and pink eye.
- **E-visit:** Fill out an online questionnaire. Get advice or treatment within 24 hours. Good for things like urinary tract infections, diarrhea, cold symptoms, insomnia, and anxiety.
- **Urgent care:** See a clinician in person.² Urgent care is available at our Honolulu, West Oahu Medical Office, and Maui Lani locations. Please call **1-833-833-3333** (TTY **711**) before you go. Visit for things like minor sprains, cuts and wounds. Also, fever, vomiting, and earaches.

Don't know where to go for care? Learn more about virtual, urgent, and after-hours care at kp.org/knowbeforeyougohawaii.

¹When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state.

²An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

Protect yourself with seasonal vaccines

With fall and winter coming, more people will get sick with breathing illnesses. It's important to get your flu shot and COVID-19 vaccine this year, even if you got them before. Staying up to date with your vaccines is the best way to protect yourself from getting very sick or needing to go to the hospital. Get your vaccines soon, so you can stay healthy during the holidays.

- **Flu:** Getting a no-cost flu shot is the best way to protect yourself and your family this flu season.
- **COVID-19:** Getting this year's COVID-19 vaccine helps keep you safe from serious illness.

The schedule varies slightly by location and is subject to change. Appointments are required at some locations. For details, visit kp.org/flu or kp.org/covidvaccine before your visit.

Locations	Days	Hours
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Honolulu, Hawaii Kai, Kahuku, Koolau, Mapunapuna, Moanalua, Waipio, West Oahu, Lahaina	Monday through Friday	8:30 a.m. to 4:30 p.m., except for lunch hour
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Get \$50 for your child's primary care provider visit!

Until June 30, 2027, QUEST (Medicaid) parents can get a \$50 Visa/Mastercard for each child under 18 who goes to a yearly check-up called a well-child visit. The child doesn't need to be in QUEST—only the parent does.

These well-child visits help keep your child healthy. They include things like exams, shots, and tests, and you don't have to pay extra. The primary care provider will check how your child is growing and ask questions about their health and behavior. They'll also tell you when to come back for the next visit.

To make an appointment, go to kp.org. To learn how to get your \$50, visit: [medquest.hawaii.gov/en/members-applicants/already-covered/Hawaii CWIP.html](https://medquest.hawaii.gov/en/members-applicants/already-covered/Hawaii_CWIP.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

(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).
(Cantonese) 您需要其他語言幫助嗎？我們免費為您提供語言援助服務，包括適當的輔助工具和服务。請致電 1-800-651-2237 告知我們您說什麼語言。(TTY: 711).
(Chuukese) 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).
(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).
(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).
(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).
(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).
(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)。
(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) .
(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务。致電 1-800-651-2237 告訴我們您說哪種語言。(TTY:711).
(Marshallese) Kwōj ke aikuj jipañ ilo kajin ko jet? Ro rej ropajikin jipañ eok ikijien kajin im jermal ko jet repojakin jermal ippam ilo ejjelok on̄aer. Kūr tok 1-800-651-2237 ñan kaaroñ tok kōm kōn kajin eo am̄. (TTY: 711).
(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 tofogi, 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).
(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).
(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).
(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).
(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).