

# Your Guidebook

to Kaiser Permanente Services





# Register on kp.org

As a Kaiser Permanente member, **kp.org** is your connection to great health and great care. When you register, you can securely access many timesaving tools and resources to help you manage your health and keep you feeling great.

## Manage your care at kp.org

Visit **kp.org** anytime, from anywhere, to:\*

- View most lab results.
- Refill most prescriptions.
- Email your doctor with nonurgent questions.
- Schedule and cancel routine appointments.
- Print vaccination records for school, sports, and camp.
- Manage a family member's health care.†



### REGISTERING IS VERY EASY.

Go to **kp.org/registernow** from a computer (not a mobile device) and follow the sign-on instructions. You'll need your medical record number, which you can find on your member ID card.

## Get inspired at kp.org

Your **kp.org** membership also gives you access to many tools and tips for healthy living as well as recipes and articles on a wide range of health topics.

## Download the Kaiser Permanente app

Once you've registered, you can download the Kaiser Permanente app to your smartphone.

- From your smartphone, go to the App Store<sup>SM</sup> (iOS) or Google Play<sup>TM</sup> (Android<sup>TM</sup>).‡
- Search for the Kaiser Permanente app, then download it for your smartphone.
- Use your **kp.org** user ID and password to activate the app, and you'll be ready to go!

\*These features are available when you get care at Kaiser Permanente facilities.

†Due to privacy laws, certain features may not be available if they're being accessed on behalf of a child younger than 18. Your child's physician may also be prevented from giving you certain information without your child's consent.

‡Apple is a trademark of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.

# The right choice for your health

Great care and resources to live healthier are at your fingertips. Check out everything that comes with your health plan, and find out how to get what you need when you need it.

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## A healthy partnership

See how easy healthy can be. Choose your own personal doctor and work with a care team that puts you at the center of everything they do. See more on page 252.



## Locations near you

With so many locations to choose from, you can easily find one that's convenient for you. Close to home? Near work or your child's school? It's up to you. See the facility directory, starting on page 1.



## Great care, great results

Get the care you need to get and stay healthy. Whether it's time for a preventive screening or you need care for a serious condition, we're here for you. See more on page 253.



## Healthy resources

Take advantage of a wide range of convenient tools to help you stay well – from health classes\* at our locations to personal support from a wellness coach. See more on page 259.



## Care the way you want it

Choose how, when, and where to get care for you and your family. You can get and manage your care online, by phone, at our facilities, and more. See more on page 253.



## Support around the globe

Whether you're traveling in the U.S. or abroad, you can get help 24/7 anytime, anywhere by going online or calling our Away from Home Travel line. See more on page 254.



## Right care, right time

Connect to care quickly and easily. Our advice nurses can help you 24/7. And you can schedule most routine appointments online or by phone. See more on page 253.



## Prescriptions made easy

Fill your prescriptions at one of our pharmacies, conveniently located in our medical centers and some of our medical offices. Refill by phone or online, and even get most refills mailed to you. See more on page 256.

\*Classes may vary by location and some may have a fee.

# Welcome to your Kaiser Permanente Guidebook

Welcome to your go-to source for facility information, health resources, and more. Being at the center of your health care starts with taking advantage of all that Kaiser Permanente has to offer. Read on to see what this book has in store for you.

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The information in *Your Guidebook to Kaiser Permanente Services* is updated from time to time and is current as of May 2016. Plan hospitals, Plan physicians, and other Plan providers, and the services available at Plan facilities, are subject to change at any time without notice. If you have questions about *Your Guidebook*, please call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY), 24 hours a day, 7 days a week (closed holidays). Or visit **kp.org/facilities** for the latest updated information.



# Baldwin Park, Downey, and South Bay

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

## Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

- English..... **1-800-464-4000**
- Spanish..... **1-800-788-0616**
- Chinese dialects ..... **1-800-757-7585**
- TTY..... **711**

## Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

- Information ..... **1-888-956-1616**
- Website ..... **kp.org/finddoctors**

## TTY for the Hearing or Speech Impaired

- Appts./Info. .... **1-800-800-7990**
- California Relay Service..... **711**



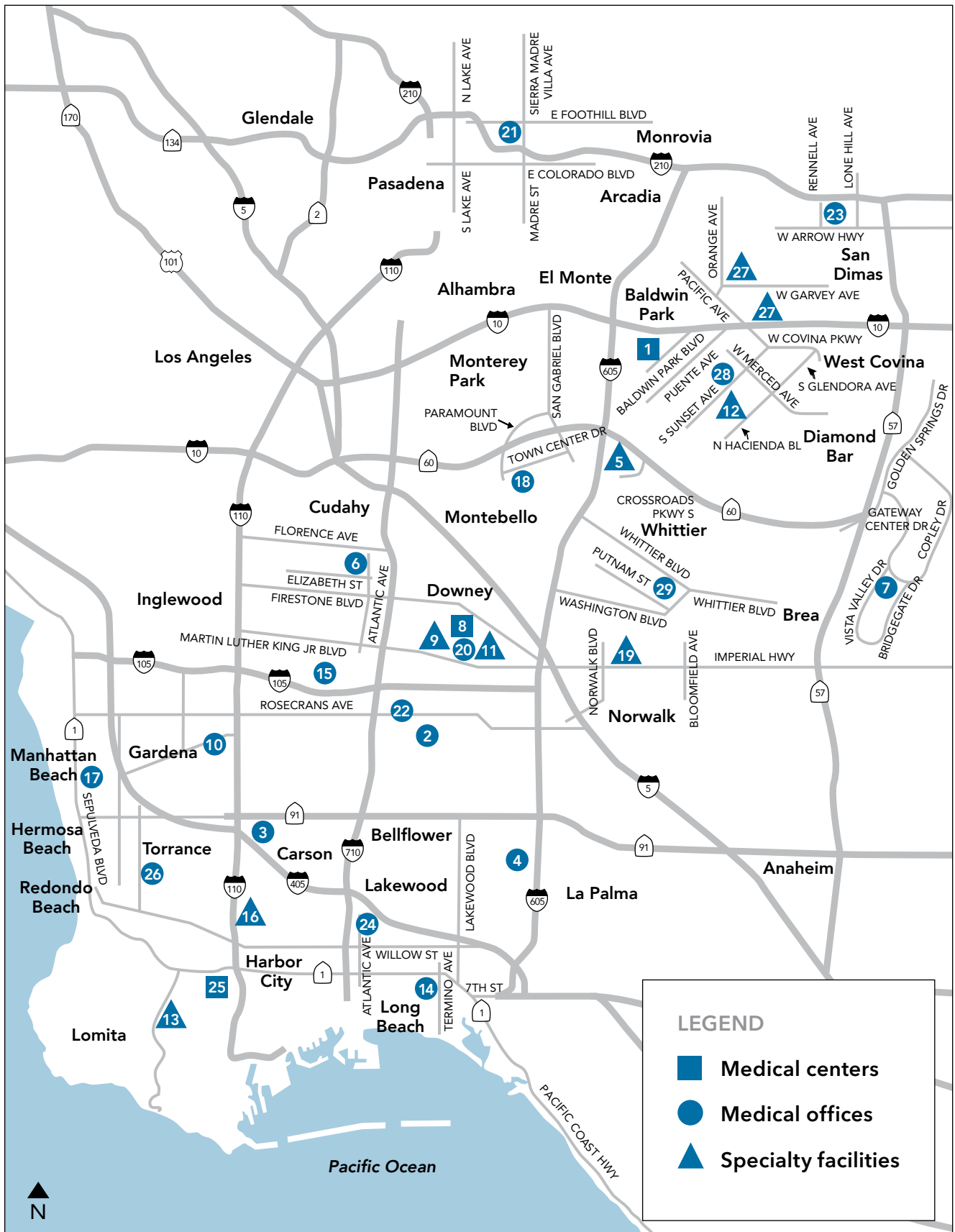
## CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App Store<sup>SM</sup> or Google Play®.



Apple and iPhone are trademarks of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.

# Baldwin Park, Downey, and South Bay Area



Map not to scale

# Area Locations

- 1 Baldwin Park Medical Center** .....6  
**Emergency Urgent Care**  
 1011 Baldwin Park Blvd.  
 Baldwin Park, CA 91706  
 DHCS survey results: Limited and medical equipment access (E, EB, IB, R, T)
- 2 Bellflower Medical Offices** ..... 11  
 9400 E. Rosecrans Ave.  
 Bellflower, CA 90706  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 3 Carson Medical Offices** ..... 13  
 18600 South Figueroa St.  
 Gardena, CA 90248  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 4 Cerritos Medical Offices** ..... 14  
 10820 183rd St.  
 Cerritos, CA 90703  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 5 Crossroads Medical Offices** ..... 15  
 12801 Crossroads Pkwy. South City of Industry, CA 91746  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 6 Cudahy Medical Offices** ..... 16  
 7825 Atlantic Ave.  
 Cudahy, CA 90201  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 7 Diamond Bar Medical Offices** ..... 17  
 1336 Bridgeway Dr.  
 Diamond Bar, CA 91765  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 8 Downey Medical Center** ..... 18  
**Emergency Urgent Care**  
 9333 E. Imperial Hwy.  
 Downey, CA 90242  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 9 Garden Medical Offices** ..... 20  
 9353 E. Imperial Hwy.  
 Downey, CA 90242  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | See page 293 for further explanation of abbreviations.

- **10 Gardena Medical Offices** ..... 21  
 15446 S. Western Ave.  
 Gardena, CA 90249  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- ▲ **11 Imperial Satellite Offices** ..... 22  
 12200 Bellflower Blvd.  
 Downey, CA 90242
  
- ▲ **12 La Puente Peritoneal Dialysis Unit** ..... 22  
 1813 N. Hacienda Blvd.  
 La Puente, CA 91744  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- ▲ **13 Lomita Medical Offices** ..... 23  
 2081 Palos Verdes Dr. North  
 Lomita, CA 90717  
 ♿ DHCS survey results: Basic access (P, E, EB, IB, R, T)
  
- **14 Long Beach Medical Offices** ..... 23  
 3900 E. Pacific Coast Hwy.  
 Long Beach, CA 90804  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- **15 Lynwood Medical Offices** ..... 24  
 3830 Martin Luther King Jr. Blvd.  
 Lynwood, CA 90262  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- ▲ **16 Main Street Health Education Pavilion** ..... 24  
 23621 Main St.  
 23701 Main St.  
 Carson, CA 90745  
 ♿ DHCS survey results: 23621 Main St., limited access (P, E, EB, IB, R)
  
- **17 Manhattan Beach Medical Offices** ..... 25  
 400 S. Sepulveda Blvd.  
 Manhattan Beach, CA 90266
  
- **18 Montebello Medical Offices** ..... 26  
 1550 Town Center Dr.  
 Montebello, CA 90640  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- ▲ **19 Norwalk Medical Offices** ..... 26  
 12501 E. Imperial Hwy.  
 4th Floor, Ste. 400  
 Norwalk, CA 90650  
 ♿ DHCS survey results: Basic access (P, E, EB, IB, R, T)
  
- **20 Orchard Medical Offices Urgent Care** ..... 27  
 9449 E. Imperial Hwy.  
 Downey, CA 90242  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

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**P** = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building  
**R** = Restroom | **T** = Exam Table/Scale | **See page 293 for further explanation of abbreviations.**



● 21 **Pasadena Medical Offices** ..... 30

**Urgent Care**  
 3280 E. Foothill Blvd.  
 Pasadena, CA 91107  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

● 22 **Rosecrans Medical Offices** ..... 31

9333 E. Rosecrans Ave.  
 Bellflower, CA 90706  
 ♿ DHCS survey results: Limited and medical equipment access (E, EB, R, T)

● 23 **San Dimas Medical Offices** ..... 31

1255 W. Arrow Hwy.  
 San Dimas, CA 91773  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

● 24 **Signal Hill Medical Offices** ..... 32

845 E. Willow St.  
 Signal Hill, CA 90755  
*Scheduled to open summer 2016.*

■ 25 **South Bay Medical Center** ..... 33

**Emergency Urgent Care**  
 25825 S. Vermont Ave.  
 Harbor City, CA 90710  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

● 26 **Torrance Medical Offices** ..... 39

20790 Madrona Ave.  
 Torrance, CA 90503  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

▲ 27 **West Covina Behavioral Health Offices** ..... 40

1502 W. Covina Pkwy.  
 1511 W. Garvey Ave. North  
 1539 W. Garvey Ave. North  
 West Covina, CA 91790  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

● 28 **West Covina Medical Offices** ..... 40

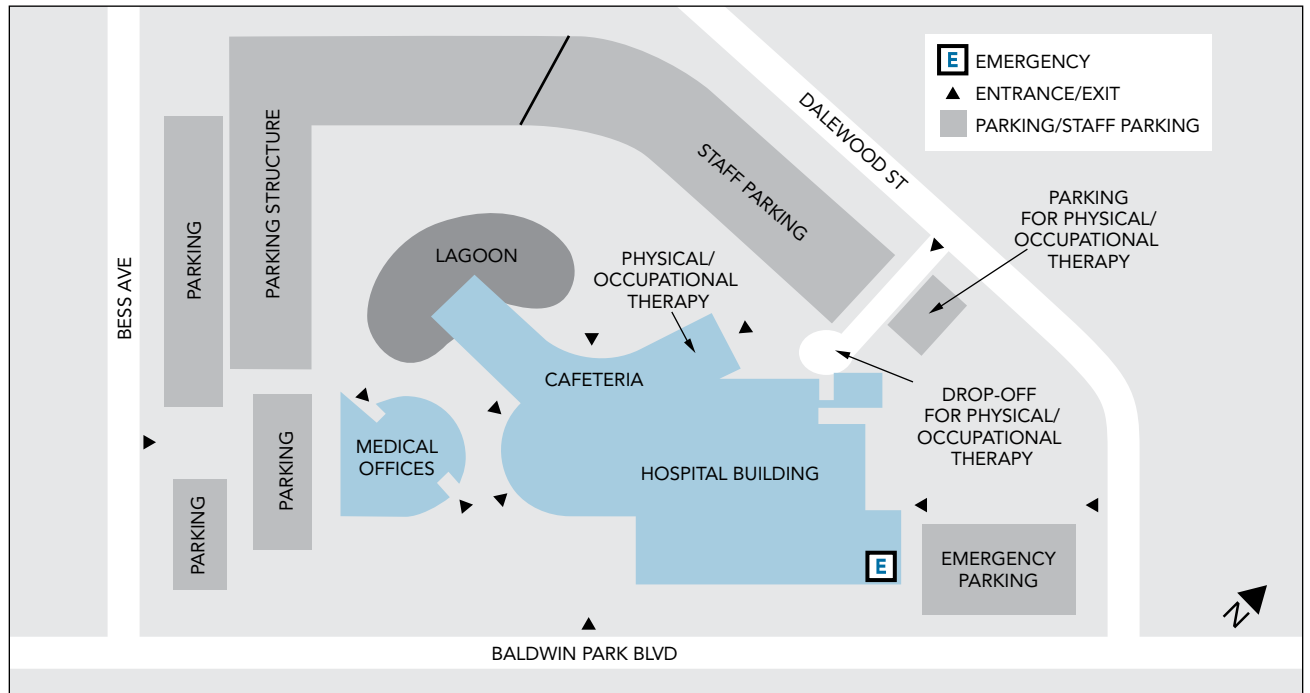
1249 S. Sunset Ave.  
 West Covina, CA 91790  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

● 29 **Whittier Medical Offices** ..... 41

12470 E. Whittier Blvd.  
 Whittier, CA 90602  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

# Location Details

## Baldwin Park Medical Center (hospital and medical offices)



Map not to scale

### 1

## Baldwin Park Medical Center

Hospital and Medical Offices  
 1011 Baldwin Park Blvd.  
 Baldwin Park, CA 91706  
[kp.org/baldwinpark](http://kp.org/baldwinpark)

- **Emergency**  
Hospital Building, 1st Floor
- **Urgent Care**  
Hospital Building,  
1st Floor, across from cafeteria

### Mandarin Chinese Appointment Line

**Hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Cancel..... **1-888-886-1398**

### Emergency

Hospital Building, 1st Floor  
**Hours:** 7 days, 24 hours

### Information

Operator..... **626-851-1011**

**Poison Control** ..... **1-800-222-1222**

### Appointments

**Hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Cancel..... **1-800-780-1277**  
 After-hours, weekends, and holidays,  
 use **kp.org** or self-service option  
 when you call.

### Advice Nurse

Advice  
 (M-F, 7 a.m.-7 p.m.) ..... **1-800-780-1277**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Anesthesiology** *By referral only*

**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Information ..... **626-851-7290**

**Audiology/Speech Pathology**

*Self-referrals accepted*  
 Hospital Building, Audiology Department  
 3rd Floor, Room 330  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Msgs. .... **626-851-6100**  
 After 5 p.m./Weekend  
 messages only ..... **1-800-780-1277**

**Breastfeeding Clinic** *By appointment only*

**Hours:** M-F, 9 a.m.-4 p.m.;  
 Sa, Su, 9 a.m.-noon  
 Appts./Cancel/Msgs. .... **626-851-6013**

- **Breastfeeding support group**  
*Walk-in; bring baby*  
 Medical Offices, Lactation Room  
 (next to Conference Room 2A)  
**Hours:** Second Wednesday of the month,  
 11 a.m.-12:30 p.m.

**Cafeteria**

**Hours:** 7 days, 7 a.m.-3 p.m. and 4-7 p.m.

**Cardiology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Info./Msgs. .... **1-800-780-1277**

**Care Guidance Center**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **626-851-7046**  
 Case management services for Medicare  
 Special Needs Program members.

**Complete Care Clinic**

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Information ..... **626-851-6681**  
 Sponsored by Population Care Management.  
 For members 18 and older with elevated  
 blood pressure or hypertension.

**Decedent Affairs**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **626-851-5954**

**Depression Care Management Clinic**

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 24-hours help line ..... **1-800-900-3277**  
 Information ..... **626-813-2240**  
 Sponsored by Population Care Management.  
 For members 18 and older.

**Durable Medical Equipment/  
 Prosthetics and Orthotics**

**Phone hours:** M-F, 8:30 a.m.-6 p.m.;  
 Sa, 8:30 a.m.-5 p.m.  
 Information ..... **1-855-80KPDME**  
 (1-855-805-7363)

**Endocrinology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice./Info./Msgs. .... **1-800-780-1277**  
 Appts./Cancel ..... **626-851-5981**

**Family Medicine**

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-800-780-1277**

**Gastroenterology (GI)** *By referral only*

**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-4:30 p.m.  
 Appts. Clinic/Procedures ..... **626-851-6486**  
 Advice Nurse available ..... **1-888-KPONCALL**  
 (1-888-576-6225)

**General Surgery**

See Surgery (General).

**Genetics** *Referral preferred*

**Hours:** M-F, 9 a.m.-5 p.m.  
 Appts./Info./Cancel/Msgs. .... **626-851-5920**

**Gift Shop**

Hospital Building, lobby  
**Hours:** M-F, 9:30 a.m.-7 p.m.;  
 Sa, Su, 10 a.m.-4 p.m.  
 Information ..... **626-851-5065**

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**Head and Neck Surgery** *By referral only*

Hospital Building, 3rd Floor, Room 330

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **626-851-6100**

After 5 p.m./Weekend

messages only ..... **1-800-780-1277**

**Health Education**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **626-851-5820**

**Healthy Bones Care Management Clinic**

**Hours:** M-F, 10 a.m.-6 p.m.

Information ..... **626-851-6991**

Sponsored by Population Care Management.

For women 65 and older and men 70

and older.

**HearUSA/HEARx West Hearing Care Centers**

**Hours:** M-F, 9 a.m.-5 p.m.; after-hours  
and weekends, by appointment only

▪ **Claremont**

554 E. Baseline Rd.

Claremont, CA 91711

Information..... **909-626-4617**

▪ **Pasadena**

3655 E. Foothill Blvd.

Pasadena, CA 91107

Information..... **626-351-0175**

**Hematology/Oncology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Info./Msgs. .... **1-800-780-1277**

**Home Health Care/Hospice/Palliative Care**

1502 West Covina Pkwy., Ste. 2032

West Covina, CA 91790

▪ **Home Health Care**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information..... **626-480-5177**

**After-hours:**

M-F, after 5 p.m.; Sa, Su, 24 hours

Information..... **1-888-576-6225**

▪ **Hospice/Palliative Care**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information..... **626-480-5176**

**After-hours:**

M-F, after 5 p.m.; Sa, Su, 24 hours

Information..... **1-888-414-0010**

**Infectious Disease** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Info./Msgs. .... **1-800-780-1277**

**Infusion Center**

**Hours:** M-F, 8 a.m.-8 p.m.

Appts./Cancel ..... **626-851-6034**

Messages ..... **1-800-780-1277**

**Inpatient Medical Records/  
Medical Correspondence/Disability**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **626-851-7304**

**Inpatient Quality Department**

▪ **Inpatient discharge planning**

**Hours:** M-F, 8 a.m.-5:30 p.m.

Information..... **626-851-7047**

After-hours ..... **626-851-7818**

▪ **Inpatient palliative care  
and hospice consultation**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information..... **626-851-7984**

Messages..... **626-851-7055**

**Internal Medicine**

**Hours:** M-F, 7 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-780-1277**

**Laboratory**

▪ **Medical Offices Laboratory**

**Hours:** M-F, 7:30 a.m.-4 p.m.

Lab appts./Cancel..... **626-851-5029**

Walk-ins accepted at the Baldwin Park  
laboratory located on the 1st floor of  
the hospital building.



- **Hospital Building Laboratory**  
**Hours:** M-F, 6:30 a.m.-10 p.m.;  
 Sa, 6 a.m.-10 p.m.; Su, 7:30 a.m.-10 p.m.;  
 all major holidays, 7:30 a.m.-10 p.m.  
 Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
 or check lab results online at [kp.org](http://kp.org).

**Long-Term Care** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **626-851-7037**  
 Care to members in skilled and custodial  
 nursing facilities.

- **Assisted Living MD Rounding**  
 Information..... **626-851-7037**  
 Care to members in assisted living/  
 retirement homes.

**Mammography**  
 Medical Offices  
**Hours:** M-F, 7:30 a.m.-6 p.m.;  
 Sa, 8 a.m.-4 p.m.  
 Appts./Cancel..... **626-851-5130**

**Member Services Office**  
**Office hours:** M-F, 9 a.m.-5 p.m.  
 ▪ **Member Service Contact Center**  
**Phone hours:** 7 days, 24 hours  
 (closed holidays)  
 English..... **1-800-464-4000**  
 Spanish..... **1-800-788-0616**  
 Chinese dialects..... **1-800-757-7585**  
 TTY ..... **711**

**Mohs/Dermatology Services** *By referral only*  
 Microscopic skin cancer surgery  
**Hours:** M-F, 9 a.m.-5 p.m.  
 Appointments..... **626-851-6100**  
 Cancel/Msgs. .... **1-800-780-1277**

**Nephrology** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice/Info./Msgs. .... **1-800-780-1277**  
 Appts./Cancel..... **626-851-5981**

**Neurology** *By referral only*  
**Hours:** M-F, 7 a.m.-5 p.m.  
 Appts./Cancel/Info. .... **626-851-6090**  
 Messages ..... **1-800-780-1277**

**Nuclear Medicine** *By referral only*  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Appts./Cancel/Info. .... **626-851-5130**

**Nutrition** *By referral only*  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **626-851-7021**

**Obstetrics-Gynecology**  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Advice ..... **626-851-6900**  
 Appts./Cancel/Msgs. .... **1-800-780-1277**

**Oncology**  
 See Hematology/Oncology.

**Ophthalmology/Optical Center/Optometry**  
 See Vision Essentials by Kaiser Permanente.

**Orthopedics** *By referral only*  
**Hours:** M-F, 7 a.m.-4:30 p.m.  
 Appointments..... **626-851-5256**  
 Messages ..... **1-800-780-1277**

**Pain Management** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Anesthesia ..... **626-851-6979**  
 Physical Medicine..... **626-851-5816**

**Pathology** *By referral only*  
**Hours:** M-F, 8 a.m.-8 p.m.  
 Appts./Cancel..... **626-851-7114**  
 General Info./Msgs. .... **626-851-5938**

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### Pediatrics

**Hours:** M-F, 8:30 a.m.-5 p.m.;

Sa, Su, holidays, 9 a.m.-4:30 p.m.

Advice/ Appts./

Cancel/Msgs. .... **1-800-780-1277**

### Pediatrics Urgent Care hours:

M-F, 5-8:30 p.m.;

Sa, Su, holidays, 9 a.m.-4:30 p.m.

Advice/ Appts. .... **1-800-780-1277**

### Peritoneal Dialysis

See La Puente Peritoneal Dialysis Unit  
on page 22.

### Pharmacies

Mail-order Pharmacy ..... **1-866-206-2984**

Online refills ..... [kp.org/refill](http://kp.org/refill)

#### ▪ 1st Floor Hospital Pharmacy

**Hours:** 7 days, 24 hours

Info./Refills by phone ..... **1-866-319-4249**

#### ▪ 2nd Floor Hospital Pharmacy

**Hours:** M-F, 9 a.m.-5 p.m.

Info./Refills by phone ..... **1-866-319-4264**

#### ▪ Family Medicine Pharmacy

Medical Office Building

**Hours:** M-F, 9 a.m.-10 p.m.;

Sa, 9 a.m.-5 p.m.

Info./Refills by phone ..... **1-866-319-4265**

### Physical and Occupational Therapy

*By referral only*

**Hours:** M-Sa, 7:30 a.m.-6 p.m.

Appointments ..... **626-851-2233**

### Physical Medicine *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **626-851-5572**

### Podiatry *By referral only*

(Check-in at the Orthopedics Department)

**Hours:** M-F, 7 a.m.-4:30 p.m.

Appointments ..... **626-851-5235**

Messages ..... **1-800-780-1277**

### Population Care Management

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **626-851-5744**

For members with specific chronic diseases,  
to promote care and improve quality of  
life through care/case management.

### Pulmonology *By referral only*

**Hours:** M-F, 8:30 a.m.-12:30 p.m.

and 1:30-4:30 p.m.

Appts. Clinic/Procedures ..... **626-851-6486**

Advice Nurse available ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Pulmonary Function Testing (PFT)

*By referral only*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info. .... **626-851-7249**

### Radiology/Diagnostic Imaging

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel ..... **626-851-5130**

Mammography services are located in  
the Medical Offices.

### Revenue Cycle Operations

Admitting Department ..... **626-851-7098**

Financial Counseling (M-F, 8 a.m.-6 p.m.;

Sa, Su, 8 a.m.-4:30 p.m.) ..... **626-851-7400**

Financial Counseling

(After-hours) ..... **626-851-7946**

Information Desk

(M-F, 8 a.m.-6 p.m.) ..... **626-851-5448**

Medical Financial

Assistance Hotline ..... **626-851-7400**

Refund Hotline ..... **626-851-7400**

### Social Services

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **626-851-7042**

### Surgery (General) *By referral only*

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts/Cancel/Msgs. .... **626-851-5960**

### Transportation

Inpatient ..... **626-851-7783**

## Urgent Care

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-800-780-1277**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(1-888-576-6225)

### ▪ Weekdays

Hospital Building, 1st Floor

**Office hours:** M-F, 8:30 a.m.-9 p.m.

**Nurse visit hours:** M-F, 8:30 a.m.-7 p.m.

### ▪ Weekend/Holidays

Hospital Building, 1st Floor

**Office hours:**

Sa, Su, holidays, 8:30 a.m.-8 p.m.

**Nurse visit hours:**

Sa, Su, holidays, 8:30 a.m.-6 p.m.

## Urology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **626-851-6381**

## Vascular Surgery *By referral only*

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **626-851-5800**

## Vision Essentials by Kaiser Permanente

### ▪ Ophthalmology *By referral only*

**Hours:** M-F, 7 a.m.-4:30 p.m.

Appts./Cancel/Msgs.

(M-F, 8:30 a.m.-4:30 p.m.) ... **626-851-6107**

Advice nurse

(M-F, 8:30 a.m.-4:30 p.m.) .. **626-851-6462**

After-hours advice ..... **1-888-KPONCALL**  
(1-888-576-6225)

### ▪ Optical Center

Eyeglasses, contact lenses

**Hours:** M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-6 p.m.; Sa, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **1-800-780-1277**

Contact lenses..... **626-851-5048**

Information..... **626-851-5048**

Website..... **kp2020.org**

### ▪ Optometry

**Hours:** M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-6 p.m.; Sa, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **1-800-780-1277**

## Volunteer Services

Medical Office Building, 1st Floor

**Hours:** M-F, 9 a.m.-4:30 p.m.

For information and

to become a volunteer ..... **626-851-6444**  
or **626-851-6745**

## ● 2

## Bellflower Medical Offices

9400 E. Rosecrans Ave.

Bellflower, CA 90706

**kp.org/downey**

## Advanced Care Center *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **562-461-5900**

## Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(1-888-576-6225)

## Breastfeeding Clinic *By appointment only*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Lactation feeding/

breastfeeding hotline..... **562-461-6614**

## Diabetic Foot Care Center/Podiatry

*By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **562-461-6700**

## Family Medicine

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.

(Nurse visit hours

closed M-F, noon-1:30 p.m.)

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-823-4040**

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### General Surgery

See Surgery (General).

### Hearing

See HearUSA/HEARx West Hearing Care Centers.

### HearUSA/HEARx West Hearing Care Centers

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

- **Bellflower**  
14359 Clark Ave.  
Bellflower, CA 90706  
Information.....**562-804-3119**
- **Whittier**  
13512 Whittier Blvd.  
Whittier, CA 90605  
Information.....**562-693-6106**

### Hematology/Oncology *By referral only*

1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. ....**562-461-4611**

### Infusion Center

**Hours:** M-F, 8 a.m.-5:30 p.m.

Appts./Cancel/Msgs. ....**562-461-4542**

### Laboratory

**Hours:** M-F, 7 a.m.-6 p.m.

Information .....**562-461-4967**

Results.....**1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

### Lactation Center *By appointment only*

**Hours:** M-F, 8:30 a.m.-noon and 1:30-4 p.m.

Information .....**562-461-6614**

### Long-Term Care

See Imperial Satellite Offices.

### Medical Correspondence/

### Release of Information

Basement

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 9 a.m.-4 p.m.

Information .....**562-461-4111**

Email.....**dnyroi@kp.org**

Office and phone hours will open at 10 a.m. on the last Wednesday of each month.

### Member Services Office

**Office hours:** M-F, 9 a.m.-5 p.m.

#### ▪ Member Service Contact Center

**Phone hours:** 7 days, 24 hours

(closed holidays)

English.....**1-800-464-4000**

Spanish.....**1-800-788-0616**

Chinese dialects .....**1-800-757-7585**

TTY .....**711**

### Nephrology

See Orchard Medical Offices.

### Obstetrics-Gynecology

See Orchard Medical Offices.

### Pediatrics

3rd Floor

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.

and 1:30-4:45 p.m.

#### **Immunization hours (walk-ins):**

M-F, 8:30-11:30 a.m. and 1:30-4:30 p.m.

Walk-ins also available during Extended Care hours (formerly Pediatric Urgent Care).

For your convenience, we also encourage you to email outside immunization records to **kpshots@kp.org**.

#### **Weekday Extended hours (formerly Pediatric Urgent Care):** M-F, 5-8 p.m.

If you are unsure about what kind of care you need, call our Advice Nurse at **1-800-823-4040**.

See Orchard Medical Offices for weekend and holiday Pediatrics Extended hours.

Appts./Cancel/Msgs. ....**1-800-823-4040**



## Pharmacy

Mail-order Pharmacy..... **1-866-206-2986**  
 Online refills..... **kp.org/refill**

### ▪ Outpatient Pharmacy

**Hours:** M-F, 9 a.m.-7 p.m.

Info./Refills by phone..... **1-866-331-9027**

### ▪ Downey 24-hour Discharge Pharmacy

Downey Medical Center  
 9333 Imperial Hwy., 1st Floor  
 Downey, CA 90242

**Hours:** 7 days, 24 hours

Info./Refills by phone..... **1-800-231-1096**

## Podiatry *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **562-461-6700**

## Psychiatry

4th Floor, Module #4400

**Office hours:** M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5 p.m.

**Phone hours:** M-Th, 7 a.m.-6 p.m.;

F, 7 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **562-807-6200**

For adults 25 and older. Children, adolescents, and young adults through age 24, see Norwalk Medical Offices.

### ▪ Behavioral Health Care

#### Member Help Line

**Hours:** 7 days, 24 hours.... **1-800-900-3277**

## Radiology/Diagnostic Imaging

**Office hours:** M-F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Cancel/Msgs. .... **1-800-823-4040**

Call your physician for test results.

## Sleep Clinic *By referral only*

4th Floor

**Hours:** M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **562-461-4665**

## Surgery (General)

See Orchard Medical Offices.

## Urgent Care

See Orchard Medical Offices.

## Vision Essentials by Kaiser Permanente

See Rosecrans Medical Offices.

# 3 Carson Medical Offices

18600 South Figueroa St.

Gardena, CA 90248

**kp.org/southbay**

## Advice Nurse

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-800-780-1230**

## Allergy/Allergy Shots

**Office hours:** M, Th, F, 1:30-4:15 p.m.;

Tu, 8:45-11:15 a.m.; no shots on Wednesday

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

## Dermatology *By referral only*

**Hours:** M-F, 7 a.m.-4:45 p.m.

Appts./Msgs. .... **1-800-780-1230**

## Family Medicine

**Hours:** M, Tu, 8:30 a.m.-6:30 p.m.;

W-F, 8:30 a.m.-5 p.m.; closed holidays

Advice/Appts./Cancel/

Info./Msgs. .... **1-800-780-1230**

## Genetics

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **424-328-2341**

## Gynecology

See Obstetrics-Gynecology.

## Internal Medicine

**Hours:** M, Tu, 8:30 a.m.-6:30 p.m.;

W-F, 8:30 a.m.-5 p.m.; closed holidays

Advice/Appts./Cancel/

Info./Msgs. .... **1-800-780-1230**

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### Laboratory

**Hours:** M-F, 7:30 a.m.-5 p.m.

Information ..... **310-517-2620**

Results (24 hours)..... **1-888-457-8378**  
**(1-888-4KPTEST)**

Call requesting physician for test results  
or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Medical Social Worker *By appointment only*

Appointments..... **424-251-7791**

### Mohs Surgery *By referral only*

Microscopic skin cancer surgery

**Hours:** M-Th, 8:30 a.m.-4:45 p.m.

Appts./Msgs. .... **1-800-780-1230**

### Obstetrics-Gynecology

**Hours:** M-F, 8:30 a.m.-5 p.m.; closed holidays

Appts./Msgs. .... **1-800-780-1230**

### Occupational Health Center (Kaiser On-the-Job®)

**Hours:** M-F, 8:30 a.m.-5:30 p.m.

Appts./Msgs. .... **310-527-5600**

Medical treatment for work-related injuries  
and illnesses.

### Pediatrics

**Hours:** M, W-F, 8:30 a.m.-5 p.m.;

Tu, 8:30 a.m.-6:30 p.m.; closed holidays

Appts./Msgs. .... **1-800-780-1230**

### Pharmacy

**Hours:** M, Tu, 8 a.m.-7 p.m.;

W-F, 8 a.m.-6 p.m.

Refills by phone..... **1-855-878-6408**

Mail-order Pharmacy..... **1-866-206-2986**

Online refills..... **kp.org/refill**

### Radiology/Diagnostic Imaging

#### ▪ Mammography

**Hours:** M, 9:15 a.m.-4:30 p.m.;

Tu-F, 8:45 a.m.-4:30 p.m.

#### ▪ Radiology, X-ray *By referral only*

**Hours:** M-F, 9:30 a.m.-6 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **424-251-7750**

#### ▪ Ultrasound *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **424-251-7750**

### Vision Essentials by Kaiser Permanente

#### ▪ Optical Center

Eyeglasses, contact lenses

**Hours:** M-F, 8 a.m.-6 p.m.

Appts./Msgs. .... **1-800-780-1230**

Eyeglasses/

Optical dispensing ..... **310-527-4950**

#### ▪ Optometry

**Hours:** M-F, 8 a.m.-6 p.m.; closed holidays

Appts./Msgs. .... **1-800-780-1230**

Website..... **kp2020.org**

## ● 4

### Cerritos Medical Offices

10820 183rd St.

Cerritos, CA 90703

**kp.org/downey**

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

**(1-888-576-6225)**

### Gynecology

See Obstetrics-Gynecology.

**Internal Medicine**

**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Cancel/Msgs. .... **1-800-823-4040**

**Laboratory**

**Hours:** M-F, 7 a.m.-5 p.m.  
 Results..... **1-888-4KPTEST**  
 (1-888-457-8378)

Call requesting practitioner for test results or check lab results online at **kp.org**.

**Obstetrics-Gynecology**

**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Cancel/Msgs. .... **1-800-823-4040**

**Pediatrics**

**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Cancel/Msgs. .... **1-800-823-4040**

**Pharmacy**

**Hours:** M-F, 9 a.m.-5 p.m.  
 Info./Refills ..... **1-844-359-6405**  
 Mail-order Pharmacy..... **1-866-206-2986**  
 Online refills..... **kp.org/refill**

**Podiatry** *By referral only*

**Hours:** W, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **562-461-6700**

**Radiology/Diagnostic Imaging**

**X-ray hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
**Mammography hours:**  
 M, Tu, Th, F, 8:30 a.m.-noon and 2-5 p.m.;  
 W, 10 a.m.-1 p.m. and 2-5 p.m.  
**Ultrasound hours:** M-F, 8:30 a.m.-noon  
 and 1-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Cancel/Msgs. .... **1-800-823-4040**  
 Call your physician for test results.

**5**

**Crossroads Medical Offices**

12801 Crossroads Pkwy. South  
 Ste. 100, west entrance  
 City of Industry, CA 91746  
**kp.org/baldwinpark**

**Allergy**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 First-time appts. .... **562-463-4377**  
 Routine appts./Msgs. .... **1-800-780-1277**

**Dermatology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 First-time appts. .... **562-463-4377**  
 Routine appts./Msgs. .... **1-800-780-1277**

**Information**

Operator ..... **562-463-4377**

**Occupational Health Center (Kaiser On-the-Job®)**

Ste. 150  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. .... **562-463-4357**  
 Medical treatment for work-related injuries and illnesses.

**Pharmacy**

**Hours:** M-F, 9 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Info./Refills by phone ..... **1-866-214-7514**  
 Mail-order Pharmacy..... **1-866-206-2984**  
 Online refills..... **kp.org/refill**

**Rheumatology** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
 New patient consults/  
 Appts./Cancel..... **562-463-4377**  
 Routine Appts./Msgs. .... **1-800-780-1277**

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## Cudahy Medical Offices

7825 Atlantic Ave.  
Cudahy, CA 90201  
[kp.org/downey](http://kp.org/downey)

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Diabetes Retinal Screening

**Office hours:** M, 8:30 a.m.-6 p.m.;  
Tu-F, 8:30-11:30 a.m. and 1:30-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Cancel/Msgs. .... **1-800-823-4040**

### Family Medicine

**LVN nurse visits (by appointment only):**  
M-F, 8:30-11:15 a.m. and 1:30-4:15 p.m.  
**RN glucometer and insulin teaching**  
**(by appointment only):** M-F, 8:30-11 a.m.  
and 1:30-3 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-800-823-4040**

### Gynecology

See Obstetrics-Gynecology.

### Laboratory

**Hours:** M, 8:30 a.m.-6:30 p.m.;  
Tu-F, 8:30 a.m.-4:30 p.m.  
Appts./Cancel/Msgs. .... **323-562-6477**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

**Office/Walk-in hours:** M-F, 9 a.m.-12:45 p.m.  
and 2-4:45 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Information ..... **1-800-823-4040**

### Medical Social Worker

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Assistance/Counseling..... **323-562-6472**

### Obstetrics-Gynecology

**LVN nurse visits (by appointment only):**  
M-F, 8:30-11:15 a.m. and 1:30-4:15 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-823-4040**

### Optical Center

See Vision Essentials by Kaiser Permanente.

### Pediatrics

**LVN nurse visits (by appointment only):**  
M-F, 8:30-11:15 a.m. and 1:30-4:15 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-823-4040**

### Pharmacy

**Hours:** M, 8:15 a.m.-6:30 p.m.;  
Tu-F, 8:15 a.m.-4:30 p.m.  
Info./Refills by phone ..... **1-866-340-5613**  
Online refills..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging/X-ray

**Office hours:** M, 10 a.m.-6:15 p.m.;  
Tu-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Information ..... **1-800-823-4040**

## Vision Essentials by Kaiser Permanente

### Optical Center

Eyeglasses, contact lenses

**Hours:** M-F, 8:15 a.m.-5:30 p.m.;

Sa, 7:15 a.m.-3:30 p.m.;

closed second Tuesday of each month, 11:30 a.m.-2:30 p.m.

Appts./Info. .... **562-657-3184**

Website..... **kp2020.org**

## 7

## Diamond Bar Medical Offices

1336 Bridgegate Dr.

Diamond Bar, CA 91765

**kp.org/baldwinpark**

### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-800-780-1277**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Appointments

**Hours:** M-F, 7 a.m.-7 p.m.

Appts./Cancel ..... **1-800-780-1277**

After-hours, Sa, Su, holidays, use **kp.org** or self-service option when you call.

### Family Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-800-780-1277**

### Gynecology

See Obstetrics-Gynecology.

### Laboratory

**Hours:** M-F, 8 a.m.-5 p.m.

Results..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

## Obstetrics-Gynecology

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-800-780-1277**

### Pediatrics

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-800-780-1277**

### Pharmacy

**Hours:** M-F, 9 a.m.-5:30 p.m.

Information ..... **1-866-551-9630**

Mail-order Pharmacy ..... **1-866-206-2984**

Online refills ..... **kp.org/refill**

### Psychiatry

**Hours:** M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-5 p.m.

Appts./Info. .... **626-960-4844**

Emergency appts. .... **626-960-4846**

Crisis intervention; family, group, and individual counseling.

### Behavioral Health Care

**Member Help Line**

7 days, 24 hours..... **1-800-900-3277**

## Radiology/Diagnostic Imaging

**Hours:** M-F, 9 a.m.-12:30 p.m.

and 1:30-4:45 p.m.

Appointments..... **626-851-5130**

### Mammography hours:

M, W, Th, F, 9 a.m.-12:30 p.m.

and 1:30-4:45 p.m.; Tu, 9:30 a.m.-12:30 p.m.

and 1:30-4:45 p.m.

## Vision Essentials by Kaiser Permanente

### Optical Center

Eyeglasses, contact lenses

**Hours:** M-F, 8:30 a.m.-5 p.m.

Contact lenses..... **909-468-5930**

Information..... **909-468-5930**

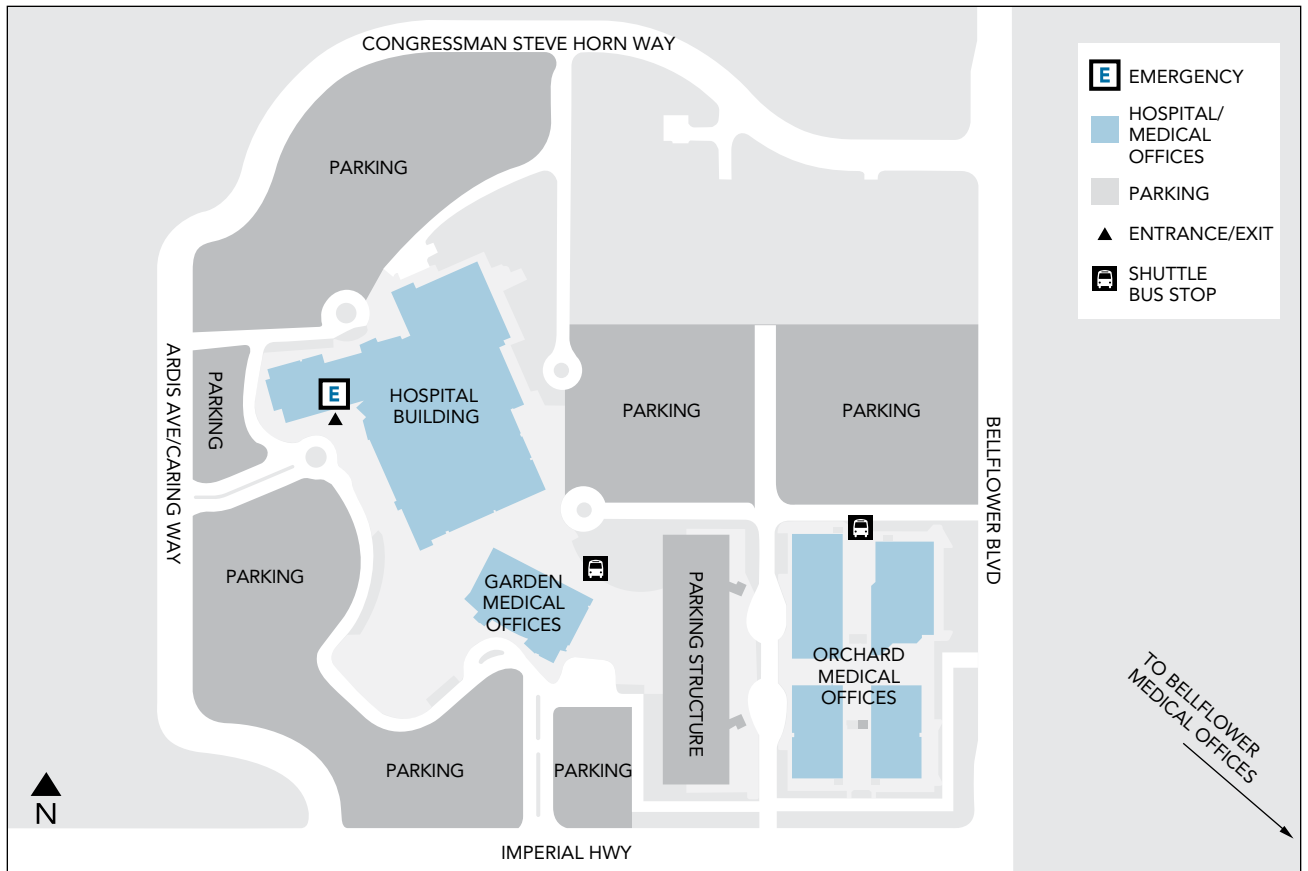
Website..... **kp2020.org**

### Optometry

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-800-780-1277**

## Downey Medical Center (hospital and medical offices)



Map not to scale

### 8

## Downey Medical Center

Hospital and Medical Offices  
9333 Imperial Highway  
Downey, CA 90242

[kp.org/downey](http://kp.org/downey)

- **Emergency**  
Hospital Building, 1st Floor
- **Urgent Care**  
Orchard Medical Offices

### Appointments

Appts./Cancel/Msgs. .... **1-800-823-4040**

### Emergency

Hospital Building, 1st Floor  
**Hours:** 7 days, 24 hours ..... **562-657-7000**

### Information

Info./Hospital patients ..... **562-657-9000**

**Poison Control** ..... **1-800-222-1222**

### Admissions/Patient Registration

**Hours:** 7 days, 24 hours ..... **562-657-9140**

See also Revenue Cycle Operations.

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Discharge Planning

See Utilization Management.

### Durable Medical Equipment/ Prosthetics and Orthotics

**Phone hours:** M-F, 8:30 a.m.-6 p.m.;  
Sa, 8:30 a.m.-5 p.m.  
Information ..... **1-855-80KPDME**  
(1-855-805-7363)

### Genetics

See Orchard Medical Offices.

### Gift Shop

**Hours:** M-F, 9:30 a.m.-3:30 p.m.  
Information ..... **562-657-9111**  
Subject to volunteer availability.

### Hearing

See HearUSA/HEARx West Hearing  
Care Centers.

### HearUSA/HEARx West Hearing Care Centers

- Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and weekends, by appointment only
- **Bellflower**  
14359 Clark Ave.  
Bellflower, CA 90706  
Information..... **562-804-3119**
  - **Whittier**  
13512 Whittier Blvd.  
Whittier, CA 90605  
Information..... **562-693-6106**

### Laboratory (Inpatient only)

Information ..... **562-657-8652**  
Results..... **1-888-4KPTEST**  
(1-888-457-8378)  
Outpatient—see Orchard Medical Offices.  
Call requesting practitioner for test results or  
check lab results online at **kp.org**.

### Long-Term Care

See Imperial Satellite Offices.

### Medical Correspondence/ Release of Information

See Bellflower Medical Offices.

### Medical Social Work Department

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Assistance/Counseling..... **562-657-8590**

### Member Services Office

**Office hours:** M-F, 9 a.m.-5 p.m.

- **Member Service Contact Center**  
**Phone hours:** 7 days, 24 hours  
(closed holidays)  
English..... **1-800-464-4000**  
Spanish ..... **1-800-788-0616**  
Chinese dialects..... **1-800-757-7585**  
TTY ..... **711**

### Occupational Health Center (Kaiser On-the-Job®)

See Garden Medical Offices.

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente  
at Rosecrans Medical Offices.

### Pediatrics

See Bellflower, Cerritos, Cudahy, Lynwood,  
or Whittier Medical Offices.

### Peritoneal Dialysis

**Hours:** M-F, 8 a.m.-4:30 p.m.  
Information ..... **562-657-9170**

### Pharmacy

Outpatient  
**Hours:** 7 days, 24 hours  
Info./Refills by phone ..... **1-800-231-1096**  
Mail-order Pharmacy..... **1-866-206-2986**  
Online refills..... **kp.org/refill**

### Radiology/Diagnostic Imaging

**Office hours:** M-F, 7 a.m.-9 p.m.;  
Sa, 8 a.m.-4:30 p.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **562-657-7300**  
Call your physician for test results.

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### Revenue Cycle Operations

- **Admissions/Patient registration**  
**Hours:** 7 days, 24 hours  
Information..... **562-657-9140**
- **Expectant parent hospital tour**  
**Hours:** by appointment only  
Appointments ..... **562-657-9133**
- **Financial Counseling**  
**Hours:** 7 days, 8:30 a.m.-5 p.m.  
Information..... **562-657-9130**
- **Medical Financial Assistance Program**  
**Hours:** M-F, 9 a.m.-5 p.m.  
Information..... **562-657-9134**

### Urgent Care

See Orchard Medical Offices.

### Utilization Management/Discharge Planning

**Hours:** 7 days, 8 a.m.-5 p.m.  
Information ..... **562-657-9261**

### Vision Essentials by Kaiser Permanente

See Rosecrans Medical Offices.

### Volunteer Services

**Phone hours:** M-F, 9 a.m.-5 p.m.  
Information ..... **562-657-9110**

## ▲ 9 Garden Medical Offices

9353 E. Imperial Hwy.  
Downey, CA 90242  
[kp.org/downey](http://kp.org/downey)

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(1-888-576-6225)

### Gastroenterology (GI) *By referral only*

**Hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **562-657-4292**

### Integrated Pain Management *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-5:30 p.m.  
Appts./Cancel/Msgs. .... **562-657-2860**

### Occupational Health Center (Kaiser On-the-Job®)

**Hours:** M-F, 9 a.m.-5 p.m.  
Advice/Appts./Cancel/  
Info./Msgs. .... **562-657-2200**  
Medical treatment for work-related injuries,  
illnesses, and workers' compensation.

### Occupational Therapy *By referral only*

**Office hours:** M-F, 7:30 a.m.-5:30 p.m.  
**Phone hours:** M-F, 7 a.m.-5:30 p.m.  
Appts./Cancel/Msgs. .... **562-657-2711**

### Orthopedics/Spine Services

*Orthopedics referral preferred;  
Spine Services by referral only*  
**Office hours:** M-F, 8 a.m.-5:30 p.m.  
**Phone hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **562-657-4110**

### Pain Block Clinic *By referral only*

**Office hours:** M-F, 7 a.m.-3:30 p.m.  
**Phone hours:** M-F, 7:30 a.m.-3:45 p.m.  
Appts./Cancel/Msgs. .... **562-657-4291**

### Pediatrics

See Bellflower Medical Offices.

### Pharmacy

**Hours:** M-F, 9 a.m.-5 p.m.  
Information ..... **562-657-4101**  
Mail-order Pharmacy..... **1-866-206-2986**  
Refills by phone..... **1-866-450-4942**  
Online refills..... [kp.org/refill](http://kp.org/refill)

### Physical Medicine *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-5:30 p.m.  
Appts./Cancel/Msgs. .... **562-657-2424**

### Physical Therapy *By referral only*

**Office hours:** M-F, 7:30 a.m.-5:30 p.m.  
**Phone hours:** M-F, 7 a.m.-5:30 p.m.  
Appts./Cancel/Msgs. .... **562-657-2823**



**Procedure Center** *By referral only*

**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs.  
 Ophthalmology/Urology ..... **562-657-4228**  
 Orthopedics/Podiatry ..... **562-657-4236**

**Speech Therapy/Speech Pathology**

*By referral only*  
**Office hours:** M-F, 7:30 a.m.-5:30 p.m.  
**Phone hours:** M-F, 7 a.m.-5:30 p.m.  
 Appts./Cancel/Msgs. .... **562-657-2720**

**Urgent Care**

See Orchard Medical Offices.

**10 Gardena Medical Offices**

15446 S. Western Ave.  
 Gardena, CA 90249  
[kp.org/southbay](http://kp.org/southbay)

**Advice Nurse**

Advice (24 hours)/Appts./  
 Cancel/Msgs. .... **1-800-780-1230**

**Allergy Injections** *By referral only*

**Office hours:** W, 1:30-4:15 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Msgs. .... **1-800-780-1230**

**Family Medicine**

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Advice/Appts./Cancel/Msgs./  
 Same-day appts. .... **1-800-780-1230**

**Gynecology**

See Obstetrics-Gynecology.

**Internal Medicine**

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Advice/Appts./Cancel/Msgs./  
 Same-day appts. .... **1-800-780-1230**

**Laboratory**

**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **310-517-2620**  
 Results ..... **1-888-4KPTEST**  
 (1-888-457-8378)

Call requesting practitioner for test results  
 or check lab results online at [kp.org](http://kp.org).

**Medical Social Worker** *By appointment only*

Appointments ..... **424-251-7791**

**Obstetrics-Gynecology**

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Advice/Appts./Cancel/Msgs./  
 Same-day appts. .... **1-800-780-1230**

**Optical Center/Optometry**

See Vision Essentials by Kaiser Permanente.

**Pediatrics**

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Advice/Appts./Cancel/Msgs./  
 Same-day appts. .... **1-800-780-1230**

**Pharmacy**

**Hours:** M-F, 8:30 a.m.-6 p.m.  
 Info./Refills by phone ..... **1-866-352-8559**  
 Mail-order Pharmacy ..... **1-866-206-2986**  
 Online refills ..... [kp.org/refill](http://kp.org/refill)

**Physical Therapy/Physical Medicine/  
 Occupational Therapy**

*By referral only*  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel/Msgs. .... **424-251-7000**

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### **Podiatry** *By referral only*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appointments.....**310-602-7940**

### **Radiology/Diagnostic Imaging**

- **Mammography**

*Same-day screening accepted*

**Hours:** M, 9:15 a.m.-4:30 p.m.;

Tu-F, 8:45 a.m.-4:30 p.m.

- **Radiology, X-ray** *By referral only*

**Hours:** M-F, 9:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Info./Msgs. ....**424-251-7750**

### **Vision Essentials by Kaiser Permanente**

- **Optical Center**

Eyeglasses

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Information.....**310-217-5370**

Website.....**kp2020.org**

- **Optometry**

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./Cancel/Msgs./

Same-day appts. .... **1-800-780-1230**

## **▲ 11 | Imperial Satellite Offices**

12200 Bellflower Blvd.

Downey, CA 90242

**kp.org/downey**

### **Care Guidance Center**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information .....**562-622-3820**

Case management services for patients on the Special Needs Program.

### **Durable Medical Equipment/Prosthetics and Orthotics**

**Phone hours:** M-F, 8:30 a.m.-6 p.m.;

Sa, 8:30 a.m.-5 p.m.

Information .....**1-855-80KPDME**  
**(1-855-805-7363)**

### **Health Education/Center for Healthy Living**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information .....**562-622-4150**

Classes and online resources on health, nutrition, and managing health conditions.

### **Home Health**

**Hours:** 7 days, 8:30 a.m.-5 p.m.

Information ..... **1-888-215-4350**

### **Hospice/Palliative Care**

**Hours:** 7 days, 24 hours

Information ..... **1-888-215-4300**

### **Long-Term Care** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information .....**562-622-3823**

Care for members in skilled and custodial nursing facilities.

### **Women and Children's Case Management**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information .....**562-622-3224**

Case management services for pediatric and adult population.

## **▲ 12 | La Puente Peritoneal Dialysis Unit**

1813 N. Hacienda Blvd.

La Puente, CA 91744

### **Peritoneal Dialysis** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Office .....**626-931-3580**

Info./Msgs. .... **1-800-780-1277**

**▲ 13 Lomita Medical Offices**

2081 Palos Verdes Dr. North  
Lomita, CA 90717  
[kp.org/southbay](http://kp.org/southbay)

**Psychiatry**

**Office hours:** M-F, 7 a.m.-7 p.m.;  
Sa, 8:30 a.m.-4 p.m.  
**Phone hours:** M-F, 8 a.m.-5 p.m.  
Appts./Msgs. .... **310-325-6542**

▪ **Behavioral Health Care Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

**● 14 Long Beach Medical Offices**

3900 E. Pacific Coast Hwy.  
Long Beach, CA 90804  
[kp.org/southbay](http://kp.org/southbay)

**Advice Nurse**

Advice (24 hours)/Appts./  
Cancel/Msgs. .... **1-800-780-1230**

**Allergy Injections** *By referral only*

**Office hours:** Tu, F, 1:30-4:15 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Msgs. .... **1-800-780-1230**

**Family Medicine**

**Office hours:** M-F, 8:15 a.m.-4:45 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Msgs. .... **1-800-780-1230**

**Gynecology**

See Obstetrics-Gynecology.

**Information**

Operator ..... **310-325-5111**

**Internal Medicine**

**Office hours:** M-F, 8:15 a.m.-4:45 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Msgs. .... **1-800-780-1230**

**Laboratory**

**Hours:** M-F, 7:30 a.m.-5 p.m.  
Information ..... **310-517-2620**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Mammography**

See Radiology/Diagnostic Imaging.

**Medical Social Worker** *By appointment only*

Appointments..... **424-251-7791**

**Obstetrics-Gynecology**

**Office hours:** M-F, 8:15 a.m.-4:45 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Msgs. .... **1-800-780-1230**

**Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

**Pediatrics**

**Office hours:** M-F, 8:15 a.m.-4:45 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Msgs. .... **1-800-780-1230**

**Pharmacy**

**Hours:** M-F, 8:30 a.m.-6 p.m.  
Info./Refills by phone ..... **1-866-352-8633**  
Mail-order Pharmacy..... **1-866-206-2986**  
Online refills..... [kp.org/refill](http://kp.org/refill)

**Physical Therapy** *By referral only*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Appts./Msgs. .... **424-251-7000**

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### Podiatry *By referral only*

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.

**Phone hours:** M-F, 8 a.m.-noon and 1-5 p.m.

Appts./Msgs. .... **310-602-7940**

### Radiology/Diagnostic Imaging

#### ▪ Mammography

*Same-day screening accepted*

**Office hours:** M-F, 9:15 a.m.-4:30 p.m.;

Tu-F, 8:45 a.m.-4:30 p.m.

Appts./Msgs. .... **1-800-780-1230**

#### ▪ Radiology, X-ray *By referral only*

**Hours:** M-F, 9 a.m.-5 p.m.

Cancel/Msgs. .... **424-251-7750**

### Urgent Care

See South Bay Medical Center.

### Vision Essentials by Kaiser Permanente

#### ▪ Optical Center

Eyeglasses

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Information..... **1-800-780-1230**

Website..... **kp2020.org**

#### ▪ Optometry

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

### Volunteer Services

**Hours:** M-F, 9 a.m.-4 p.m.

For information and

to become a volunteer ..... **310-517-2182**

## ● 15 | Lynwood Medical Offices

3830 Martin Luther King Jr. Blvd.

Lynwood, CA 90262

**kp.org/downey**

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-823-4040**

### Pediatrics

**Hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-823-4040**

## ▲ 16 | Main Street Health Education Pavilion

23621 Main St.

23701 Main St.

Carson, CA 90745

**kp.org/southbay**

### Addiction Medicine/Chemical Dependency Recovery Program (CDRP)

Addiction Medicine Building, 23621 Main St.

**Hours:** M-Th, 8 a.m.-8:30 p.m.;

F, 8 a.m.-7 p.m.

Appts./Msgs. .... **310-513-6707**

#### ▪ Behavioral Health Care

**Member Help Line**

7 days, 24 hours ..... **1-800-900-3277**

### Health Education

Member Health Education Building  
23701 Main St.

**Phone hours:** M-F, 9:30 a.m.-7 p.m.  
Appts./Msgs. .... **310-602-7940**

### Health Store

Member Health Education Building  
23701 Main St.

**Phone hours:** M-F, 8 a.m.-7 p.m.  
Appts./Msgs. .... **310-816-5440**

### LaMaze, Yoga, and Infant CPR Classes

Member Health Education Building  
23701 Main St.

**Phone hours:** M-Th, 8 a.m.-5 p.m.  
Appts./Msgs. .... **310-816-5440**

### Options Program

Member Health Education Building  
23701 Main St.

**Office hours:** M-Th, 9:30 a.m.-7:30 p.m.  
**Phone hours:** M-Th, 9:30 a.m.-7 p.m.  
Appts./Msgs. .... **310-816-5394**

### Positive Choice

Member Health Education Building  
23701 Main St.

**Office hours:** M-Th, 9:30 a.m.-7:30 p.m.  
**Phone hours:** M-Th, 9:30 a.m.-7 p.m.  
Appts./Msgs. .... **310-816-5394**

## 17 Manhattan Beach Medical Offices

400 S. Sepulveda Blvd.  
Manhattan Beach, CA 90266  
[kp.org/southbay](http://kp.org/southbay)

### Advice Nurse

Advice (24 hours)/Appts./  
Cancel/Msgs. .... **1-800-780-1230**

### Family Medicine

**Hours:** M-F, 7:30 a.m.-5 p.m.; closed holidays  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-800-780-1230**

### Gynecology

See Obstetrics-Gynecology.

### Internal Medicine

**Hours:** M-F, 7:30 a.m.-5 p.m.; closed holidays  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-800-780-1230**

### Laboratory *By appointment only*

**Hours:** M-F, 7:30 a.m.-9 a.m.  
Information ..... **310-517-2620**  
Results (24 hours)..... **1-888-457-8378**  
(1-888-4KPTEST)

Call requesting physician for test results  
or check lab results online at [kp.org](http://kp.org).

### Obstetrics-Gynecology

**Hours:** M-F, 8:30 a.m.-5 p.m.; closed holidays  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-800-780-1230**

### Pediatrics

**Hours:** M-F, 8:30 a.m.-5 p.m.; closed holidays  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-800-780-1230**

### Pharmacy

**Hours:** 9 a.m.-12:30 p.m. and 1:30-5 p.m.;  
closed holidays  
Mail-order Pharmacy ..... **1-866-206-2986**  
Refills by phone ..... **1-844-795-3877**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

*By referral only*  
Radiology, X-ray  
**Hours:** M-F, 8:30 a.m.-5 p.m.; closed holidays  
Appts./Cancel/Info./Msgs. .... **424-251-7750**

## ● 18 Montebello Medical Offices

1550 Town Center Dr.  
Montebello, CA 90640  
[kp.org/baldwinpark](http://kp.org/baldwinpark)

Services at this facility are provided in English, Spanish, and several Chinese dialects, including Cantonese and Mandarin.

### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-800-780-1277**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Appointments

**Hours:** M-F, 7 a.m.-7 p.m.  
Appts./Cancel..... **1-800-780-1277**  
After-hours, weekends, and holidays, use  
**kp.org** or self-service option when you call.

### Family Medicine

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-780-1277**  
Information ..... **626-851-1011**

### Gynecology

See Obstetrics-Gynecology.

### Laboratory

**Hours:** M-F, 8 a.m.-5 p.m.  
Results..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Obstetrics-Gynecology

**Hours:** M-F, 8:30-11:30 a.m. and 1-4 p.m.  
Appts./Cancel/Msgs. .... **1-800-780-1277**

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatrics

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Information ..... **626-851-1011**  
Advice/Appts./  
Cancel/Msgs. .... **1-800-780-1277**

### Pharmacy

**Hours:** M-W, 8:30 a.m.-6 p.m.;  
Th, F, 8:30 a.m.-5:30 p.m.  
Info./Refills by phone ..... **1-877-425-7616**  
Mail-order Pharmacy..... **1-866-206-2984**  
Online refills..... **kp.org/refill**

### Radiology/Diagnostic Imaging

**Hours:** M-F, 9 a.m.-5 p.m.  
**Mammography hours:** M-F, 9 a.m.-4:30 p.m.  
Appts./Cancel ..... **626-851-5130**

### Vision Essentials by Kaiser Permanente

#### ■ Optical Center

Eyeglasses, contact lenses  
**Hours:** M-F, 7:30 a.m.-5 p.m.  
Contact lenses/Info. .... **323-724-7046**  
Website..... **kp2020.org**

#### ■ Optometry

**Hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-800-780-1277**

## ▲ 19 Norwalk Medical Offices

12501 E. Imperial Hwy.  
4th Floor, Ste. 400  
Norwalk, CA 90650  
[kp.org/downey](http://kp.org/downey)

### Psychiatry/School Problems Clinic

**Clinic hours:** M-F, 7 a.m.-7 p.m.;  
Sa, 8 a.m.-noon  
**Phone hours:** M-Th, 7 a.m.-6 p.m.;  
F, 7 a.m.-5 p.m.; Sa, 8 a.m.-noon  
Appts./Cancel/Msgs. .... **562-807-6100**  
Clinic for children, adolescents, and  
young adults through age 24.

#### ■ Behavioral Health Care

##### Member Help Line

7 days, 24 hours..... **1-800-900-3277**

**20 Orchard Medical Offices**

**Urgent care**

9449 E. Imperial Hwy.  
Downey, CA 90242  
[kp.org/downey](http://kp.org/downey)

**Addiction Medicine**

**Hours:** M-Th, 8:15 a.m.-6:30 p.m.;  
F, 8:15 a.m.-5 p.m.; Sa, 8:15 a.m.-noon  
**RN visits/Walk-in triage:**  
M-Th, 8:15 a.m.-6 p.m.  
(last walk-in 5:30 p.m.);  
F, 8:15 a.m.-5 p.m. (last walk-in 4:30 p.m.);  
Sa, 8:15 a.m.-noon (no walk-ins)  
Appts./Cancel/Info./Msgs. .... **562-657-2011**

- **Behavioral Health Care**
- **Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

**Advice Nurse**

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Allergy** *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7:30 a.m.-4:45 p.m.  
Appts./Cancel/Msgs. .... **562-657-2626**

**Audiology/Head and Neck Surgery**

*Self-referrals accepted for Audiology*  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 8:45 a.m.-4:45 p.m.  
Appts./Cancel/Msgs. .... **562-657-4500**

**Cardiology** *By referral only*

Building C, Ste. 329  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **562-657-4683**

**Dermatology** *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7:30 a.m.-4:45 p.m.  
Appts./Cancel/Msgs. .... **562-657-1331**

**Diabetes Clinic** *By referral only*

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Cancel/Msgs. .... **1-800-823-4040**

**Endocrinology** *By referral only*

**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Cancel/Msgs. .... **1-800-823-4040**

**Family Medicine**

1st Floor, D133  
**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
(Nurse visit hours closed  
M-F, noon-1:30 p.m.)  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-823-4040**

**General Surgery**

See Surgery (General).

**Gynecology**

See Obstetrics-Gynecology.

**Genetics** *Referral preferred*

Building D, Ste. 432  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Appts./Cancel/Info./Msgs. .... **562-657-4842**

**Head and Neck Surgery** *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 8:45 a.m.-4:45 p.m.  
Appts./Cancel/Msgs. .... **562-657-4500**

**Health Science Library**

Building D, 1st Floor  
**Hours:** Call for hours  
Information ..... **562-657-3057**

**Infectious Disease** *By referral only*

Building C, Ste.120  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **562-657-4684**

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### Internal Medicine

**Office hours:** M-F, 8 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Cancel/Msgs. .... **1-800-823-4040**

### Laboratory

**Hours:** M-F, 7:30 a.m.-6 p.m.;

Sa, 7 a.m.-1 p.m.; Su, 9 a.m.-3 p.m.

Information ..... **562-657-2312**

Results ..... **1-888-4KPTEST**  
(1-888-457-8378)

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Mammography

*By appointment/*

*Same day appointments welcome*

**Office hours:** M-F, 7:30 a.m.-6 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Cancel/Msgs. .... **1-800-823-4040**

Call your physician for test results.

### Medical Correspondence/ Release of Information

See Bellflower Medical Offices.

### Member Services Office

**Office hours:** M-F, 9 a.m.-5 p.m.

#### Member Service Contact Center

**Phone hours:** 7 days, 24 hours

(closed holidays)

English ..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects ..... **1-800-757-7585**

TTY ..... **711**

### Nephrology *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **562-657-2714**

### Neurology *By referral only*

**Office hours:** M-F, 8 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **562-657-2696**

### Obstetrics-Gynecology

**Office hours:** M-F, 8:30 a.m.-noon  
and 1-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-823-4040**

### Occupational Health Center (Kaiser On-the-Job®)

See Garden Medical Offices.

### Ophthalmology *By referral only*

**Office hours:** M-F, 7 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **562-657-3184**

### Pediatrics Sub-specialty

Building D, 3rd Floor

**Office hours:** M-F, 8:30 a.m.-4:45 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Cancel/Msgs. .... **1-800-823-4040**

See *also* Pediatrics at Bellflower.

### Pediatrics Extended Hours (Weekend and holiday)

Building D, 3rd Floor

**Office hours:**

Sa, Su, holidays, 8:30 a.m.-4 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts. .... **1-800-823-4040**

If you are unsure about what kind of care  
you need, call our Advice Nurse

at **1-800-823-4040**.

See Bellflower Medical Offices for weekday  
Pediatric Extended Hours.



**Pharmacies**

Info./Refills by phone ..... **1-866-340-5677**  
 Mail-order Pharmacy ..... **1-866-206-2986**  
 Online refills ..... **kp.org/refill**

▪ **Orchard Building A Main Pharmacy (Outpatient)**

Building A, 1st Floor  
**Hours:** 7 days, 8:30 a.m.-8:45 p.m.;  
 closed holidays

▪ **Orchard Building D Pharmacy**

Building D, 1st Floor  
**Hours:** M-F, 9 a.m.-5 p.m.

**Plastic Surgery** *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 8:30 a.m.-4:45 p.m.  
 Appts./Cancel/Msgs. .... **562-657-4958**

**Psychiatry**

2nd Floor, A206  
**Office hours:** M-Th, 7 a.m.-7 p.m.;  
 F, 7 a.m.-5 p.m.; Sa, 8 a.m.-noon  
**Phone hours:** M-Th, 7 a.m.-6 p.m.;  
 F, 7 a.m.-5 p.m.; Sa, 8 a.m.-noon  
 Appts./Cancel/Msgs. .... **562-807-6200**  
 For adults 25 and older. Children,  
 adolescents, and young adults through  
 age 24, see Norwalk Medical Offices.

▪ **Behavioral Health Care**

**Member Help Line**  
 7 days, 24 hours ..... **1-800-900-3277**

**Pulmonary Function Testing (PFT)**

*By referral only*  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Appts./Cancel/Msgs. .... **562-657-2458**

**Pulmonary Rehabilitation** *By referral only*

**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Appts./Cancel/Msgs. .... **562-657-8802**

**Pulmonology** *By referral only*

Building C, Ste. 120  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **562-657-2833**

**Radiology/Diagnostic Imaging**

**Office hours:** M-Sa, 8:30 a.m.-9:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Cancel/Msgs. .... **1-800-823-4040**  
 Call your physician for test results.

**Rheumatology** *By referral only*

**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Cancel/Msgs. .... **1-800-823-4040**

**Surgery (General)** *By referral only*

General Surgery, Pediatric Surgery,  
 Thoracic Surgery, Vascular Surgery  
**Hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **562-657-2751**

**Surgical Urgent Care**

For minor injuries  
 1st Floor, D130  
**Walk-in hours:** M-F, 8:30 a.m.-8:30 p.m.;  
 Sa, Su, 9 a.m.-9 p.m.  
**Surgical nurse visits:** By appointment only,  
 7 days, 9 a.m.-7:30 p.m.;  
 Walk-ins only, 7 days, 7:30 p.m.-8:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-800-823-4040**

**Urgent Care** *Walk-in*

1st Floor, D130  
**Hours:** 7 days, 8:30 a.m.-10 p.m.

**Urology** *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 8:45 a.m.-4:45 p.m.  
 Appts./Cancel/Msgs. .... **562-657-4545**

**Vision Essentials by Kaiser Permanente**

See Rosecrans Medical Offices.

**Wound Care** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **562-461-6700**

## ● 21 Pasadena Medical Offices

### Urgent Care

3280 E. Foothill Blvd.  
Pasadena, CA 91107  
[kp.org/losangeles](http://kp.org/losangeles)

### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-800-954-8000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Allergy *By referral only*

**Hours:** Tu, Th, 9 a.m.-4:30 p.m.,  
appointment recommended  
Appts./Info. .... **1-800-954-8000**

### Conservative Spine Back Care Clinic

*By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **626-583-2322**

### Dermatology *By referral only*

**Hours:** Tu, 8:30 a.m.-5 p.m.  
Appts./Info. .... **1-800-954-8000**

### Family Medicine *By appointment only*

4th Floor  
**Hours:** M-Th, 8:30 a.m.-7 p.m.;  
F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-noon  
Appts./Info. .... **1-800-954-8000**

### Gynecology

See Obstetrics-Gynecology.

### Laboratory

**Hours:** M-Th, 8 a.m.-7 p.m.;  
F, 8 a.m.-5 p.m.; Sa, 8-11:45 a.m.  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

See Radiology/Diagnostic Imaging.

### Nurse Clinic *Walk-in or by appointment*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.;  
Sa, 8:30-11:30 a.m.  
Appts./Info. .... **1-800-954-8000**

### Obstetrics-Gynecology *By appointment only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Registration..... **1-800-954-8000**

### Orthopedics *By referral only*

**Hours:** M-F, 8:30 a.m.-4 p.m.  
Appts./Info. .... **1-800-954-8000**

### Pediatrics *By appointment only*

4th Floor  
**Hours:** M-Th, 8:30 a.m.-7 p.m.;  
F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-noon  
Appts./Info. .... **1-800-954-8000**

### Pharmacy

**Hours:** M-F, 8 a.m.-9 p.m.;  
Sa, Su, holidays, 8 a.m.-4 p.m.  
Info./Refills by phone ..... **1-866-248-1408**  
Mail-order Pharmacy..... **1-866-206-2982**  
Online refills..... [kp.org/refill](http://kp.org/refill)  
Call 48 hours in advance for refills.

### Physical Medicine *By referral only*

**Hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **626-583-3435**

### Physical Therapy *By referral only*

**Hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **626-583-3435**

### Podiatry *By referral only*

**Hours:** Tu, 1:30-5 p.m.  
Information ..... **1-800-954-8000**

### Psychiatry

2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/Cancel/Msgs. .... **323-783-2600**  
First time appt. .... **323-783-2621**

### Behavioral Health Care

#### Member Help Line

7 days, 24 hours..... **1-800-900-3277**

### Radiology/Diagnostic Imaging

Appts./Cancel/Msgs. .... **1-800-954-8000**

- **Bone Density** *By referral only*  
Hours: M-F, 10:30 a.m.-4:30 p.m.
- **CT Scan** *By referral only*  
Hours: 7 days, 8 a.m.-8:30 p.m.
- **Mammography**  
Hours: M, 9:30 a.m.-5:15 p.m.;  
Tu-F, 8:30 a.m.-5:15 p.m.;  
Sa, Su 8:30 a.m.-4 p.m.
- **Radiology/X-ray**  
*By referral only; Walk-in or by appointment*  
Hours: 7 days, 8 a.m.-8:30 p.m.
- **Ultrasound** *By referral only*  
Hours: 7 days, 8 a.m.-8:30 p.m.

### Urgent Care *Walk-in only*

Hours: 7 days, 8:30 a.m.-9 p.m.;

includes holidays

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

After-hours advice ..... **1-888-576-6225**

## ● 22 | Rosecrans Medical Offices

9333 E. Rosecrans Ave.  
Bellflower, CA 90706  
[kp.org/downey](http://kp.org/downey)

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.

(Nurse visit hours closed

M-F, noon-1:30 p.m.)

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-823-4040**

### Vision Essentials by Kaiser Permanente

- **Ophthalmology**  
See Orchard Medical Offices.

- **Optical Center**  
Eyeglasses, contact lenses  
Hours: M-Th, 7 a.m.-7 p.m.;

F, 8:15 a.m.-5:30 p.m.;

Sa, 7:15 a.m.-3:30 p.m.

Appts./Cancel/Info./Msgs. ... **562-657-3184**

Website ..... [kp2020.org](http://kp2020.org)

- **Optometry**  
Hours: M-Th, 7 a.m.-7 p.m.;

F, 8:15 a.m.-5:30 p.m.;

Sa, 7:15 a.m.-3:30 p.m.

Appts./Cancel/Msgs. .... **562-657-3184**

## ● 23 | San Dimas Medical Offices

1255 W. Arrow Hwy.  
San Dimas, CA 91773  
[kp.org/baldwinpark](http://kp.org/baldwinpark)

### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-800-780-1277**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Appointments

Hours: M-F, 7 a.m.-7 p.m.

Appts./Cancel ..... **1-800-780-1277**

After-hours, weekends, and holidays, use

**kp.org** or self-service option when you call.

### Family Medicine

Building A and B, 2nd Floor

Hours: M-F, 8:30 a.m.-4:30 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-780-1277**

Information ..... **626-851-1011**

### Gynecology

See Obstetrics-Gynecology.

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### Laboratory

Building A

**Hours:** M-F, 8 a.m.-5 p.m.

Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Obstetrics-Gynecology

Building B

**Hours:** M-F, 8:45 a.m.-4:10 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-780-1277**  
Information ..... **626-851-1011**

### Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatrics

Building A

**Hours:** M-F, 8:45 a.m.-4:20 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-780-1277**  
Information ..... **626-851-1011**

### Pharmacy

Building B

**Hours:** M-Th, 8:30 a.m.-6 p.m.;

F, 8:30 a.m.-5:30 p.m.

Info./Refills by phone ..... **1-866-319-4268**

Mail-order Pharmacy ..... **1-866-206-2984**

Online refills ..... **kp.org/refill**

### Radiology/Diagnostic Imaging

#### ■ Mammography

**Hours:** M-F, 8:15 a.m.-4 p.m.

Information..... **626-851-5130**

#### ■ Radiology

Building B

**Hours:** M-F, 8:45 a.m.-5 p.m.

Information..... **626-851-5130**

#### ■ Ultrasound

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information..... **626-851-5130**

### Vision Essentials by Kaiser Permanente

#### ■ Ophthalmology *By referral only*

Building B

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **626-851-6107**

#### ■ Optical Center

Eyeglasses, contact lenses

**Hours:** M-F, 8:30 a.m.-5 p.m.

Contact lenses..... **909-394-5380**

Information..... **909-394-5380**

Website..... **kp2020.org**

#### ■ Optometry

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-800-780-1277**

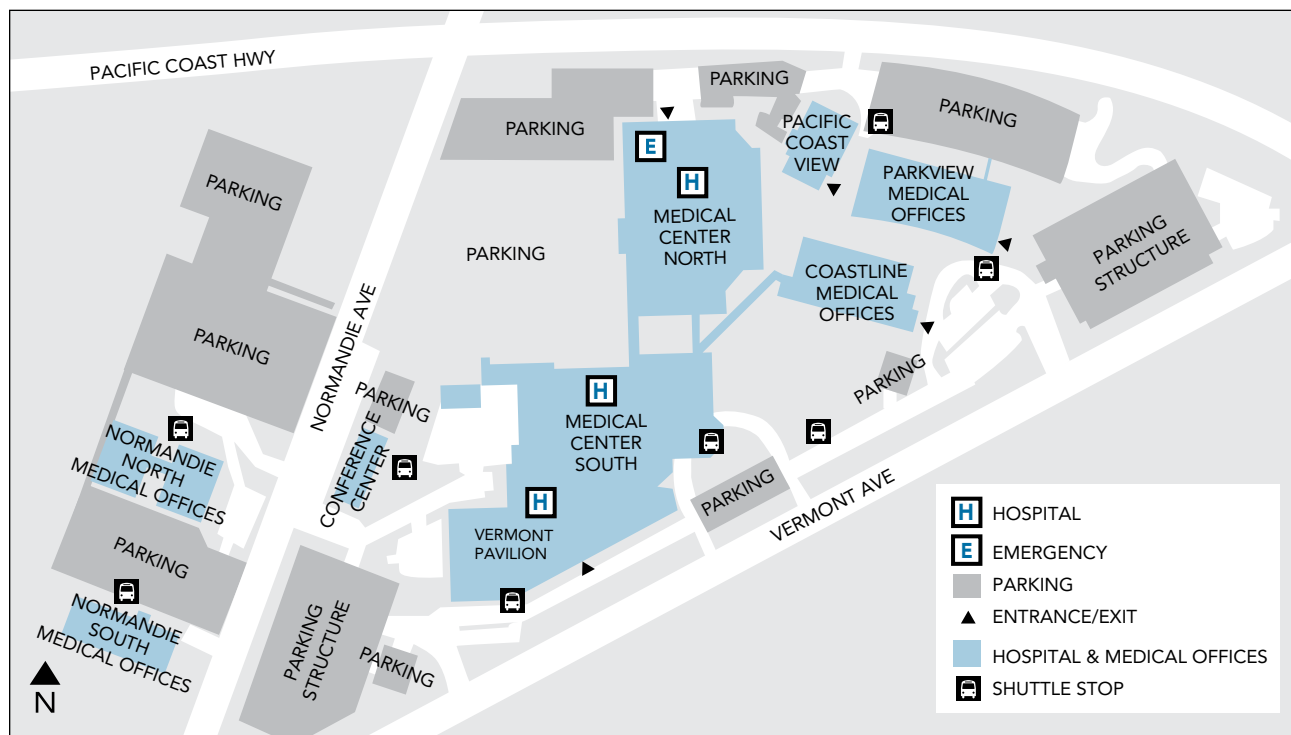
## ● 24 | Signal Hill Medical Offices

845 E. Willow St.

Signal Hill, CA 90755

*Scheduled to open summer 2016.*

## South Bay Medical Center (hospital and medical offices)



Map not to scale

**25 South Bay Medical Center**  
 Hospital and Medical Offices  
 25825 S. Vermont Ave.  
 Harbor City, CA 90710  
[kp.org/southbay](http://kp.org/southbay)

- **Emergency**  
North Hospital
- **Urgent Care**  
Normandie North  
Medical Office Building

### Emergency

Hospital  
 Emergency entrance is off of Pacific Coast Highway, between Vermont and Normandie Avenue.  
**Hours:** 7 days, 24 hours

### Information

Hospital patients.....**310-325-5111**

### Poison Control..... 1-800-222-1222

Some services are also available at the following locations:

- **Coastline Medical Office Building**  
25821 S. Vermont Ave.
- **Normandie North Medical Office Building**  
25965 S. Normandie Ave.
- **Normandie South Medical Office Building**  
25975 S. Normandie Ave.
- **Pacific Coast View**  
1030 W. Pacific Coast Hwy.
- **Parkview Medical Office Building**  
1050 W. Pacific Coast Hwy.

Our parking structure, at the corner of Vermont Avenue and Pacific Coast Highway, provides convenient parking for patients visiting the Coastline, and Parkview Medical Office Buildings. Shuttle service is available Monday through Friday.

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### Advice Nurse

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-800-780-1230**

### Audiology

Parkview Medical Office Building, 3rd Floor

**Office hours:** M-F, 7:30 a.m.-5:30 p.m.

**Phone hours:** M-F, 8 a.m.-noon and 1-5 p.m.

Appts./Msgs. .... **310-602-7940**

### Bone Density/Dexa (Healthy Bones)

Coastline Medical Office Building, 2nd Floor

**Hours:** M-F, 7:30 a.m.-4 p.m.

Appts./Msgs. .... **424-251-7750**  
(option 4)

### Breast Clinic *Self-referral accepted*

Parkview Medical Office Building, 2nd Floor

**Office hours:** M-F, 8:45 a.m.-4:15 p.m.

**Phone hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Msgs. .... **424-328-2689**

Breast-care coordinator, genetic counseling,  
support programs and community  
resource referrals.

### Breastfeeding Clinic *By appointment only*

Normandie North Medical Office Building  
3rd Floor

**Hours:** M-F, 9 a.m.-3:30 p.m.

Appts./Cancel/Msgs. .... **424-328-2690**

### Cardiology *By referral only*

Coastline Medical Office Building, 3rd Floor

**Office hours:** M-F, 8 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

### Disability/Family Leave

Parkview Medical Office Building, 1st Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information .... **310-257-5303**

### Discharge Planning

South Hospital, 1st Floor

**Hours:** M-F, 8 a.m.-4 p.m.

Messages (7 days, 24 hours).... **310-517-2155**

Coordination of post-hospital care.

### Durable Medical Equipment/ Prosthetics and Orthotics

**Phone hours:** M-F, 8:30 a.m.-6 p.m.;

Sa, 8:30 a.m.-5 p.m.

Information .... **1-855-80KPDME**  
(1-855-805-7363)

### Endocrinology *By referral only*

Parkview Medical Office Building, 3rd Floor

**Office hours:** M-F, 8 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

### Family Medicine

Normandie North Medical Office Building

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

### Gastroenterology (GI) *By referral only*

Parkview Medical Office Building, 2nd Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel

(M-F, 8:30 a.m.-5 p.m.) .... **424-328-2736**

Advice/Info. (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.) .... **1-800-780-1230**

### Genetics *Referral preferred*

Normandie North Medical Office Building  
1st Floor

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Msgs. .... **424-328-2341**

### Geriatric Dementia Assessment Clinic

*By referral only*

Normandie South Medical Office Building

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info. .... **310-602-7963**

Messages .... **1-800-780-1230**

### Gift Shop

North Hospital, 2nd Floor

**Hours:** M-F, 8 a.m.-8 p.m.;

Sa, Su, 10 a.m.-5 p.m.

Information .... **310-257-5120**

## Gynecology

See Obstetrics-Gynecology.

## Head and Neck Surgery *By referral only*

Parkview Medical Office Building, 3rd Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8 a.m.-noon and 1-5 p.m.

Appts./Msgs. .... **310-602-7940**

## Health Education

See Main Street Health Education Pavilion.

## Hearing

See Audiology and HearUSA/HEARx West Hearing Care Centers.

## HearUSA/HEARx West Hearing Care Centers

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

### ▪ Lakewood

4206 Woodruff Ave.

Lakewood, CA 90713

Information..... **562-303-1436**

### ▪ South Bay

3525 Pacific Coast Hwy., Ste. N

Torrance, CA 90505

Information..... **310-534-1113**

### ▪ Torrance

19800 Hawthorne Blvd., Ste. 226

Torrance, CA 90503

Information..... **310-371-7984**

## Home Health Care

Normandie South Medical Office Building

**Hours:** 7 days, 8:30 a.m.-5 p.m.

Information ..... **1-877-486-4020**

## Hospice

Normandie South Medical Office Building

**Hours:** 7 days, 8:30 a.m.-5 p.m.

Information ..... **1-877-486-4024**

## Infectious Disease *By referral only*

Coastline Medical Office Building, 3rd Floor

**Office hours:** M-F, 8 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

## Infusion Center *By referral only*

Parkview Medical Office Building, 3rd Floor

**Hours:** M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Info. .... **424-328-2540**

## Integrated Pain Management *By referral only*

Parkview Medical Office Building, 3rd Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **424-328-2480**

## Integrated Pain Services *By referral only*

Parkview Medical Office Building, 3rd Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Msgs. .... **310-602-7940**

## Internal Medicine

Normandie North Building

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

## Internal Medicine (Sub-Specialties)

Coastline Medical Office Building

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

## Laboratory

### ▪ Coastline Medical Office Building

1st Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Information..... **310-517-2620**

### ▪ Normandie North Medical Office Building

1st Floor

**Hours:** M-F, 7 a.m.-9 p.m.;

Sa, Su, 7 a.m.-8:30 p.m.

Information..... **310-517-2620**

Results ..... **1-888-4KPTEST**

**(1-888-457-8378)**

Call requesting practitioner for test results

or check lab results online at **kp.org**.

Routine laboratory services also

available at Gardena and Long Beach

Medical Offices.

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### **Long-Term Care** *By referral only*

Normandie South Medical Office Building

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **424-251-7875**

Care for members in skilled and custodial nursing facilities.

### **Mammography**

See Radiology/Diagnostic Imaging.

### **Medical Center Business**

**Hours:** M-F, 9 a.m.-4:30 p.m.

Central Eligibility Unit

(copies of co-payments).... **1-866-371-0044**

Patient Financial Services Center

(itemized statements)..... **1-800-201-2123**

Patient Financial Services

(dispute resolution) ..... **1-888-512-6217**

Third Party Liability

(Rawlings Company) ..... **1-877-426-4173**

### **Medical Social Worker**

Normandie South Medical Office Building

**Hours:** M-F, 8:30 a.m.-5 p.m.

Assistance/Counseling ..... **424-251-7791**

After-hours information..... **310-325-5111**

### **Member Services Office**

Normandie South Medical Office Building

**Office hours:** M-F, 9 a.m.-5 p.m.

#### ▪ **Member Service Contact Center**

**Phone hours:** 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY ..... **711**

### **Nephrology** *By referral only*

Parkview Medical Office Building, 3rd Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

### **Neurology** *By referral only*

Normandie North Medical Office Building  
3rd Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-noon  
and 1:30-5 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **424-328-2020**

### **Obstetrics-Gynecology**

Normandie North Medical Office Building  
2nd and 3rd Floors

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs./

Pregnancy test results..... **1-800-780-1230**

#### ▪ **After-hours and Urgent Care**

Pregnant women 20 weeks or more, go to the Delivery and Labor room in the Vermont Pavilion, 2nd Floor, or call **310-257-6921**. Pregnant women less than 20 weeks call **1-888-576-6225** or go to the Emergency Department.

### **Oncology** *By referral only*

Parkview Medical Office Building, 3rd Floor

**Office hours:** M-F, 8 a.m.-4:30 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

### **Ophthalmology/Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

### **Orthopedics/Podiatry** *By referral only*

Coastline Medical Office Building, 1st Floor

**Office hours:** M-F, 8 a.m.-4:30 p.m.

**Phone hours:** M-F, 8 a.m.-noon and 1-5 p.m.

Appts./Cancel/Msgs. .... **310-602-7940**



## Pediatrics

Normandie North Medical Office Building  
2nd Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

- **After-Hours Care** *By appointment only;*  
*no urgent care provided*

**Hours:** M-F, 6-8:30 p.m.;

Sa, Su, holidays, 9 a.m.-4:30 p.m.

Advice/

Same-day appts. .... **1-800-780-1230**

## Pharmacies

Mail-order Pharmacy ..... **1-866-206-2986**

Online refills ..... [kp.org/refill](http://kp.org/refill)

### ▪ 24-hour Pharmacy

Normandie North Medical Office Building

**Hours:** 7 days, 24 hours

Mail-order Pharmacy ..... **1-866-206-2986**

Refills by phone ..... **1-866-352-1314**

### ▪ Coastline Pharmacy

**Hours:** M-F, 8:30 a.m.-5 p.m.;

Sa 9 a.m.-5 p.m.

Mail-order Pharmacy ..... **1-866-206-2986**

Refills by phone ..... **1-844-424-1866**

### ▪ Parkview Pharmacy

**Hours:** M-F, 9 a.m.-5 p.m.

Mail-order Pharmacy ..... **1-866-206-2986**

Orders by phone ..... **1-866-450-4943**

## Physical Medicine/Physical Therapy/

### Occupational Therapy

*By referral only*

Coastline Medical Office Building, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **424-251-7000**

## Pulmonology *By referral only*

Coastline Medical Office Building, 3rd Floor

**Office hours:** M-F, 8 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

## Radiology/Diagnostic Imaging

- **Hospital, Vermont Ave.** *By referral only*

**Office hours:** M-F, 8 a.m.-8 p.m.;

Sa, Su, 8:30 a.m.-8 p.m.

**CT Scan hours:** 7 days, 7 a.m.-10 p.m.

**Interventional Radiology hours:**

M-F, 8 a.m.-5 p.m.

**MRI hours:** 7 days, 6:30 a.m.-10 p.m.

**Nuclear Medicine hours:**

M-F, 7:30 a.m.-5 p.m.;

Sa, Su, 7:30 a.m.-4 p.m.

**PET Scan hours:** Tu, Sa, 7 a.m.-7 p.m.

**Ultrasound hours:**

7 days, 6:30 a.m.-10 p.m.

**X-ray hours:** 7 days, 8 a.m.-10 p.m.

Appointments ..... **424-251-7750**

- **Breast Imaging Services**

Hospital, Vermont Ave.

**Diagnostic Mammography and Breast**

**Ultrasound hours:** M-F, 8 a.m.-5 p.m.;

Sa, 7 a.m.-3:30 p.m.

**Stereotactic Biopsy hours:**

M-F, 8:30 a.m.-4 p.m.

Breast Imaging appts. .... **310-517-2076**

- **Coastline Medical Office Building**

2nd Floor

**Dexa hours:** M-F, 8 a.m.-4:30 p.m.

Appointments ..... **424-251-7750**

- **Normandie North Medical Office Building**

*By referral and appointment only*

1st Floor

**Mammography hours:** M, 7:15 a.m.-8 p.m.;

Tu-Th, 6:45 a.m.-8 p.m.; F, 7 a.m.-6 p.m.;

Sa, 7:45 a.m.-4 p.m.;

same-day screening accepted

**X-ray hours:** M-F, 9 a.m.-10 p.m.

Appointments ..... **1-800-780-1230**

Cancel/Info./Msgs. .... **424-251-7750**

- **Parkview Medical Office Building**

*By referral only*

3rd Floor

**X-ray hours:** M-F, 9 a.m.-5 p.m.

Cancel/Info./Msgs. .... **424-251-7750**

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### Release of Information

South Hospital, 1st Floor  
Vermont Avenue entrance

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **310-517-2905**

- **Disability/Family leave**

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information..... **310-257-5303**

### Revenue Cycle

North Hospital, 2nd Floor

Admitting ..... **310-517-2350**

Financial Counselors ..... **310-517-3164**

Central Eligibility Unit ..... **1-866-371-0044**  
or **310-517-2861**

Cashier ..... **310-517-2150**

### Rheumatology *By referral only*

Coastline Medical Office Building, 3rd Floor

**Office hours:** M-F, 8 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

### Speech Pathology *By referral only*

Coastline Medical Office Building, 2nd Floor

**Office hours:** M-F, 7:30 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-noon  
and 1-5 p.m.

Appts./Cancel/Msgs. .... **424-251-7000**

### Surgery (General) *By referral only*

Parkview Medical Office Building, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8 a.m.-noon  
and 1-5 p.m.

Appts./Cancel/Info./Msgs. .... **310-602-7927**

### Urgent Care

Normandie North

Medical Office Building, 1st Floor

- **Adult**

*Walk-ins only, no appointment needed*

**Hours:** 7 days, 8:30 a.m.-8:30 p.m.;

includes holidays

For urgent care after these hours, call

**1-888-KPONCALL (1-888-576-6225).**

- **Child**

Normandie North

Medical Office Building, 1st Floor

**Hours:** M-F, 8:30 a.m.-8:30 p.m.;

Sa, Su, 9 a.m.-4:30 p.m.; includes holidays

Appts./Cancel ..... **1-800-780-1230**

For urgent care after these hours, call

**1-888-KPONCALL (1-888-576-6225).**

### Urology *By referral only*

Parkview Medical Office Building, 2nd Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8 a.m.-noon  
and 1-5 p.m.

Appts./Cancel/Info./Msgs. .... **310-602-7940**

### Vision Essentials by Kaiser Permanente

- **Ophthalmology *By referral only***

Parkview Medical Office Building, 1st Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8 a.m.-noon  
and 1-5 p.m.

Appts./Msgs. .... **310-602-7940**

- **Optical Center**

Eyeglasses, contact lenses

Parkview Medical Office Building, 1st Floor

**Office hours:** M-Th, 7:30 a.m.-6:30 p.m.;

F, 7:30 a.m.-5:30 p.m.; Sa, 8 a.m.-3 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-1 p.m.

Appts./Msgs. .... **1-800-780-1230**

Eyeglasses/

Optical dispensing ..... **424-328-2495**

Website..... **kp2020.org**

▪ **Optometry**

Parkview Medical Office Building, 1st Floor  
**Office hours:** M-Th, 7:30 a.m.-7 p.m.;  
 F, 7:30 a.m.-6 p.m.; Sa, 8 a.m.-4 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Msgs. .... **1-800-780-1230**

**Volunteer Services**

South Hospital, 1st Floor  
**Hours:** M-F, 9 a.m.-4 p.m.;  
 Sa, Su, 9 a.m.-1 p.m.;  
 subject to volunteer availability  
 For information and  
 to become a volunteer ..... **310-517-2182**

● **26 | Torrance Medical Offices**

20790 Madrona Ave.  
 Torrance, CA 90503  
[kp.org/southbay](http://kp.org/southbay)

**Advice Nurse**

Advice (24 hours)/Appts./  
 Cancel/Msgs. .... **1-800-780-1230**

**Family Medicine**

**Office hours:** M-W, 8:30 a.m.-6:30 p.m.;  
 Th, F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Msgs. .... **1-800-780-1230**

**Gynecology**

See Obstetrics-Gynecology.

**Internal Medicine**

**Office hours:** M-W, 8:30 a.m.-6:30 p.m.;  
 Th, F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Msgs. .... **1-800-780-1230**

**Laboratory**

**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **310-517-2620**  
 Results ..... **1-888-4KPTEST**  
 (1-888-457-8378)

Call requesting practitioner for test results  
 or check lab results online at [kp.org](http://kp.org).

**Mammography**

See Radiology/Diagnostic Imaging.

**Medical Social Worker** *By appointment only*

Appointments ..... **424-251-7791**

**Obstetrics-Gynecology**

**Office hours:** M-W, 8:30 a.m.-6:30 p.m.;  
 Th, F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Msgs. .... **1-800-780-1230**

**Pediatrics**

**Office hours:** M-W, 8:30 a.m.-6:30 p.m.;  
 Th, F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-1 p.m.  
 Appts./Msgs. .... **1-800-780-1230**

**Pharmacy**

**Hours:** M-W, 8:30 a.m.-7 p.m.;  
 Th, F, 8:30 a.m.-5:30 p.m.  
 Info./Refills by phone ..... **1-866-352-8288**  
 Mail-order Pharmacy ..... **1-866-206-2986**  
 Online refills ..... [kp.org/refill](http://kp.org/refill)

**Podiatry** *By referral only*

**Office hours:** M-Th, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 8 a.m.-noon  
 and 1-5 p.m.  
 Appts./Msgs. .... **310-602-7940**

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### Radiology/Diagnostic Imaging

#### ▪ Mammography

Same-day screening accepted

Hours: M, 9:15 a.m.-4:30 p.m.;

Tu-F, 8:45 a.m.-4:30 p.m.

Information..... 1-800-780-1230

#### ▪ Radiology, X-ray *By referral only*

Hours: M, 9 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... 424-251-7750

### Urgent Care

See South Bay Medical Center.

## ▲ 27 West Covina Behavioral Health Offices

1502 W. Covina Pkwy.

1511 W. Garvey Ave. North

1539 W. Garvey Ave. North

West Covina, CA 91790

[kp.org/baldwinpark](http://kp.org/baldwinpark)

### Addiction Medicine

1539 W. Garvey Ave. North

Hours: M-Th, 8:30 a.m.-7 p.m.;

F, 8:30 a.m.-4 p.m.

New appts./Info..... 626-814-6500

### Psychiatry

1502 W. Covina Pkwy.

1511 W. Garvey Ave. North

Hours: M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5 p.m.

Appts./Info. .... 626-960-4844

Emergency appts. .... 626-960-4846

Crisis intervention; family, group, and individual counseling.

#### ▪ Behavioral Health Care

##### Member Help Line

7 days, 24 hours..... 1-800-900-3277

## ● 28 West Covina Medical Offices

1249 S. Sunset Ave.

West Covina, CA 91790

[kp.org/baldwinpark](http://kp.org/baldwinpark)

### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... 1-800-780-1277

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... 1-888-KPONCALL

(1-888-576-6225)

### Appointments

Hours: M-F, 7 a.m.-7 p.m.

Appts./Cancel ..... 1-800-780-1277

After-hours, weekends, and holidays, use

[kp.org](http://kp.org) or self-service option when you call.

### Family Medicine

Hours: M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... 1-800-780-1277

### Laboratory

Hours: M-F, 8 a.m.-5 p.m.

Results..... 1-888-4KPTEST

(1-888-457-8378)

Call requesting practitioner for test results

or check lab results online at [kp.org](http://kp.org).

### Pharmacy

Hours: M-F, 8:30 a.m.-6 p.m.

Info./Refills by phone ..... 1-866-319-4269

Mail-order Pharmacy..... 1-866-206-2984

Online refills..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

Hours: M-F, 9 a.m.-5 p.m.

Information ..... 626-851-5130

**29 Whittier Medical Offices**

12470 E. Whittier Blvd.  
Whittier, CA 90602  
[kp.org/downey](http://kp.org/downey)

**Advice Nurse**

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.) ..... **1-800-823-4040**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Diabetes Retinal Screening**

**Office hours:** M-F, 8:30 a.m.-noon  
and 1:15-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Cancel/Msgs. .... **1-800-823-4040**

**Family Medicine**

**Office hours:** M, 8:30 a.m.-6:30 p.m.;  
Tu-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-823-4040**

**Gynecology**

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-823-4040**

**Laboratory**

**Hours:** M, 8:30 a.m.-6:30 p.m.;  
Tu-F, 8:30 a.m.-4:45 p.m.  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Mammography**

**Office hours:** M-F, 9 a.m.-noon  
and 1-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Cancel/Msgs. .... **1-800-823-4040**  
Call your physician for test results.

**Medical Social Worker**

**Hours:** M-F, 9 a.m.-5 p.m.  
Appointments..... **562-907-3496**

**Optometry**

See Vision Essentials by Kaiser Permanente.

**Pediatrics**

**Office hours:** M-F, 8:30 a.m.-12:15 p.m.  
and 1:15 p.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-823-4040**

**Pharmacy**

**Hours:** M, 8:45 a.m.-7 p.m.;  
Tu-F, 8:45 a.m.-5 p.m.  
Information ..... **562-907-3510**  
Mail-order Pharmacy..... **1-866-206-2986**  
Refills by phone..... **1-866-340-5974**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

**Radiology/Diagnostic Imaging**

**Office hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5:15 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-1 p.m.  
Appts./Cancel/Msgs. .... **1-800-823-4040**

**Vision Essentials by Kaiser Permanente**

- **Optometry**  
**Hours:** M-F, 8:30 a.m.-noon  
and 1-4:45 p.m.;  
closed second Tuesday of each  
month, noon-2 p.m.  
Appts./Info. .... **562-657-3184**





# Inland Empire and Coachella Valley

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

## Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

- English..... **1-800-464-4000**
- Spanish..... **1-800-788-0616**
- Chinese dialects ..... **1-800-757-7585**
- TTY..... **711**

## Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

- Information ..... **1-888-956-1616**
- Website ..... **kp.org/finddoctors**

## TTY for the Hearing or Speech Impaired

- California Relay Service..... **711**



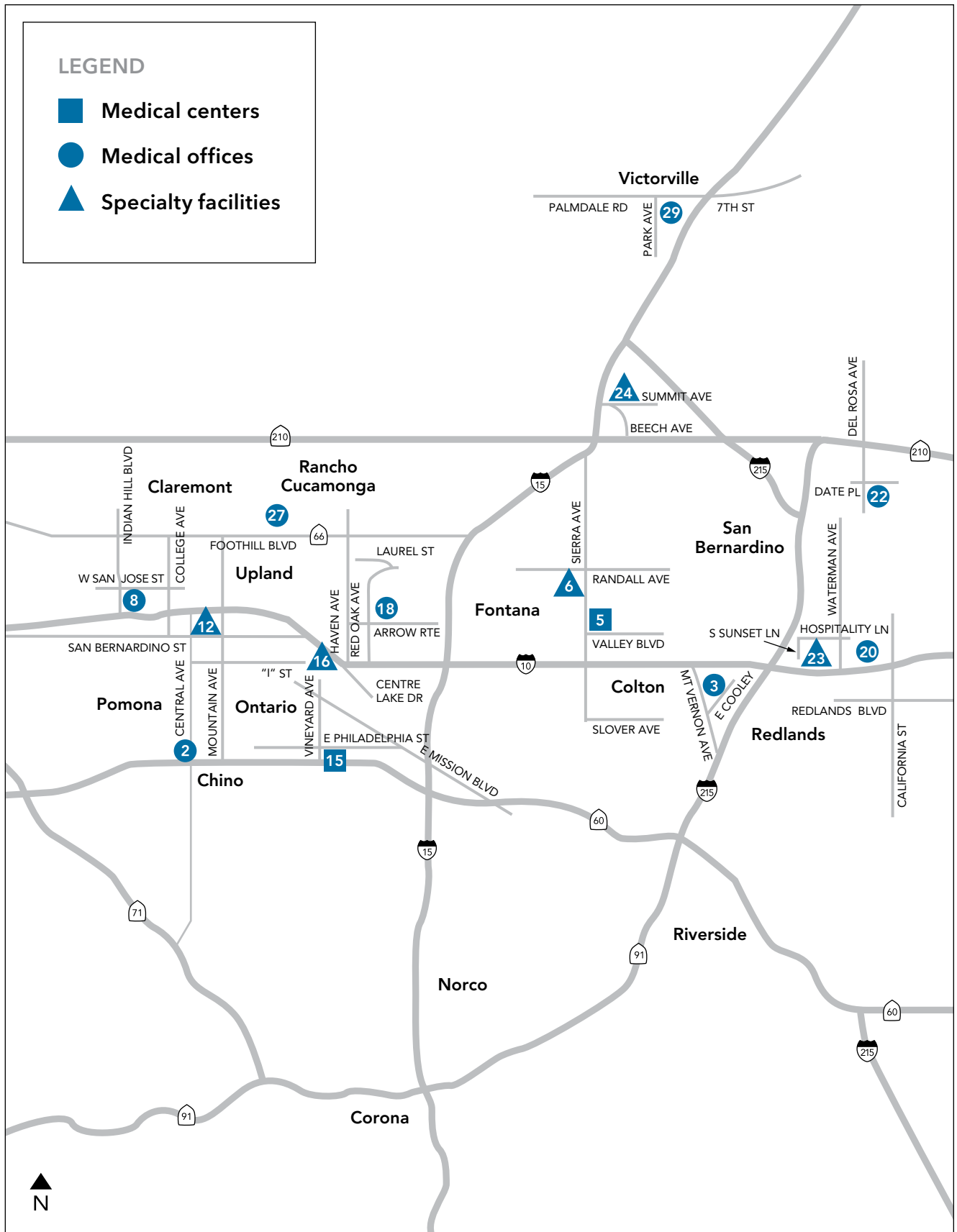
## CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App Store<sup>SM</sup> or Google Play®.



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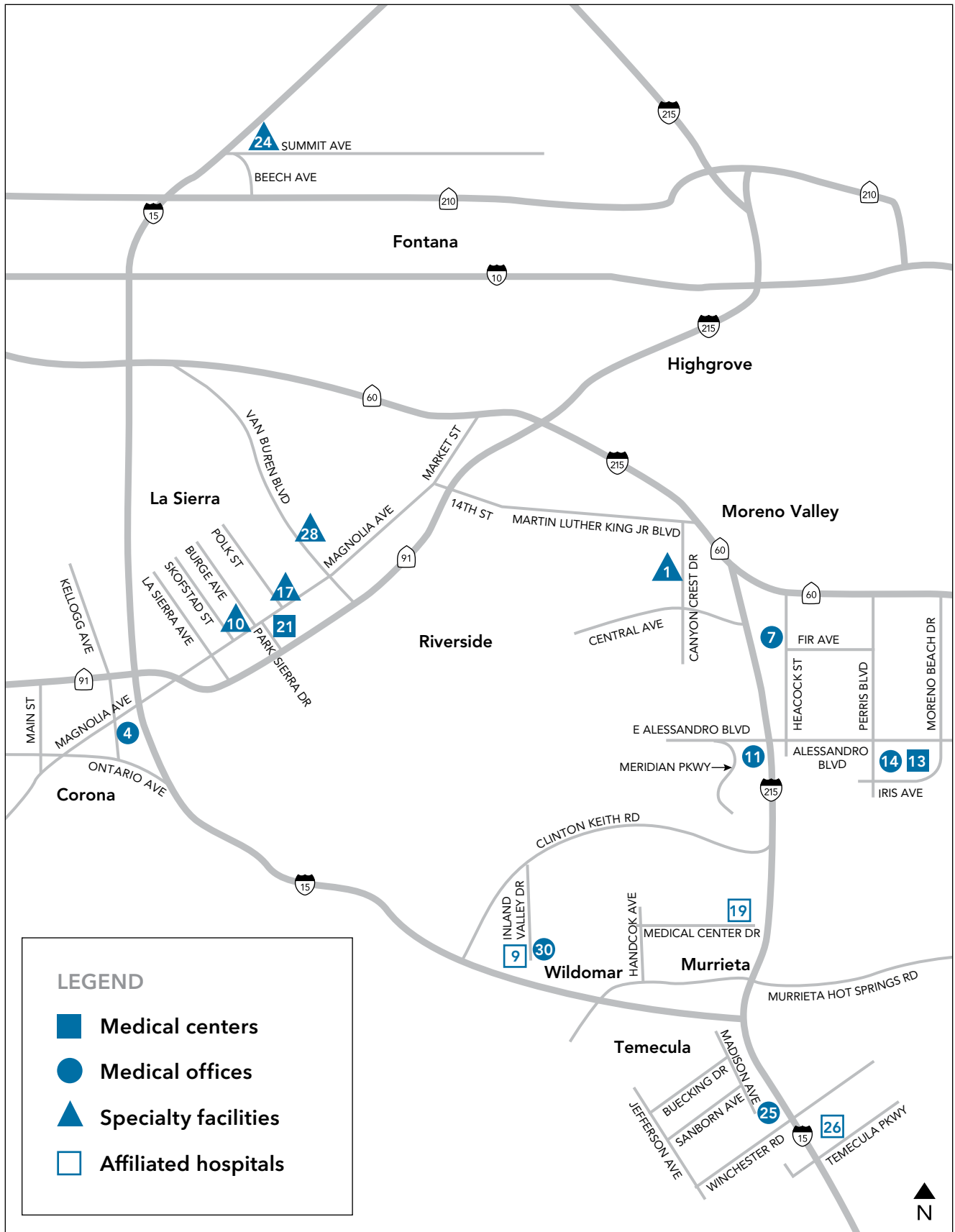
# Inland Empire–Fontana Area



Map not to scale



# Inland Empire–Riverside Area



Map not to scale

# Inland Empire—Area Locations

- ▲ 1 Canyon Crest Mental Health Offices** ..... 49  
 5225 Canyon Crest Dr.  
 Building 100, Ste. 103  
 Riverside, CA 92507  
 ♿ DHCS survey results: Limited access (P, EB, IB, R, T)
- ▲ 6 Fontana Mental Health Offices** ..... 59  
 9310 Sierra Ave.  
 Fontana, CA 92335  
 ♿ DHCS survey results: Basic access (P, E, EB, IB, R, T)
- 2 Chino Medical Offices** ..... 49  
 11911 Central Ave.  
 Chino, CA 91710  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 7 Heacock Medical Offices** ..... 59  
 12815 Heacock St.  
 Moreno Valley, CA 92553  
 ♿ DHCS survey results: Limited and medical equipment access (P, E, EB, IB, T)
- 3 Colton Medical Offices** ..... 50  
 789 E. Cooley Dr.  
 Colton, CA 92324  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 8 Indian Hill Medical Offices** ..... 60  
 250 W. San Jose St.  
 Claremont, CA 91711  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 4 Corona Medical Offices** ..... 50  
 2055 Kellogg Ave.  
 Corona, CA 92879  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 9 Inland Valley Medical Center** ..... 61  
**Emergency**  
 36485 Inland Valley Dr.  
 Wildomar, CA 92595
- 5 Fontana Medical Center** ..... 52  
**Emergency**  
**Urgent Care**  
 9961 Sierra Ave.  
 Fontana, CA 92335  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 10 Magnolia Village** ..... 61  
 10917 Magnolia Ave.  
 Riverside, CA 92505  
 ♿ DHCS survey results: Limited and medical equipment access (P, E, EB, IB, T)

**P** = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building  
**R** = Restroom | **T** = Exam Table/Scale | **See page 293 for further explanation of abbreviations.**

- 11 Meridian Medical Offices** ..... 61  
 14305 Meridian Pkwy.  
 Riverside, CA 92518  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 12 Montclair Mental Health Offices** ..... 62  
 5330 San Bernardino St.  
 Montclair, CA 91763  
 DHCS survey results: Basic access (P, E, EB, IB, R, T)
- 13 Moreno Valley Medical Center** ..... 62  
**Emergency**  
 27300 Iris Ave.  
 Moreno Valley, CA 92555
- 14 Moreno Valley Medical Center Medical Office Building 2** ..... 62  
 27200 Iris Ave.  
 Moreno Valley, CA 92555
- 15 Ontario Medical Center** ..... 64  
**Emergency Urgent Care**  
 2295 S. Vineyard Ave.  
 Ontario, CA 91761  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 16 Ontario Mental Health Offices** ..... 68  
 3330 Centre Lake Dr.  
 Ontario, CA 91761  
 DHCS survey results: Basic access (P, E, EB, IB, R, T)
- 17 Polk Street** ..... 68  
 10689 Magnolia Ave.  
 Riverside, CA 92505  
 Mailing address:  
 10800 Magnolia Ave.  
 Riverside, CA 92505
- 18 Rancho Cucamonga Medical Offices** ..... 68  
 10850 Arrow Rte.  
 Rancho Cucamonga, CA 91730  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 19 Rancho Springs Medical Center** ..... 69  
 25500 Medical Center Dr.  
 Murrieta, CA 92562
- 20 Redlands Medical Offices** ..... 69  
 1301 California St.  
 Redlands, CA 92374  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | See page 293 for further explanation of abbreviations.

- 21 Riverside Medical Center** ..... 71

**Emergency Urgent Care**  
 10800 Magnolia Ave.  
 Riverside, CA 92505

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T).

Medical Office Building 2, limited and medical equipment access (P, E, EB, IB, T)

Medical Office Building 3, limited and medical equipment access (P, R, T)
  
- 22 San Bernardino Medical Offices** ..... 76

1717 Date Pl.  
 San Bernardino, CA 92404

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- ▲ 23 San Bernardino Mental Health Offices** ..... 76

325 W. Hospitality Ln., Ste. 312  
 San Bernardino, CA 92408

DHCS survey results: Limited access (P, E, EB, R, T)
  
- ▲ 24 Target Clinic, Care provided by Kaiser Permanente Fontana North Target** ..... 76

**No emergency services**  
 15272 Summit Ave.  
 Fontana, CA 92336
  
- 25 Temecula Medical Offices** ..... 77

27309 Madison Ave.  
 Temecula, CA 92590

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- 26 Temecula Valley Hospital** ..... 77

**Emergency**  
 31700 Temecula Pkwy.  
 Temecula, CA 92592
  
- 27 Upland Medical Offices** ..... 77

1183 E. Foothill Blvd.  
 Upland, CA 91786

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- ▲ 28 Van Buren Offices** ..... 78

3951 Van Buren Blvd.  
 Riverside, CA 92503

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- 29 Victorville Medical Offices** ... 78

**Urgent Care**  
 14011 Park Ave.  
 Victorville, CA 92392

DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- 30 Wildomar Medical Offices** ... 79

**Urgent Care**  
 36450 Inland Valley Dr.  
 Wildomar, CA 92595

DHCS survey results: Limited and medical equipment access (P, EB, R, T)

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**P** = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building  
**R** = Restroom | **T** = Exam Table/Scale | **See page 293 for further explanation of abbreviations.**

# Location Details

## ▲ 1 Canyon Crest Mental Health Offices

5225 Canyon Crest Dr.  
 Building 100, Ste. 103  
 Riverside, CA 92507  
[kp.org/riverside](http://kp.org/riverside)

### Psychiatry

- **Adult, child, and adolescent**  
**Hours:** M, Tu, Th, 7 a.m.-9 p.m.;  
 W, 7 a.m.-7 p.m.; F, 7 a.m.-5 p.m.  
 Appts./Cancel/Info. .... **951-248-4000**  
 Emergency ..... **951-248-4000**  
 Refills by phone ..... **951-353-4045**
- **Behavioral Health Care**  
**Member Help Line**  
 7 days, 24 hours ..... **1-800-900-3277**

## ● 2 Chino Medical Offices

11911 Central Ave.  
 Chino, CA 91710  
[kp.org/fontana](http://kp.org/fontana)

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
 Sa, 7 a.m.-3:30 p.m.) ..... **1-888-750-0036**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, 7 a.m.-3 p.m.) ..... **1-888-KPONCALL**  
 (**1-888-576-6225**)

### Family Medicine/Internal Medicine

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**

### HearUSA/HEARx West Hearing Care Center

3920 Grand Ave., Ste. E, Space 9  
 Chino, CA 91710  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
 and other days, by appointment only  
 Information ..... **909-248-9112**

### Laboratory

**Office hours:** M-F, 7:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Information ..... **1-888-750-0036**  
 Results ..... **1-888-4KPTEST**  
 (**1-888-457-8378**)

Call requesting practitioner for test results  
 or check lab results online at [kp.org](http://kp.org).

### Pediatrics

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**

### Pharmacy

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Info./Refills by phone ..... **1-866-342-2824**  
 Mail-order Pharmacy ..... **1-866-206-2984**  
 Online refills ..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Info. .... **909-427-3914**

### Treatment Nurse *Walk-in only*

**Hours:** M-F, 8:30-11:30 a.m.  
 and 1:30-4:30 p.m.  
 Information ..... **1-888-750-0036**

### ● 3 Colton Medical Offices

789 E. Cooley Dr.  
Colton, CA 92324  
[kp.org/fontana](http://kp.org/fontana)

#### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, 7 a.m.-3:30 p.m.)..... **1-888-750-0036**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(**1-888-576-6225**)

#### Family Medicine

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Appts./Info. .... **1-888-750-0036**

#### Laboratory

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Information ..... **1-888-750-0036**  
Results ..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

#### Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

#### Pediatrics

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-888-750-0036**

#### Pharmacy

**Hours:** M-F, 8:45 a.m.-5 p.m.  
Info./Refills by phone ..... **1-866-342-2805**  
Mail-order Pharmacy ..... **1-866-206-2984**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

#### Radiology/Diagnostic Imaging

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Appts./Info. .... **909-427-3914**

#### Treatment Nurse *Walk-in only*

**Hours:** M-F, 8:30-11:30 a.m.  
and 1:30-4:30 p.m.  
Information ..... **1-888-750-0036**

#### Vision Essentials by Kaiser Permanente

- **Optical Center *Self-referral***  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-4:30 p.m.  
Eyeglasses/  
Optical dispensing ..... **909-370-6010**  
Website ..... [kp2020.org](http://kp2020.org)  
Allow 5 business days before calling  
to check on eyeglasses.
- **Optometry *Self-referral***  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-4:30 p.m.  
Appts./Cancel/  
Info./Msgs. .... **1-888-750-0036**

### ● 4 Corona Medical Offices

2055 Kellogg Ave.  
Corona, CA 92879  
[kp.org/riverside](http://kp.org/riverside)

#### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3 p.m.) ..... **1-866-9THRIVE**  
(**1-866-984-7483**)  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(**1-888-576-6225**)

#### Family Medicine

**Office hours:** M-F, 8:30 a.m.-noon  
and 1:30-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-866-9THRIVE**  
(**1-866-984-7483**)

#### Gynecology

See Obstetrics-Gynecology.

**Insurance/Medical Correspondence**

**Office hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-4:30 p.m.; closed 1st Thursday of  
each month, 1-4:30 p.m.;  
closed major holidays

**Phone hours:** M-F, 9 a.m.-4:30 p.m.  
Fax ..... **951-353-4077**  
Information ..... **951-353-4470**  
Email..... **rivroui@kp.org**  
Disability forms/requests for medical records.

**Laboratory**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**  
Call requesting practitioner for test results  
or check lab results online at **kp.org**.

**Mammography** *By appointment only*

**Hours:** M-F, 8 a.m.-5 p.m.  
Appointments..... **951-898-7025**

**Obstetrics-Gynecology**

**Office hours:** M-F, 8:30 a.m.-noon  
and 1:30-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/ Appts./  
Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

**Pediatrics**

**Office hours:** M-F, 8:30 a.m.-noon  
and 1:30-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/ Appts./  
Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Pharmacy**

**Hours:** M-F, 8:30 a.m.-5:30 p.m.  
Info./Refills by phone ..... **1-866-370-1941**  
Mail-order Pharmacy..... **1-866-206-2983**  
Online refills..... **kp.org/refill**

**Population Care Nurse Clinic**

**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Appts./Cancel/Info. .... **951-602-4229**  
Nurses offer follow-up care and education to  
members managing chronic diseases such as  
asthma, diabetes, and hyperlipidemia. Some  
services may require a referral.

**Psychiatry**

- **Adult, child, and adolescent**  
**Hours:** M, W, Th, 7 a.m.-9 p.m.;  
Tu, F, 7 a.m.-7 p.m.;  
Sa, 8:30 a.m.-4 p.m.  
Appts./Cancel/Info./Msgs. ... **951-898-7010**  
Emergency..... **951-898-7010**  
Refills by phone ..... **951-353-4045**
- **Behavioral Health Care**  
**Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

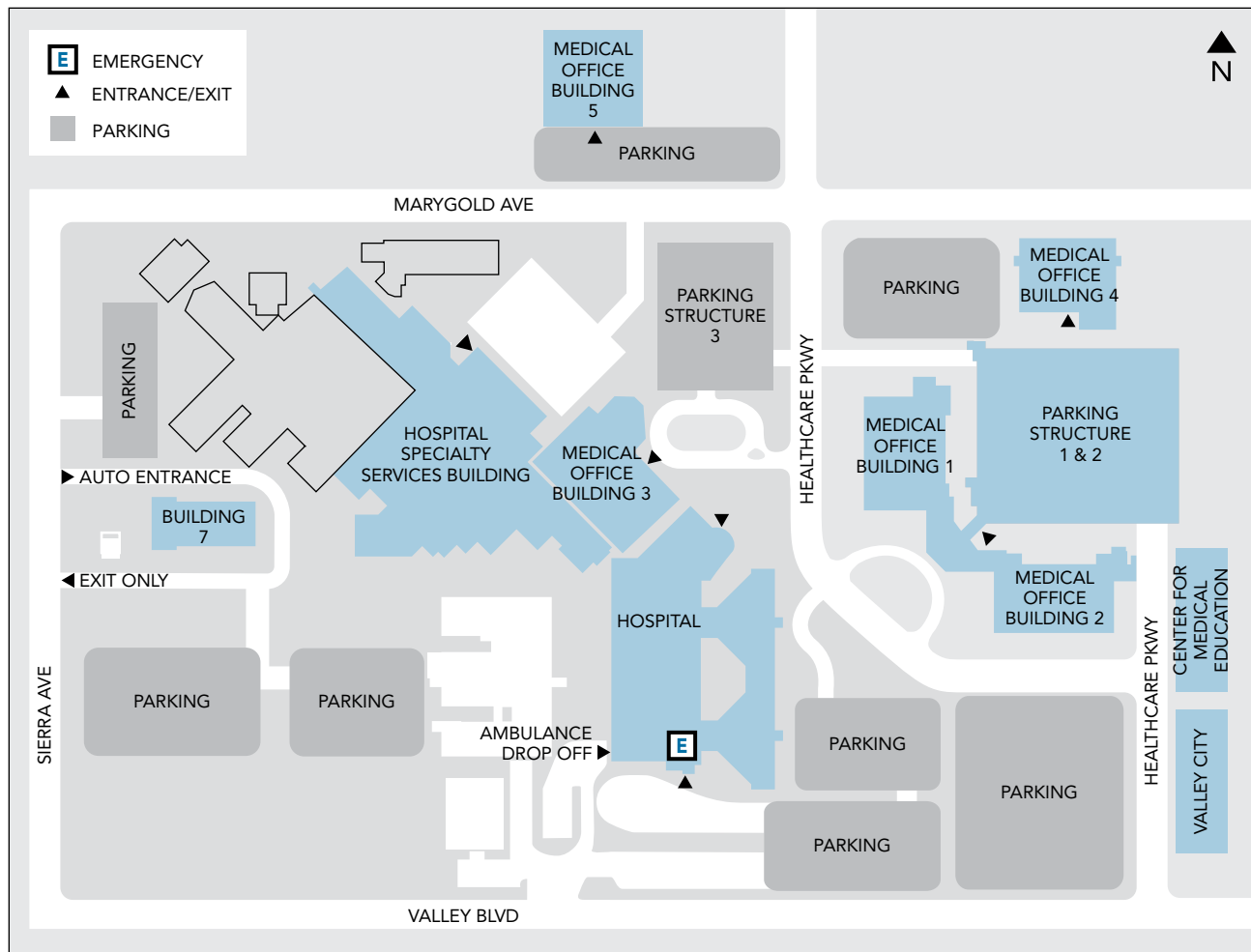
**Radiology/Diagnostic Imaging**

*By referral only*  
**Hours:** M-F, 9 a.m.-noon  
and 1:30-4:30 p.m.  
Information ..... **951-898-7025**

**Vision Essentials by Kaiser Permanente**

- **Optical Center**  
Eyeglasses  
**Hours:** M-F, 8 a.m.-6 p.m.  
Advice/ Appts./  
Cancel/Msgs. .... **951-898-7223**  
Website..... **kp2020.org**  
Allow 5 business days before calling  
to check on eyeglasses.
- **Optometry**  
**Hours:** M-F, 8 a.m.-5:45 p.m.  
Advice/ Appts./  
Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

## Fontana Medical Center (hospital and medical offices)



Map not to scale

### 5

## Fontana Medical Center

Hospital and Medical Offices  
9961 Sierra Ave.  
Fontana, CA 92335

[kp.org/fontana](http://kp.org/fontana)

#### Emergency

Hospital, 1st Floor

#### Urgent Care

Medical Office Building 1  
1st Floor

#### Emergency

Hospital, 1st Floor

**Hours:** 7 days, 24 hours

#### Information

Operator ..... 909-427-5000

TTY..... 1-866-735-2922

**Poison Control**..... 1-800-222-1222

#### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.)..... 1-888-750-0036

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... 1-888-KPONCALL  
(1-888-576-6225)



**Allergy** *By referral only*

Medical Office Building 1, 6th Floor  
**Hours:** M-W, F, 8:30 a.m.-4:30 p.m.;  
 Th, 8:30 a.m.-12:30 p.m.  
 Advice/Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**

**Anesthesia Interventional Pain Clinic**

*By referral only*  
 Medical Office Building 1, lower level  
**Hours:** M-F, 7:45 a.m.-4:15 p.m.  
 Appts./Info. .... **1-866-454-3485**  
 Advice Nurse ..... **909-427-7440**

**Audiology** *Self-referrals accepted*

Medical Office Building 3, 2nd Floor  
**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Advice/Appts./  
 Cancel/Info. .... **1-866-454-3485**

**Behavioral Health**

Medical Office Building 5

- **Addiction Medicine**  
**Outpatient:** M-Th, 8 a.m.-9 p.m.;  
 F, 8 a.m.-7 p.m.;  
 Sa, Su, holidays, 8 a.m.-5 p.m.  
**Assessment:** M-Th, 8 a.m.-8 p.m.;  
 F, 8 a.m.-7 p.m.;  
 Sa, Su, holidays, 8 a.m.-4:30 p.m.  
 Advice/Appts./Info. .... **909-427-5128**
- **Behavioral Health Care**  
**Member Help Line**  
 7 days, 24 hours. .... **1-800-900-3277**
- **Psychiatry**  
**Hours:** M-Th, 7 a.m.-7 p.m.;  
 F, 7 a.m.-5:30 p.m.  
 Appts./Cancel/Info./  
 Prescription refills. .... **1-866-205-3595**  
 Individual, relational, family, crisis  
 intervention and group psychotherapy,  
 for children, adolescents, and adults.

**Breast Care Program**

Medical Office Building 3  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Breast Cancer  
 Support Group ..... **909-427-6034**  
 Information regarding breast cancer  
 and breast reconstruction (Image Reborn,  
 options for breast reconstruction).

**Business Office**

Hospital Specialty Services Building  
**Walk-in/Phone hours:**  
 M-F, 7:30 a.m.-6:30 p.m.  
 Admitting/Registration ..... **909-302-8191**  
 After-hours ..... **909-302-8186**  
 Billing/Collections ..... **1-800-201-2123**  
 Central Eligibility  
 Department ..... **909-302-4017**  
 Insurance and  
 Workers' Compensation ..... **909-427-3917**  
 MFAP information ..... **1-866-399-7696**

**Cancer Support Groups**

**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Colon Cancer  
 Support Group ..... **909-427-5495**  
 Lung Cancer Support Group  
 (Pulmonary Pals) ..... **909-427-5495**

**Cardiac Surgery** *By referral only*

Medical Office Building 3  
**Hours:** M-F, 8:30 a.m.-4 p.m.  
 Appts./Cancel/Msgs. .... **1-909-427-3614**

**Cardiology** *By referral only*

Medical Office Building 3  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Walk-in EKG:** M-F, 8 a.m.-4:15 p.m.  
 Appts./Cancel/Msgs. .... **1-866-454-3485**

**Dermatology** *By referral only*

Medical Office Building 1, 6th Floor  
**Hours:** M-W, F, 8:30 a.m.-4:30 p.m.;  
 Th, 8:30 a.m.-12:30 p.m.  
 Appts./Cancel/Msgs. .... **1-888-750-0036**

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### Durable Medical Equipment

Palm Court II

17284 Slover Ave.

**Hours:** M-F, 8:30 a.m.-6 p.m.;

Sa, 8:30 a.m.-5 p.m.

Information ..... **1-855-80KPDME**  
(**1-855-805-7363**)

### Electro-physiology *By referral only*

Medical Office Building 3

**Hours:** Tu, W, Th, 8:30 a.m.-3 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Extended Care

Palm Court II

17284 Slover Ave.

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **909-609-3500**

Senior Care Connection ..... **909-609-3737**

Special Needs Program

(SNP) ..... **1-866-287-1401**

### Family Medicine

Medical Office Building 1, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-750-0036**

### Family Medicine Hypertension Clinic

Medical Office Building 1, 1st Floor

**Hours:** M-F, 9-11:30 a.m. and 1:30-4:30 p.m.

Appts./Cancel/Msgs. .... **909-427-4959**

### Gastroenterology (GI) *By referral only*

Medical Office Building 3

**GI Lab hours:** M-F, 8 a.m.-4:30 p.m.

**Office hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **1-866-454-3485**

### Genetics *Referral preferred*

**Hours:** M-F, 8 a.m.-4:30 p.m.

Advice/Appts./Cancel/Msgs. ... **909-427-2431**

### Geriatric Medicine *By referral only*

Medical Office Building 2, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./Cancel/Msgs. ... **909-302-4517**

### Gift Shop

Hospital, 1st Floor

**Hours:** Vary

Information ..... **909-302-8916**

### Gynecology

See Obstetrics-Gynecology.

### Head and Neck Surgery *By referral only*

Medical Office Building 3

**Hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Health Education/Preventive Medicine

Palm Court I

17296 Slover Ave.

**Office hours:** M-Th, 8 a.m.-6 p.m.;

F, 8 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info./

Health Education classes ..... **909-609-3000**

Classes include diabetes, smoking cessation, weight management, prediabetes, taking care of your heart (cholesterol, hypertension, heart care), African American hypertension, nutrition, heart failure, fitness, stress and emotional health, chronic conditions self-management, childbirth preparation, insomnia (sleep well), fall prevention, female incontinence, and advance care planning.

Some classes or services may have fees.

Selected Health Education classes are available at Rancho Cucamonga, Redlands, and Victorville Medical Offices and at Ontario Medical Center.

### Healthy Living Store

#### ■ Medical Office Buildings 1 and 2

**Hours:** Vary, call for time

Information ..... **909-427-6116**

#### ■ Palm Court I

17296 Slover Ave.

**Hours:** Vary, call for time

Information ..... **909-609-3001**

Books, pamphlets, videos, and health-related items for sale.

### HearUSA/HEARx West Hearing Care Centers

**Hours:** M-F, 9 a.m.-5 p.m.; after-hours and weekends, by appointment only

▪ **Claremont**

554 E. Baseline Rd.  
Claremont, CA 91711  
Information..... **909-626-4617**

▪ **Fontana**

16940 Slover Ave., Ste. A  
Fontana, CA 92337  
Information ..... **909-854-8569**

### Home Health

Palm Court II  
17284 Slover Ave., Ste. 105  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **909-609-3800**  
Pharmacy ..... **909-609-3360**

### Hospice

Palm Court II  
17284 Slover Ave., Ste. 105  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **909-609-3838**

### Infectious Diseases *By referral only*

Medical Office Building 3  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/ Appts./  
Cancel/Msgs..... **1-888-750-0036**

### Internal Medicine

Medical Office Building 2  
4th, 5th, and 6th Floors  
(Check-in on the 5th or 6th Floor)  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/ Appts./  
Cancel/Msgs. .... **1-888-750-0036**

### Laboratory

- **Medical Office Buildings 1 and 2**  
**Hours:** 7 days, 7 a.m.-9 p.m.
- **Medical Office Building 3**  
**Hours:** M-F, 7:30 a.m.-5 p.m.  
Information ..... **1-888-750-0036**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

### Medical Social Work

Medical Office Building 4  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info. .... **909-427-5191**

### Member Services Office

- Medical Office Building 3, Ste. 130  
**Office hours:** M-F, 9-11:30 a.m. and 12:30-5 p.m.
- **Member Service Contact Center**  
**Phone hours:** 7 days, 24 hours (closed holidays)  
English..... **1-800-464-4000**  
Spanish ..... **1-800-788-0616**  
Chinese dialects ..... **1-800-757-7585**  
TTY ..... **711**

### Nephrology/Peritoneal Dialysis

*By referral only*  
Medical Office Building 3  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/ Appts./  
Cancel/Msgs..... **1-888-750-0036**

### Neurology *By referral only*

Medical Office Building 2, lower level  
**Office hours:** M-W, F, 8:30 a.m.-5 p.m.; Th, 8:30 a.m.-noon; closed Thursday afternoons  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Appts./Cancel/Msgs. .... **1-866-454-3485**  
After-hours advice ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

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### Neurosurgery *By referral only*

Medical Office Building 1, lower level

**Phone hours:** M-F, 7 a.m.-7 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Nuclear Medicine *By referral only*

Medical Office Building 3

Appts./Cancel..... **909-427-3914**

### Obstetrics-Gynecology

Medical Office Building 1

#### ▪ Gynecology

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-888-750-0036**

#### ▪ Obstetrics

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-888-750-0036**

### Occupational Health Center (Kaiser On-the-Job®)

Medical Office Building 3

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Appts./Info./Msgs. .... **909-427-3917**

Medical treatment for work-related injuries and illnesses.

### Occupational Therapy *By referral only*

Medical Office Building 2

#### ▪ Adult

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

#### ▪ Child

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

### Orthopedics/Podiatry *By referral only*

Appts./Cancel/Msgs.

(M-F, 7 a.m.-7 p.m.)..... **1-866-454-3485**

Nurse advice

(M-F, 8:30 a.m.-4:30 p.m.)... **1-866-454-3485**

#### ▪ Medical Office Building 1

**Cast room hours:** 7 days, 9 a.m.-9 p.m.

#### ▪ Medical Office Building 3

**Office hours:** M, Tu, W, F, 7 a.m.-5 p.m.;

Th, 8:30 a.m.-5 p.m.

**Cast room hours:**

M, Tu, W, F, 7 a.m.-5 p.m.;

Th, 8:30 a.m.-5 p.m.

### Pain Management *By referral only*

Medical Office Building 2, 6th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Palliative Medicine *By referral only*

Medical Office Building 2

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **909-302-4515**

### Patient Support Services

Palm Court II

17284 Slover Ave., Ste. 202

**Hours:** M-F, 8:30 a.m.-5 p.m.

Disability claims..... **909-609-3200**

Disability claims fax ..... **909-609-3234**

Legal administrative

coordinator fax..... **909-609-3433**

Medical request office ..... **909-609-3200**

Outside medical referrals ..... **909-609-3262**

Patient records access fax..... **909-609-3234**

Patient records access

and disability claims

request email..... **fonroui@kp.org**

### Pediatrics

Medical Office Building 2

**Hours:** M-F, 8:30-11:30 a.m.

and 1:30-4:30 p.m.

Advice/Appts./Cancel/Info./Msgs./

School/camp forms ..... **1-888-750-0036**

For school/camp forms, allow 3-5 business days to complete; fees may apply.

**Pharmacies**

Mail-order Pharmacy..... **1-866-206-2984**  
 Online refills..... **kp.org/refill**

▪ **24-hour Pharmacy**

Hospital  
**Hours:** 7 days, 24 hours  
 Info./Refills by phone..... **1-855-434-2155**

▪ **Family Medicine/Urgent Care Pharmacy**

Medical Office Building 1, 1st Floor  
**Hours:** M-F, 9 a.m.-6 p.m.  
 Info./Refills by phone..... **1-866-340-6110**

▪ **Home Health Pharmacy**

Palm Court I  
 17296 Slover Ave.  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Info./Refills by phone..... **909-609-3360**

▪ **Link Pharmacy**

Medical Office Buildings 1 and 2, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-8 p.m.;  
 Sa, Su, 8:30 a.m.-5:30 p.m.  
 Info./Refills by phone..... **1-866-340-6109**

▪ **Obstetrics-Gynecology Pharmacy**

Medical Office Building 1, 3rd Floor  
**Hours:** M-W, F, 9 a.m.-12:30 p.m.  
 and 1:45-5 p.m.; Th, 9 a.m.-12:30 p.m.  
 Info./Refills by phone..... **1-866-342-2688**

▪ **Ophthalmology Pharmacy**

**Hours:** M-F, 9 a.m.-12:30 p.m.  
 and 1:45-5 p.m.  
 Info./Refills by phone..... **1-866-342-2747**

▪ **Surgical Services Pharmacy**

Medical Office Building 3  
**Hours:** M-F, 9 a.m.-6 p.m.  
 Info./Refills by phone..... **1-866-340-6143**

**Physical Medicine and Rehabilitation**

*By referral only*  
 Medical Office Building 2  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-866-454-3485**

**Physical Therapy** *By referral only*

Medical Office Building 2  
**Hours:** M-Th, 7:30 a.m.-7 p.m.;  
 F, 7:30 a.m.-6 p.m.  
 Appts./Cancel/Msgs. .... **1-866-454-3485**

**Plastic and Reconstructive Surgery**

*By referral only*  
 Medical Office Building 3  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs.  
 (M-F, 7 a.m.-7 p.m.) ..... **1-866-454-3485**  
 Advice (M-F, 7 a.m.-7 p.m.) ..... **909-427-3909**

**Podiatry** *By referral only*

Medical Office Building 3  
**Hours:** M, Tu, W, F, 7 a.m.-5 p.m.;  
 Th, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs.  
 (M-F, 7 a.m.-7 p.m.) ..... **1-866-454-3485**  
 Nurse advice  
 (M-F, 8:30 a.m.-4:30 p.m.)... **1-866-454-3485**

**Preventive Medicine/Health Education**

See Health Education/Preventive Medicine.

**Pulmonology/Pulmonary Function**

**Testing (PFT) Lab** *By referral only*  
 Medical Office Building 3  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./  
 Asthma information ..... **1-866-454-3485**

**Radiology/Diagnostic Imaging**

Hospital, 1st Floor  
 Medical Office Building 1, Link, 3rd Floor  
 Medical Office Building 2, 4th Floor  
 Medical Office Building 3, lower level  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel ..... **909-427-3914**

**Sleep Center** *By referral only*

Medical Office Building 7  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
 and 7 p.m.-7 a.m.; Sa, Su, 7 p.m.-7 a.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.;  
 Sa, Su, 6-10 p.m.  
 Appts./Cancel/Msgs. .... **909-427-4432**

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### Speech Therapy

Medical Office Building 3

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs.

(M-F, 7 a.m.-7 p.m.) ..... **1-866-454-3485**

Advice

(M-F, 8:30 a.m.-4 p.m.) ..... **1-866-454-3485**

### Surgery (Outpatient Clinic) *By referral only*

Medical Office Building 3

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs.

(M-F, 7 a.m.-7 p.m.) ..... **1-866-454-3485**

Advice

(M-F, 8:30 a.m.-4 p.m.) ..... **909-427-3909**

### Teen Clinic

Medical Office Building 2

Information ..... **1-888-750-0036**

### TTY for the Hearing or Speech Impaired

**Phone hours:** M-F, 7 a.m.-8:30 p.m.

Appointments ..... **1-866-735-2922**

### Urgent Care

#### ▪ Adult Medicine

Medical Office Building 1, 1st Floor

**Office hours:** 7 days, 9 a.m.-9 p.m.;

includes holidays

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.

Advice/Appts./Info. .... **1-888-750-0036**

#### ▪ Pediatrics

Medical Office Building 1, 1st Floor

**Office hours:** M-F, 5:30-9 p.m.;

Sa, Su, 9 a.m.-noon,

1:30-4:40 p.m., 6 p.m.-9 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.

Advice/Appts./Info. .... **1-888-750-0036**

### Urology *By referral only*

Medical Office Building 3

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-4 p.m.

(Advice) ..... **1-866-454-3485**

M-F, 7 a.m.-7 p.m.

(Appts./Cancel/Msgs.) ..... **1-866-454-3485**

### Vision Essentials by Kaiser Permanente

#### ▪ Ophthalmology *By referral only*

Medical Office Building 4

**Clinic hours:** M-F, 7 a.m.-5:30 p.m.

**Phone hours:** M-F, 7:15 a.m.-4:30 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-888-750-0036**

#### ▪ Optical Center *Self-referral*

Eyeglasses, contact lenses

Medical Office Building 4

**Hours:** M-F, 7 a.m.-6:30 p.m.;

Sa, 7 a.m.-3:30 p.m.

Information ..... **909-427-6984**

Website ..... **kp2020.org**

Allow 5 business days before calling  
to check on eyeglasses.

#### ▪ Optometry *Self-referral*

Medical Office Building 4

**Hours:** M-F, 7 a.m.-6 p.m.; Sa, 7 a.m.-3 p.m.

Appts./Cancel/Msgs. .... **1-888-750-0036**

### Volunteer Services

Hospital, 1st Floor

Director ..... **909-302-7188**

For information and

to become a volunteer ..... **909-302-7180**

### Wound Ostomy Continence Nurses

Medical Office Building 3

Advice/Appts./Msgs. .... **1-866-454-3485**

Ostomy Support Group ..... **909-427-6972**

▲ 6

## Fontana Mental Health Offices

9310 Sierra Ave.  
Fontana, CA 92335  
[kp.org/fontana](http://kp.org/fontana)

### Psychiatry

**Hours:** M-Th, 7 a.m.-7 p.m.;  
F, 7 a.m.-5:30 p.m.  
Appts./Cancel/Info./  
Prescription refills..... **1-866-205-3595**  
Individual, relational, family, crisis  
intervention and group psychotherapy,  
for children, adolescents, and adults.

- **Behavioral Health Care**  
**Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

● 7

## Heacock Medical Offices

12815 Heacock St.  
Moreno Valley, CA 92553  
[kp.org/riverside](http://kp.org/riverside)

### Addiction Medicine

**Hours:** M-Th, 8:30 a.m.-8 p.m.;  
F, 8:30 a.m.-5 p.m.; Sa, 9 a.m.-2 p.m.  
Appts./Cancel/Msgs. .... **951-601-6174**

- **Behavioral Health Care**  
**Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3 p.m.) ..... **1-866-9THRIVE**  
**(1-866-984-7483)**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Allergy Injections

**Hours:** M, 1:30-4:30 p.m.; Th, 9 a.m.-noon  
and 1:30-4:30 p.m.

### Dermatology *By referral only*

**Hours:** Tu, Th, 2nd and 4th Wednesday of the  
month, 8:30 a.m.-5 p.m.  
Information ..... **1-866-9THRIVE**  
**(1-866-984-7483)**

### Family Medicine/Internal Medicine

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-7:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

### HearUSA/HEARx West Hearing Care Center

27120 Eucalyptus Ave., Ste. F  
Moreno Valley, CA 92555  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and other days, by appointment only  
Information ..... **951-488-0479**

### Laboratory

**Hours:** M-F, 8 a.m.-5 p.m.  
Information ..... **951-601-6066**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**  
Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Mammography *By appointment only*

**Hours:** M-F, 8 a.m.-5:30 p.m.  
Information ..... **951-353-4000**

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatrics

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

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### Pharmacies

Mail-order Pharmacy ..... 1-866-206-2983  
Online refills ..... [kp.org/refill](http://kp.org/refill)

#### ■ 1st Floor Pharmacy

**Hours:** M-F, 8 a.m.-8 p.m.

Information ..... 1-866-370-1908

Refills by phone ..... 951-601-6000

#### ■ 2nd Floor Pharmacy

**Hours:** M-F, 9 a.m.-5 p.m.

Information ..... 1-866-370-1909

Refills by phone ..... 951-601-6229

### Population Care Nurse Clinic

**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.

Appts./Cancel/Info. .... 951-602-4229

Nurses offer follow-up care and education to members managing chronic diseases such as asthma, diabetes, and hyperlipidemia. Some services may require a referral.

### Radiology/Diagnostic Imaging

*By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.

Information ..... 951-601-6166

Ultrasound by appointment only.

### Vision Essentials by Kaiser Permanente

#### ■ Optical Center

Eyeglasses

**Hours:** M-F, 8 a.m.-6:15 p.m.

Information ..... 951-601-6107

Appts./Cancel/Msgs. .... 1-866-9THRIVE  
(1-866-984-7483)

Website ..... [kp2020.org](http://kp2020.org)

#### ■ Optometry

**Hours:** M-F, 8 a.m.-5:45 p.m.

Advice/Appts./

Cancel/Msgs. .... 1-866-9THRIVE  
(1-866-984-7483)

## ● 8

### Indian Hill Medical Offices

250 W. San Jose St.  
Claremont, CA 91711  
[kp.org/fontana](http://kp.org/fontana)

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.) ..... 1-888-750-0036

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... 1-888-KPONCALL  
(1-888-576-6225)

### Family Medicine/Internal Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Info./Msgs. .... 1-888-750-0036

### Laboratory

**Hours:** M-F, 7:30 a.m.-4:40 p.m.

Information ..... 1-888-750-0036

Results ..... 1-888-4KPTEST  
(1-888-457-8378)

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Pediatrics

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Info./Msgs. .... 1-888-750-0036

### Pharmacy

**Hours:** M-F, 8:30 a.m.-5 p.m.

Info./Refills by phone ..... 1-866-342-2806

Mail-order Pharmacy ..... 1-866-206-2984

Online refills ..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

*By referral only*

**Hours:** M-F, 9 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Appts./Info. .... 909-427-3914

Results ..... 1-888-750-0036

### Treatment Nurse *By appointment only*

**Hours:** M-F, 8:30-11:30 a.m. and 1:30-4 p.m.

Information ..... 1-888-750-0036





## Inland Valley Medical Center

**Emergency**  
36485 Inland Valley Dr.  
Wildomar, CA 92595

**Hours:** 7 days, 24 hours  
Emergency ..... **951-677-9773**  
Information ..... **951-677-1111**



## Magnolia Village

10917 Magnolia Ave.  
Riverside, CA 92505  
[kp.org/riverside](http://kp.org/riverside)

### Continuing Care

Skofstad Building  
11011 Skofstad St.  
Riverside, CA 92505  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours calls will be returned the next business day  
Information ..... **951-602-4230**

### Geriatrics/Long-Term Care

Skofstad Building  
11011 Skofstad St.  
Riverside, CA 92505  
**Hours:** M-F, 8:30 a.m.-5 p.m.; Sa, Su, holidays, calls referred to the Emergency Department  
Information ..... **951-602-4230**

### Home Health Agency *By referral only*

**Hours:** 7 days, 8:30 a.m.-5 p.m.  
Information ..... **951-358-2600**

#### ▪ Nurse on-call

**Hours:** 7 days, 8:30 a.m.-5 p.m.  
Information ..... **951-353-2000**  
After-hours advice ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

#### ▪ Senior Care Connection

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **951-358-2664**



## Meridian Medical Offices

14305 Meridian Pkwy.  
Riverside, CA 92518  
[kp.org/riverside](http://kp.org/riverside)

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.; Sa, Su, 7 a.m.-3 p.m.) ..... **1-866-9THRIVE**  
**(1-866-984-7483)**  
After-hours advice (M-F, 7 p.m.-7 a.m.; Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Allergy *By referral only*

**Office hours:** M, W, 8:30-11:15 a.m. and 1:30-4:30 p.m.  
**Injections hours:** M, 1:30-4:30 p.m.; W, 8:30-11:30 a.m. and 1:30-4:30 p.m.  
Appts./Cancel/Info. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

### Care Management

**Hours:** M-F, 8:30 a.m.-5 p.m.

### Dermatology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

### Family Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

### Internal Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

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### Laboratory

Drop-in available

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel/Info. .... **1-866-9THRIVE**  
(1-866-984-7483)

Results ..... **1-888-4KPTEST**  
(1-888-457-8378)

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Ophthalmology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info..... **1-866-9THRIVE**  
(1-866-984-7483)

### Pharmacy

**Hours:** M-F, 9 a.m.-5:30 p.m.; closed holidays

Info./Refills by phone ..... **1-855-396-2464**

Mail-order Pharmacy ..... **1-866-206-2983**

Online ..... **kp.org/refill**

### Radiology/Diagnostic Imaging

*By referral only*

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Cancel/Info. .... **1-866-9THRIVE**  
(1-866-984-7483)

## ▲ 12 Montclair Mental Health Offices

5330 San Bernardino St.

Montclair, CA 91763

**kp.org/fontana**

### Psychiatry

**Hours:** M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5:30 p.m.

Appts./Info. .... **1-866-205-3595**

Individual, relational, family, crisis intervention  
and group psychotherapy for children,  
adolescents, and adults.

#### ▪ Behavioral Health Care

##### Member Help Line

7 days, 24 hours..... **1-800-900-3277**

## ■ 13 Moreno Valley Medical Center

### Emergency

27300 Iris Ave.

Moreno Valley, CA 92555

**kp.org/riverside**

### Emergency

**Hours:** 7 days, 24 hours

Information ..... **951-251-6565**

### Insurance/Medical Correspondence

**Office hours:** M, F, 9 a.m.-4:30 p.m.;

closed major holidays

**Phone hours:** M-F, 9 a.m.-4:30 p.m.

Fax ..... **951-353-4077**

Information ..... **951-353-4470**

Email..... **rivroui@kp.org**

Disability forms/requests for medical records.

## ● 14 Moreno Valley Medical Center Medical Office Building 2

27200 Iris Ave.

Moreno Valley, CA 92555

**kp.org/riverside**

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-3 p.m.) ..... **1-866-9THRIVE**  
(1-866-984-7483)

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(1-888-576-6225)

**After-Hours Appointment Clinic (Adult)**

*By appointment only*

**Office hours:** M-F, 5:30-8:30 p.m.,

Sa, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-3 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

TTY ..... **711**

**Audiology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Cardiology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Gastroenterology (GI)** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**General Surgery**

See Surgery (General).

**Gynecology**

See Obstetrics-Gynecology.

**Head and Neck Surgery** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Hematology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Infectious Disease** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Internal Medicine**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Laboratory**

**Hours:** M-F, 8 a.m.-9 p.m.; Sa, 8 a.m.-5 p.m.;  
closed holidays

Results ..... **1-888-4KPTEST**  
(1-888-457-8378)

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

**Nephrology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Neurology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Obstetrics-Gynecology**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Oncology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Orthopedics** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Pharmacy**

**Hours:** M-F, 9 a.m.-9 p.m.;

Sa, 9:30 a.m.-5 p.m.; closed holidays

Online refills ..... **kp.org/refill**

**Podiatry** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Pulmonology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

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### Radiology/Diagnostic Imaging

**Hours:** M-F, 8:30 a.m.-5 p.m.; closed holidays

### Surgery (General) *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

### Urology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

## 15 Ontario Medical Center

Hospital and Medical Offices  
2295 S. Vineyard Ave.  
Ontario, CA 91761

[kp.org/ontario](http://kp.org/ontario)

#### ▪ Emergency

Hospital Building H

#### ▪ Urgent Care

Medical Office Building A  
1st Floor

See page 65 for facility map.

#### Emergency

Hospital Building H

**Hours:** 7 days, 24 hours

#### Information

Operator ..... **909-724-5000**

TTY ..... **1-866-735-2922**

**Poison Control** ..... **1-800-222-1222**

#### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, 7 a.m.-3:30 p.m.) ..... **1-888-750-0036**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
(1-888-576-6225)

### Audiology

Medical Office Building A

**Hours:** M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/Info. .... **1-866-454-3485**

### Cardiology *By referral only*

Medical Office Building D

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Endocrinology *By referral only*

Medical Office Building D

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-noon

**Phone hours:** M, Tu, Th, F, 7 a.m.-7 p.m.;

W, 7 a.m.-noon

Appts./Cancel/Msgs. .... **1-888-750-0036**

### Family Medicine/Internal Medicine

Medical Office Building A

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **1-888-750-0036**

### Gastroenterology (GI) *By referral only*

Medical Office Building A

**Hours:** M-F, 7:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Gift Shop

Medical Office Building D, 1st Floor

**Hours:** Vary

Information ..... **909-724-2805**

### Gynecology

See Obstetrics-Gynecology.

### Head and Neck Surgery *By referral only*

Medical Office Building A

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice

(M-F, 8:30 a.m.-4 p.m.) ..... **1-866-454-3485**

Appts./Cancel/Msgs. .... **1-866-454-3485**

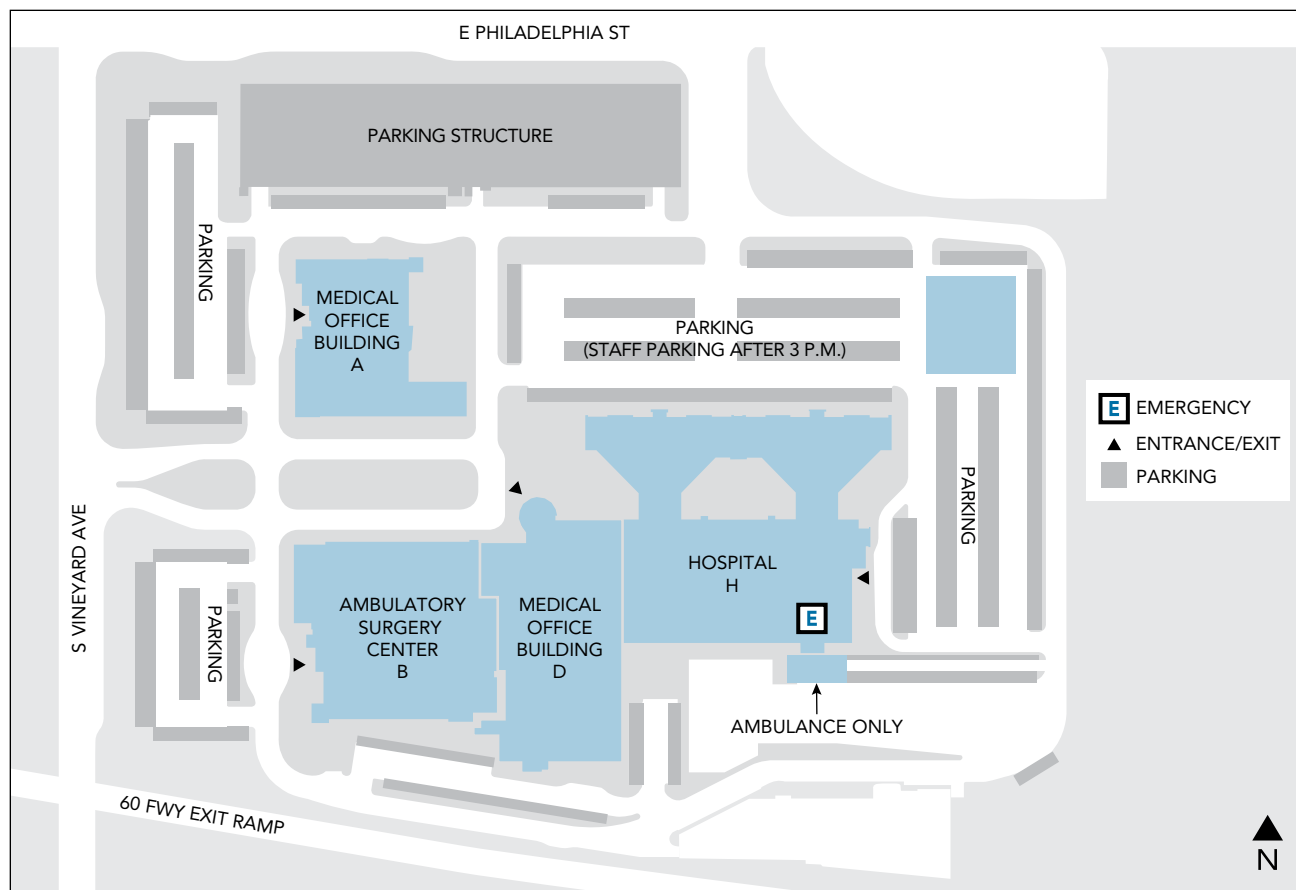
### Hematology/Oncology/Infusion

*By referral only*

Medical Office Building A

Appts./Cancel/Msgs. .... **1-888-750-0036**

## Ontario Medical Center (hospital and medical offices)



Map not to scale

### Infectious Disease *By referral only*

Medical Office Building D

**Hours:** M, Tu, Th, F, 8:30 a.m.-noon

Appts./Cancel/Msgs. .... **1-888-750-0036**

### Laboratory

- **Medical Office Building A**

**Hours:** M-F, 7 a.m.-5 p.m.;

Sa, 8 a.m.-1:30 p.m.

- **Medical Office Building D**

**Hours:** M-F, 9 a.m.-9 p.m.;

Sa, 1:30-9 p.m.; Su, 8 a.m.-9 p.m.

Information..... **1-888-750-0036**

Results ..... **1-888-4KPTEST**

**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Medical Social Work

Medical Office Building D

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info. .... **909-724-3320**

### Member Services Office

Medical Office Building D

2nd Floor, Ste. 228

**Office hours:** M-F, 9 a.m.-5 p.m.

- **Member Service Contact Center**

**Phone hours:** 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY ..... **711**

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### Nephrology/Peritoneal Dialysis

*By referral only*

Medical Office Building D

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-noon

Appointments..... **1-866-454-3485**

### Neurology *By referral only*

Medical Office Building A

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-750-0036**

### Obstetrics-Gynecology

Medical Office Building D

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-888-750-0036**

### Occupational Therapy *By referral only*

Medical Office Building A

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-454-3485**

### Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Orthopedics *By referral only*

Medical Office Building D

**Office hours:** M, Tu, W, F, 7 a.m.-5 p.m.;

Th, 8:30 a.m.-5 p.m.

**Cast room hours:** M, Tu, W, F, 7 a.m.-5 p.m.;

Th, 8:30 a.m.-5 p.m.

Advice

(M-F, 8:30 a.m.-4:30 p.m.)... **1-866-454-3485**

Appts./Cancel/Msgs.

(M-F, 7 a.m.-7 p.m.)..... **1-866-454-3485**

### Pediatrics

Medical Office Building A

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs./

School/camp forms ..... **1-888-750-0036**

For school/camp forms, allow 3-5 business days to complete; fees may apply.

### Pharmacies

Mail-order Pharmacy ..... **1-866-206-2984**

Online refills ..... [kp.org/refill](http://kp.org/refill)

#### ▪ Medical Office Building A

**Hours:** M-F, 8:30 a.m.-5 p.m.

Info./Refills by phone..... **1-866-450-4944**

#### ▪ Ontario 24-hour Pharmacy

Medical Office Building D

**Hours:** 7 days, 24 hours

Info./Refills by phone..... **1-866-536-1310**

### Physical Medicine and Rehabilitation

*By referral only*

Medical Office Building A

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Physical Therapy *By referral only*

Medical Office Building A

**Hours:** M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-6 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-454-3485**

### Plastic Surgery *By referral only*

Medical Office Building D

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-4:30 p.m.

Advice (M-F, 7 a.m.-7 p.m.)/

Appts./Cancel/Msgs. .... **1-866-454-3485**

### Podiatry *By referral only*

Medical Office Building D

**Office hours:** M, Tu, W, F, 7 a.m.-5 p.m.;

Th, 8:30 a.m.-5 p.m.

**Cast room hours:** M, Tu, W, F, 7 a.m.-5 p.m.;

Th, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs.

(M-F, 7 a.m.-7 p.m.) ..... **1-866-454-3485**

Advice

(M-F, 8:30 a.m.-4:30 p.m.)... **1-866-454-3485**

### Pulmonology *By referral only*

Medical Office Building D

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-454-3485**

**Radiation Therapy Center** *By referral only*  
 Medical Office Building A  
**Hours:** M-F, 7:30 a.m.-6 p.m.  
 Information ..... **1-888-750-0036**

**Radiology/Diagnostic Imaging**  
*By referral only*  
 Medical Office Building A  
**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Cancel/Info. .... **909-427-3914**

**Rheumatology** *By referral only*  
 Medical Office Building D  
**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
 W, 8:30 a.m.-noon  
 Information ..... **1-888-750-0036**

**RN Treatment Room**  
 Medical Office Building A, 2nd Floor  
**Hours:** M-F, 8:30-11:30 a.m.  
 and 1:30-4:30 p.m.  
 Information ..... **1-888-750-0036**

**Speech Therapy** *By referral only*  
 Medical Office Building A  
 Appts./Cancel/Info. .... **1-866-454-3485**

**Surgery** *By referral only*  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:**  
 M-F, 8:30 a.m.-4:30 p.m. (Advice);  
 M-F, 7 a.m.-7 p.m. (Appts./Cancel/Msgs.)  
 Advice/Appts./  
 Cancel/Msgs. .... **1-866-454-3485**

**Urgent Care**  
 Adult Medicine and Pediatrics  
 Medical Office Building A  
**Office hours:** 7 days, 9 a.m.-9 p.m.;  
 includes holidays  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, 7 a.m.-3:30 p.m.  
 Advice/Appts./  
 Cancel/Info. .... **1-888-750-0036**

**Urology** *By referral only*  
 Medical Office Building D  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 8:30 a.m.-4 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-866-454-3485**

**Vision Essentials by Kaiser Permanente**  
 Medical Office Building A

- **Ophthalmology** *By referral only*  
**Office hours:** M-F, 7 a.m.-5:30 p.m.  
**Phone hours:** M-F, 7:15 a.m.-4:30 p.m.  
 Advice/Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**
- **Optical Center** *Self-referral*  
 Eyeglasses  
**Hours:** M-F, 7 a.m.-6 p.m.  
 Optical Dispensing ..... **909-724-2177**  
 Website ..... **kp2020.org**  
 Allow 5 business days before calling  
 to check on eyeglasses.
- **Optometry** *Self-referral*  
**Office hours:** M-F, 7 a.m.-5:30 p.m.  
**Phone hours:** M-F, 7:15 a.m.-6 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**

**Volunteer Services**  
 Medical Office Building D, 1st Floor  
 For information or  
 to become a volunteer ..... **909-724-2823**

## ▲ 16 Ontario Mental Health Offices

3330 Centre Lake Dr.  
Ontario, CA 91761  
[kp.org/ontario](http://kp.org/ontario)

### Psychiatry

**Hours:** M–Th, 7 a.m.–7 p.m.;  
F, 7 a.m.–5:30 p.m.; Sa, 8:30 a.m.–4:30 p.m.,  
by appointment only  
Appts./Info. .... **1-866-205-3595**

Individual, family, group psychotherapy,  
and crisis intervention for adults, children,  
and adolescents.

- **Behavioral Health Care  
Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

## ▲ 17 Polk Street

10689 Magnolia Ave.  
Riverside, CA 92505  
Mailing address:  
10800 Magnolia Ave.  
Riverside, CA 92505  
[kp.org/riverside](http://kp.org/riverside)

### Insurance/Medical Requests

Ste. 7

**Office hours:** M–F, 9 a.m.–4:30 p.m.; closed  
1st Thursday of each month, 1–4:30 p.m.;  
closed major holidays

**Phone hours:** M–F, 9 a.m.–4:30 p.m.  
Information ..... **951-353-4470**  
Email..... [rivroui@kp.org](mailto:rivroui@kp.org)  
Disability forms/requests for medical records.

### Physical Therapy

Ste. 2

**Hours:** M, Th, 8 a.m.–noon  
Appts./Info./Msgs. .... **951-353-4670**  
Cancel..... **951-353-4659**

## ● 18 Rancho Cucamonga Medical Offices

10850 Arrow Rte.  
Rancho Cucamonga, CA 91730  
[kp.org/fontana](http://kp.org/fontana)

### Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;  
Sa, 7 a.m.–3:30 p.m.)..... **1-888-750-0036**  
After-hours advice (M–F, 7 p.m.–7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Family Medicine/Internal Medicine

*By appointment only*

**Office hours:** M–F, 8:30 a.m.–5 p.m.  
**After-hours:** M–F, 5–7 p.m.; Sa, 9 a.m.–noon  
**Phone hours:** M–F, 7 a.m.–7 p.m.  
Advice/Appts./  
Cancel/Info. .... **1-888-750-0036**

### Laboratory

**Office hours:** M–F, 7:30 a.m.–7 p.m.;  
Sa, 7:30 a.m.–noon  
**Phone hours:** M–F, 7 a.m.–7 p.m.  
Information ..... **1-888-750-0036**  
Results..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

**Hours:** M–F, 8:15 a.m.–4 p.m.;  
Saturday and evening by appointment only,  
call for availability  
Appts./Cancel/Info. .... **1-888-750-0036**

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatrics

**Office hours:** M–F, 8:30 a.m.–5 p.m.  
**Phone hours:** M–F, 7 a.m.–7 p.m.  
Advice/Appts./  
Cancel/Info. .... **1-888-750-0036**



**Pharmacy**

**Hours:** M-F, 8:30 a.m.-7 p.m.;  
 Sa, 8:30 a.m.-noon  
 Info./Refills by phone ..... **1-866-342-2822**  
 Mail-order Pharmacy..... **1-866-206-2984**  
 Online refills..... **kp.org/refill**  
 For refills, call 72 hours in advance.

**Radiology/Diagnostic Imaging**

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Info. .... **909-427-3914**

**Treatment Nurse** *Walk-in only*

**Hours:** M-F, 8:30-11:30 a.m.  
 and 1:30-4:30 p.m.  
 Information ..... **1-888-750-0036**

**Vision Essentials by Kaiser Permanente**

- **Optical Dispensing** *Self-referral*  
 Eyeglasses  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Optical dispensing..... **909-477-3886**  
 Website..... **kp2020.org**  
 Allow 5 business days before calling  
 to check on eyeglasses.
- **Optometry** *Self-referral*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**

**19 Rancho Springs Medical Center**

25500 Medical Center Dr.  
 Murrieta, CA 92562

**Hours:** 7 days, 24 hours  
 Emergency..... **951-696-6161**  
 Information ..... **951-696-6000**

**20 Redlands Medical Offices**

1301 California St.  
 Redlands, CA 92374  
**kp.org/fontana**

**Advice Nurse**

Advice (M-F, 7 a.m.-7 p.m.;  
 Sa, 7 a.m.-3:30 p.m.)..... **1-888-750-0036**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Allergy Injections** *By referral only*

**Hours:** Tu, W, F, 1:30-4:30 p.m.

**Family Medicine/Internal Medicine**

*By appointment only*  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**After-hours:** M-F, 5-7 p.m.; Sa, 9 a.m.-noon;  
 by appointment only, call for care  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Advice/Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**

**General Surgery**

See Surgery (General).

**Gynecology**

See Obstetrics-Gynecology.

**Healthy Living Store**

**Hours:** Vary  
 Information ..... **909-809-3037**

**HearUSA/HEARx West Hearing Care Center**

415 E. Citrus Ave.  
 Redlands, CA 92373  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
 and other days, by appointment only  
 Appts./Info. .... **909-793-2631**

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### Laboratory

**Hours:** M-F, 7:30 a.m.-7 p.m.;

Sa, 8 a.m.-noon

Information ..... **1-888-750-0036**

Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Member Services Telepresence

Ste. 113

**Office Hours:** M-F, 9-11:30 a.m.

and 12:30-5 p.m.

#### ▪ Member Service Contact Center

**Phone hours:** 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY ..... **711**

### Obstetrics-Gynecology *By appointment only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **1-888-750-0036**

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

### Pediatrics *By appointment only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **1-888-750-0036**

### Pharmacy

**Hours:** M-F, 8:30 a.m.-7 p.m.;

Sa, 8:30 a.m.-noon

Info./Refills by phone ..... **1-866-214-7583**

Mail-order Pharmacy..... **1-866-206-2984**

Online refills..... **kp.org/refill**

Call 72 hours in advance for refills.

### Physical Therapy *By referral only*

**Hours:** M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-454-3485**

### Radiology/Diagnostic Imaging

**Office hours:** M-F, 8:30 a.m.-7 p.m.;

Sa, 8:30 a.m.-noon

**Phone hours:** M-F, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. .... **909-427-3914**

### Surgery (Bariatrics) *By appointment only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-888-750-0036**

### Surgery (General) *By appointment only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-888-750-0036**

### Surgery (Plastic) *By appointment only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-888-750-0036**

### Surgery (Podiatry) *By appointment only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-888-750-0036**

### Thrive Clinic *By appointment only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-888-750-0036**

### Treatment Nurse

**Hours:** M-F, 8:30 a.m.-4:30 p.m.;

Sa, 8:30 a.m.-noon

Information ..... **1-888-750-0036**

### Vision Essentials by Kaiser Permanente

#### ▪ Ophthalmology *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7:15 a.m.-4:30 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **1-888-750-0036**

#### ▪ Optical Center/Optometry *Self-referral*

Eyeglasses, Contact lenses

**Hours:** M-F, 7:30 a.m.-6 p.m.

Optical Dispensing ..... **909-809-3070**

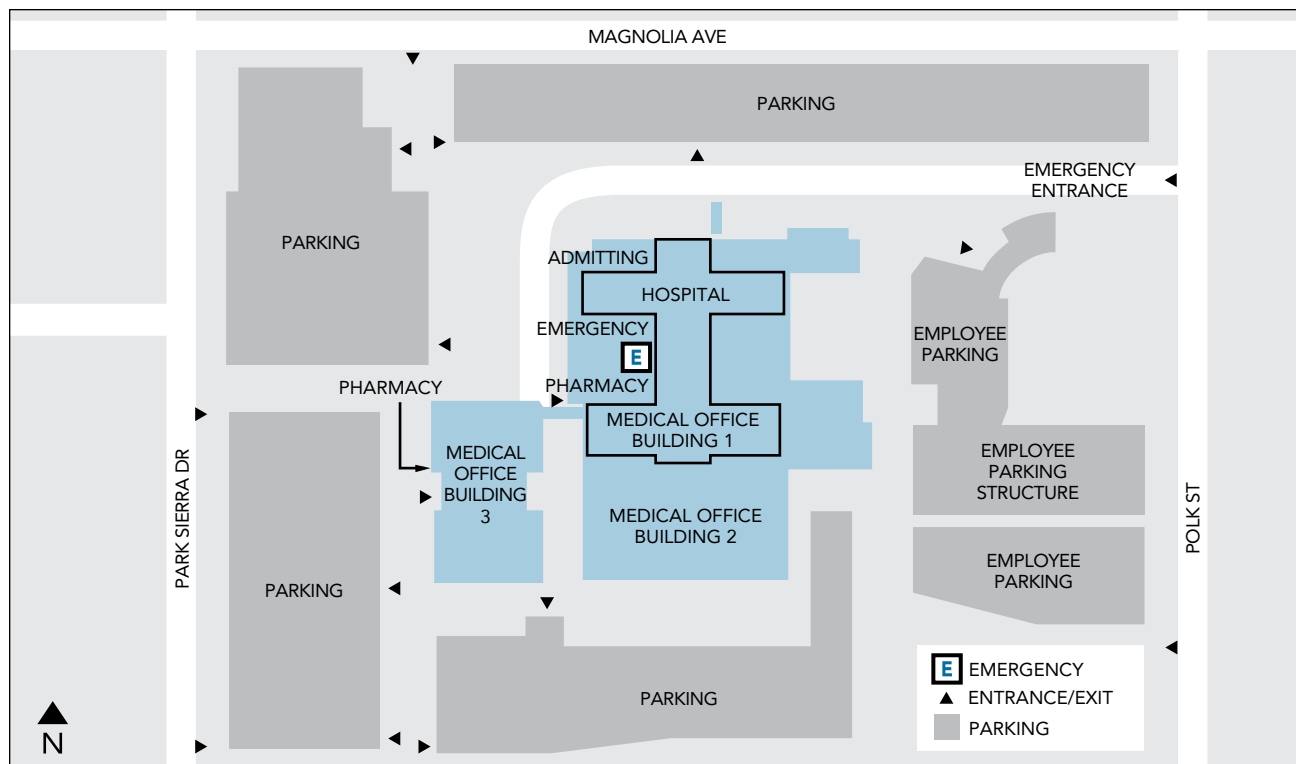
Appts./Info. .... **1-888-750-0036**

Website..... **kp2020.org**

Allow 5 business days before calling

to check on eyeglasses.

## Riverside Medical Center (hospital and medical offices)



Map not to scale

### 21 Riverside Medical Center

Hospital and Medical Offices  
10800 Magnolia Ave.  
Riverside, CA 92505  
[kp.org/riverside](http://kp.org/riverside)

- **Emergency**  
10800 Magnolia Ave.
- **Urgent Care**  
Medical Office Building 3

#### Emergency

Entrance on Polk St.  
**Hours:** 7 days, 24 hours

#### Information

Operator ..... **951-353-2000**  
TTY..... **951-353-3005**

**Poison Control** ..... **1-800-222-1222**

#### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3 p.m.) ..... **1-866-9THRIVE**  
**(1-866-984-7483)**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

#### Allergy *By referral only*

Medical Office Building 3  
**Office hours:** M-F, 8:30-11:15 a.m.  
and 1:30-4:30 p.m.

**Injection hours:** M, W, 1:30-4:30 p.m.;  
Tu, Th, 8:30-11:30 a.m. and 1:30-4:30 p.m.;  
F, 8:30-11:30 a.m.

Advice/ Appts./Cancel/  
Info./Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

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### **Anesthesiology** *By referral only*

#### ▪ **Interventional Pain Clinic**

*By referral only*

Medical Office Building 1, 4th Floor

**Hours:** M-F, 7 a.m.-3:30 p.m.

Appts./Cancel/Msgs. .... **951-353-4237**

Advice/Info. .... **951-353-4310**

#### ▪ **Preoperative Clinic** *By referral only*

Medical Office Building 1, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5:15 p.m.

Appts./Cancel/Msgs. .... **951-353-4809**

### **Audiology** *Self-referrals accepted*

Medical Office Building 2, 5th Floor

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appointments..... **1-866-9THRIVE**

**(1-866-984-7483)**

### **Continuing Care** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours

calls will be returned the next business day

Information ..... **1-866-9THRIVE**

**(1-866-984-7483)**

### **Dermatology** *By referral only*

Medical Office Building 3, 3rd Floor

**Hours:** M-Th, 8:30 a.m.-5 p.m.;

F, 8:30 a.m.-noon

Advice/Appts./Cancel/

Info./Msgs. .... **1-866-9THRIVE**

**(1-866-984-7483)**

### **Family Medicine**

Medical Office Building 3

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-866-9THRIVE**

**(1-866-984-7483)**

**After-hours Clinic:** M-F, 6-8 p.m.;

Sa, Su, 8:30 a.m.-5 p.m.,

by appointment only

### **Gastroenterology (GI)** *By referral only*

Medical Office Building 2, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Cancel/Info./Msgs. .... **1-866-9THRIVE**

**(1-866-984-7483)**

### **Genetics** *Referral preferred*

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **951-353-3494**

### **Gynecology**

See Obstetrics-Gynecology.

### **Head and Neck Surgery** *By referral only*

Medical Office Building 2, 5th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-9THRIVE**

**(1-866-984-7483)**

### **HearUSA/HEARx West Hearing Care Center**

3832 La Sierra Ave.

Riverside, CA 92505

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours

and weekends, by appointment only

Information ..... **951-637-3722**

### **Insurance/Medical Correspondence**

10689 Magnolia Ave., Ste. 7

**Office hours:** M-F, 9 a.m.-4:30 p.m.;

closed 1st Thursday of each month,

1-4:30 p.m.; closed major holidays

**Phone hours:** M-F, 9 a.m.-4:30 p.m.

Fax ..... **951-353-4077**

Information ..... **951-353-4470**

Email ..... [rivroui@kp.org](mailto:rivroui@kp.org)

Disability forms/requests for medical records.

### **Internal Medicine**

Medical Office Building 1, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-866-9THRIVE**

**(1-866-984-7483)**

#### ▪ **Cardiac Rehabilitation** *By referral only*

Medical Office Building 1, 4th Floor

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **951-353-4894**

▪ **Cardiodiagnostic Laboratory**

*By referral only*

EKG, echocardiography, Holter monitoring, treadmill

Medical Office Building 1, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

Cardiodiagnostic nurse  
 message line ..... **951-353-4842**

A referral is necessary for subspecialties cardiology, endocrinology, gastroenterology, hematology/oncology, infectious disease, nephrology, pulmonology, and rheumatology.

**Labor and Delivery/Family Care Center**

**Hours:** 7 days, 24 hours

Advice/Emergency ..... **951-353-3160**

Family Care Center ..... **951-353-3300**

**Laboratory**

▪ **Medical Office Building 1**

Lower level

**Hours:** M-F, 7:30 a.m.-5 p.m.;

Sa, 7:30 a.m.-noon

Information ..... **951-353-4055**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

▪ **Medical Office Building 2**

4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **951-353-5181**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

**Mammography**

Medical Office Building 3, 1st Floor

**Office hours:** 7:30 a.m.-5:30 p.m.

**Walk-in hours:** M-F, 8 a.m.-5:30 p.m.;

no appointment necessary

Information ..... **951-353-4444**

**Member Services Office**

Medical Office Building 3, 2nd Floor

**Office hours:** M-F, 9 a.m.-5 p.m.

▪ **Member Service Contact Center**

**Phone hours:** 7 days, 24 hours

(closed holidays)

English ..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects ..... **1-800-757-7585**

TTY ..... **711**

**Neurology** *By referral only*

Medical Office Building 1, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Nuclear Medicine** *By referral only*

Medical Office Building 1, 1st Floor

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/

Info./Msgs. .... **951-353-5220**

**Obstetrics-Gynecology**

Medical Office Building 2, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

After-hours advice ..... **1-888-KPONCALL**

**(1-888-576-6225)**

▪ **Labor and Delivery**

Advice/Emergency ..... **951-353-3160**

**Occupational Health Center**  
**(Kaiser On-the-Job®)**

Medical Office Building 1, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Info./Msgs. .... **951-353-4322**

Medical treatment for work-related injuries and illnesses.

**Ophthalmology/Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

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**Orthopedics** *By referral only*

Medical Office Building 2, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Outside Referrals**

11080 Magnolia Ave.

Riverside, CA 92505

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-866-450-4938**

**Pediatrics** *By appointment only*

Medical Office Building 3

**Hours:** M-F, 8:30 a.m.-7 p.m.

and walk-in, 7:15-8:45 p.m.;

Sa, Su, 8:30 a.m.-3:15 p.m.

and walk-in, 3:30-8:45 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Pharmacies**

Mail-order Pharmacy ..... **1-866-206-2983**

Online refills ..... [kp.org/refill](http://kp.org/refill)

▪ **Medical Office Building 2**

4th Floor

**Hours:** M-F, 9 a.m.-5 p.m.

Info./Refills by phone ..... **1-866-362-5493**

▪ **Medical Office Building 3**

1st Floor

**Hours:** M-F, 9 a.m.-9 p.m.;

Sa, Su, 9 a.m.-5:30 p.m.

Info./Refills by phone ..... **1-866-370-1813**

▪ **Medical Office Building 3**

2nd Floor

**Hours:** M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone ..... **1-866-370-1893**

▪ **Riverside Medical Center**

Medical Office Building 1, 1st Floor

**Hours:** 7 days, 24 hours

Information ..... **951-353-4045**

Refills by phone ..... **951-353-4050**

**Physical Medicine** *By referral only*

Medical Office Building 2, 1st Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Info./Msgs. .... **951-353-4670**

Cancel ..... **951-353-4659**

**Physical/Occupational/Speech Therapy**

*By referral only*

Medical Office Building 2, 1st Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Info./Msgs. .... **951-353-4670**

Cancel ..... **951-353-4659**

**Podiatry** *By referral only*

Medical Office Building 1, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **1-866-9THRIVE**

(1-866-984-7483)

**Population Care Nurse Clinic**

Medical Office Building 3, 3rd Floor

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info. .... **951-602-4028**

Nurses offer follow-up care and education to members managing chronic diseases such as diabetes, high blood pressure, osteoporosis, and high cholesterol. Some services may require a referral.

**Pulmonary Function Testing (PFT) Lab**

*By referral only*

Medical Office Building 1, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info. .... **1-866-9THRIVE**

(1-866-984-7483)

### Radiology/Diagnostic Imaging

*By referral only*

Advice/ Appts./Cancel/

Info./Msgs. ....951-353-4000

- **General diagnostic imaging**

Medical Office Building 1, 1st Floor

**Hours:** 7 days, 7:30 a.m.-10 p.m.

- **Medical Office Building 3**

1st Floor

**Hours:** 7 days, 8:30 a.m.-9 p.m.

- **Specialty imaging**

Medical Office Building 1, 1st Floor

**Hours:** Vary

### Social Services

Medical Office Building 1, 5th Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information .....1-866-9THRIVE  
(1-866-984-7483)

### Speech Pathology *By referral only*

Medical Office Building 2, 1st Floor

Physical Therapy Office

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs. ....951-353-4670  
Cancel .....951-353-4659

### Surgery *By referral only*

Breast Clinic, General Surgery,

Vascular Surgery

Medical Office Building 1, 5th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. ....1-866-9THRIVE  
(1-866-984-7483)

### TTY for the Hearing or Speech Impaired

Information .....951-353-3005

### Urgent Care Clinic

Medical Office Building 3, 1st Floor

**Hours:** 7 days, 8:30 a.m.-10 p.m.;

Walk-in only

Information .....1-866-9THRIVE  
(1-866-984-7483)

### Urology *By referral only*

Medical Office Building 2, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. ....1-866-9THRIVE  
(1-866-984-7483)

### Vision Essentials by Kaiser Permanente

- **Ophthalmology *By referral only***

Medical Office Building 2, 5th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/

Info./Msgs. ....1-866-9THRIVE  
(1-866-984-7483)

- **Optical Center**

Eyeglasses, contact lenses

Medical Office Building 2, 5th Floor

**Hours:** M-F, 8 a.m.-7 p.m.;

Sa, 8 a.m.-5:30 p.m.

Information.....951-353-4490

Website.....kp2020.org

- **Optometry**

Medical Office Building 2, 5th Floor

**Hours:** M-F, 7:30 a.m.-5:45 p.m.;

Sa, 8 a.m.-5:15 p.m.

Appts./Cancel/

Info./Msgs. ....1-866-9THRIVE  
(1-866-984-7483)

### Volunteer Services

Hospital, 1st Floor

**Gift shop hours:** M-F, 9 a.m.-4 p.m.

**Volunteer hours:** M-F, 8:30 a.m.-5 p.m.

Gift Shop.....951-353-3605

Messages .....951-353-3613

Training 3 times a year. Please call

or email [Stephanie.E.Soloway@kp.org](mailto:Stephanie.E.Soloway@kp.org)

for information and to become a volunteer.

### Wellness Resource Center and Store

Medical Office Building 2, 1st Floor

**Hours:** M-F, 8:45 a.m.-12:30 p.m.

and 1:30-4:45 p.m.

Information .....951-353-4475

● 22 | **San Bernardino Medical Offices**

1717 Date Pl.  
San Bernardino, CA 92404  
[kp.org/fontana](http://kp.org/fontana)

**Advice Nurse**

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3:30 p.m.) ... **1-888-750-0036**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Family Medicine**

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Appts./Advice/Cancel/  
Info./Msgs. .... **1-888-750-0036**

**Laboratory**

**Hours:** M-Th, 8 a.m.-4:30 p.m.;  
F, 8 a.m.-4 p.m.  
Information ..... **1-888-750-0036**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Pharmacy**

**Hours:** M-F, 8 a.m.-5:30 p.m.  
Info./Refills by phone ..... **1-866-342-2823**  
Mail-order Pharmacy..... **1-866-206-2984**  
Online refills..... [kp.org/refill](http://kp.org/refill)

**Radiology/Diagnostic Imaging**

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Appts./Info. .... **909-427-3914**

**Treatment Nurse** *Walk-in only*

**Hours:** M-F, 8:30-11:30 a.m.  
and 1:30-4:30 p.m.  
Information ..... **1-888-750-0036**

▲ 23 | **San Bernardino Mental Health Offices**

325 W. Hospitality Ln., Ste. 312  
San Bernardino, CA 92408  
[kp.org/fontana](http://kp.org/fontana)

**Psychiatry**

**Hours:** M-Th, 7 a.m.-7 p.m.;  
F, 7 a.m.-5:30 p.m.  
Appts./Info. .... **1-866-205-3595**  
Individual, marital, family, and group  
psychotherapy, and crisis intervention for  
children, adolescents, and adults.

- **Behavioral Health Care  
Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

▲ 24 | **Target Clinic,**

**Care provided by  
Kaiser Permanente  
Fontana North Target**

**No emergency services**  
15272 Summit Ave.  
Fontana, CA 92336  
[kp.org/scal/targetclinic](http://kp.org/scal/targetclinic)

**Hours:** M-F, 9 a.m.-7 p.m.;  
Sa, Su, 11 a.m.-4 p.m.

**Walk-in care available for over 85 services  
for you and your family, including:**

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services



**25 Temecula Medical Offices**

27309 Madison Ave.  
Temecula, CA 92590  
[kp.org/riverside](http://kp.org/riverside)

**Advice Nurse**

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3 p.m.) ..... **1-866-9THRIVE**  
(1-866-984-7483)  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(1-888-576-6225)

**Family Medicine**

**Office hours:** M-F, 8:20 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Insurance/Medical Correspondence**

**Office hours:** Tu, Th, 9 a.m.-12:30 p.m. and  
1:30-4:30 p.m.; closed first Thursday of each  
month, 1-4:30 p.m.; closed major holidays  
**Phone hours:** M-F, 9 a.m.-4:30 p.m.  
Fax ..... **951-353-4077**  
Information ..... **951-353-4470**  
Email..... **rivroui@kp.org**  
Disability forms/requests for medical records.

**Laboratory**

**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Information ..... **951-302-4063**  
Results..... **1-888-4KPTEST**  
(1-888-457-8378)  
Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Pediatrics**

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-866-9THRIVE**  
(1-866-984-7483)

**Pharmacy**

**Hours:** M-F, 9 a.m.-5:30 p.m.  
Info./Refills by phone ..... **1-866-214-7586**  
Mail-order Pharmacy..... **1-866-206-2983**  
Online refills..... [kp.org/refill](http://kp.org/refill)  
For refills, call 24 hours in advance.

**Radiology/Diagnostic Imaging**

*By referral only*  
**Hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Information ..... **951-302-4053**

**26 Temecula Valley Hospital**

31700 Temecula Pkwy.  
Temecula, CA 92592

**Emergency**

**Hours:** 7 days, 24 hours  
Emergency..... **951-331-2280**  
Main hospital..... **951-331-2200**

**27 Upland Medical Offices**

1183 E. Foothill Blvd.  
Upland, CA 91786  
[kp.org/fontana](http://kp.org/fontana)

**Advice Nurse**

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3:30 p.m.) ... **1-888-750-0036**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(1-888-576-6225)

**Family Medicine/Internal Medicine**

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-888-750-0036**

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### Laboratory

**Hours:** M-F, 7:30 a.m.-5 p.m.

Information ..... **1-888-750-0036**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Pediatrics

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Appts./Advice/Cancel/

Info./Msgs. .... **1-888-750-0036**

### Pharmacy

**Hours:** M-F, 8:30 a.m.-5 p.m.

Info./Refills by phone ..... **1-866-214-6142**

Mail-order Pharmacy ..... **1-866-206-2984**

Online refills ..... **kp.org/refill**

### Radiology/Diagnostic Imaging

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Appts./Info. .... **909-427-3914**

### Treatment Nurse *Walk-in only*

**Hours:** M-F, 8:30-11:30 a.m.

and 1:30-4:30 p.m.

Information ..... **1-888-750-0036**

## ▲ 28 | Van Buren Offices

3951 Van Buren Blvd.

Riverside, CA 92503

**kp.org/riverside**

### Preventive Medicine/Health Education

**Office hours:** M-Th, 8:30 a.m.-9 p.m.;

F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs.

(24-hour voice mail) ..... **1-866-883-0119**

Classes, group appointments, and/or  
individual appointments for diabetes,  
smoking cessation, weight management,

prediabetes, heart health, cholesterol,  
hypertension, nutrition, heart failure, fitness,  
stress and emotional health, chronic  
conditions self-management, breastfeeding/  
baby care basics/childbirth preparation,  
insomnia, falls prevention, incontinence,  
TB prevention, and advance care planning.  
Some services require a referral. Some  
classes or services may have fees.

Preventive Medicine appointments are also  
available at Corona, Moreno Valley, Heacock,  
and Palm Desert Medical Offices.

Selected Health Education classes are  
available at Van Buren, Corona, Moreno  
Valley, Moreno Valley Medical Office  
Building 2, Heacock, Wildomar, and  
Palm Desert Medical Offices.

## ● 29 | Victorville Medical Offices

### Urgent Care

14011 Park Ave.

Victorville, CA 92392

**kp.org/fontana**

Medical Offices closed Sunday  
and major holidays.

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-3:30 p.m.) ... **1-888-750-0036**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Allergy Injections

*By appointment only; no walk-ins*

**Hours:** Tu, Th, 9-11:30 a.m.

and 1:30-4:30 p.m.

Advice/Appts./Info./Msgs. ... **1-888-750-0036**

### Family Medicine/Internal Medicine

**Office hours:** M–Sa, 8:30 a.m.–5 p.m.  
**Phone hours:** M–F, 7 a.m.–7 p.m.;  
 Sa, 7 a.m.–4 p.m.  
 Advice/Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**

### Laboratory

**Hours:** M–Sa, 7:30 a.m.–9 p.m.;  
 Su, 9 a.m.–9 p.m.  
 Information ..... **1-888-750-0036**  
 Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

### Mammography

**Hours:** M–F, 8:30 a.m.–4 p.m.;  
 Sa, call for availability  
 Appts./Info./Msgs. .... **1-888-750-0036**

### Pediatrics

**Office hours:** M–Sa, 8:30 a.m.–5 p.m.  
**Phone hours:** M–F, 7 a.m.–7 p.m.;  
 Sa, 7 a.m.–4 p.m.  
 Advice/Appts./Cancel/  
 Info./Msgs. .... **1-888-750-0036**

### Pharmacy

**Hours:** M–Sa, 8:30 a.m.–9 p.m.;  
 Su, 9 a.m.–9 p.m.  
 Info./Refills by phone ..... **1-866-352-1151**  
 Mail-order Pharmacy ..... **1-866-206-2984**  
 Online refills ..... **kp.org/refill**

### Physical Therapy *By appointment only*

**Hours:** M–Th, 7:30 a.m.–6 p.m.;  
 F, 7:30 a.m.–5 p.m.  
 Appts./Cancel/Info./Msgs. ... **1-866-454-3485**

### Radiology/Diagnostic Imaging

*By referral only*  
**Office hours:** 7 days, 9 a.m.–9 p.m.  
**Phone hours:** M–F, 7 a.m.–7 p.m.  
 Appts./Cancel/Info. .... **909-427-3914**

### Retinal Photos

*Appointments available; walk-ins welcome*  
**Hours:** W, Th, Sa, 8:30–11:30 a.m.  
 and 1:30–4:30 p.m.  
 Appts./Cancel ..... **1-888-750-0036**

### Treatment Nurse *Walk-in only*

**Hours:** M–F, 8:30 a.m.–4:30 p.m.;  
 Sa, 8:30–11:30 a.m.  
 Information ..... **1-888-750-0036**

### Urgent Care

Medical Office Building 1  
**Office hours:** 7 days, 9 a.m.–9 p.m.;  
 includes holidays  
**Phone hours:** M–F, 7 a.m.–7 p.m.;  
 Sa 7 a.m.–3:30 p.m.  
 Advice/Appts./  
 Cancel/Info. .... **1-888-750-0036**

## ● 30 Wildomar Medical Offices

**Urgent Care**  
 36450 Inland Valley Dr.  
 Wildomar, CA 92595  
**kp.org/riverside**

### Advice Nurse

Advice (M–F, 7 a.m.–7 p.m.;  
 Sa, Su, 7 a.m.–3 p.m.) ..... **1-866-9THRIVE**  
**(1-866-984-7483)**  
 After-hours advice (M–F, 7 p.m.–7 a.m.;  
 Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Allergy

**Office hours:** M–F, 8:30–11:15 a.m.  
 and 1:30–4:30 p.m.  
**Injections hours:** M, Th, 1:30–4:30 p.m.;  
 F, 8:30–11:30 a.m.  
 Information ..... **1-866-9THRIVE**  
**(1-866-984-7483)**

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### Family Medicine

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

### Gynecology

See Obstetrics-Gynecology.

### HearUSA/HEARx West Hearing Care Center

41880 Kalmia St., Ste. 120  
Murrieta, CA 92562

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and other days, by appointment only

Appts./Info. .... **951-698-9807**

### Internal Medicine

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

### Laboratory

**Hours:** M-Sa, 7:30 a.m.-9 p.m.

Info./Msgs. .... **951-600-3311**

Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Obstetrics-Gynecology

**Office hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

### Pediatrics

**Office hours:** M-Sa, 8:30 a.m.-12:30 p.m.,  
1:30-5 p.m., and 5:30-8:30 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

### Pharmacy

**Hours:** M-F, 8 a.m.-9 p.m.; Sa, 9 a.m.-9 p.m.

Info./Refills by phone ..... **1-866-370-1940**

Mail-order Pharmacy..... **1-866-206-2983**

Online refills..... **kp.org/refill**

### Population Care Nurse Clinic

**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.

Appts./Cancel/Info. .... **951-602-4229**

Nurses offer follow-up care and education to  
members managing chronic diseases such as  
asthma, diabetes, and hyperlipidemia. Some  
services may require a referral.

### Radiology/Diagnostic Imaging

*By referral only*

**Hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.

Information ..... **951-600-3309**

### Urgent Care

**Hours:** M-F, 8:30 a.m.-8:30 p.m.;

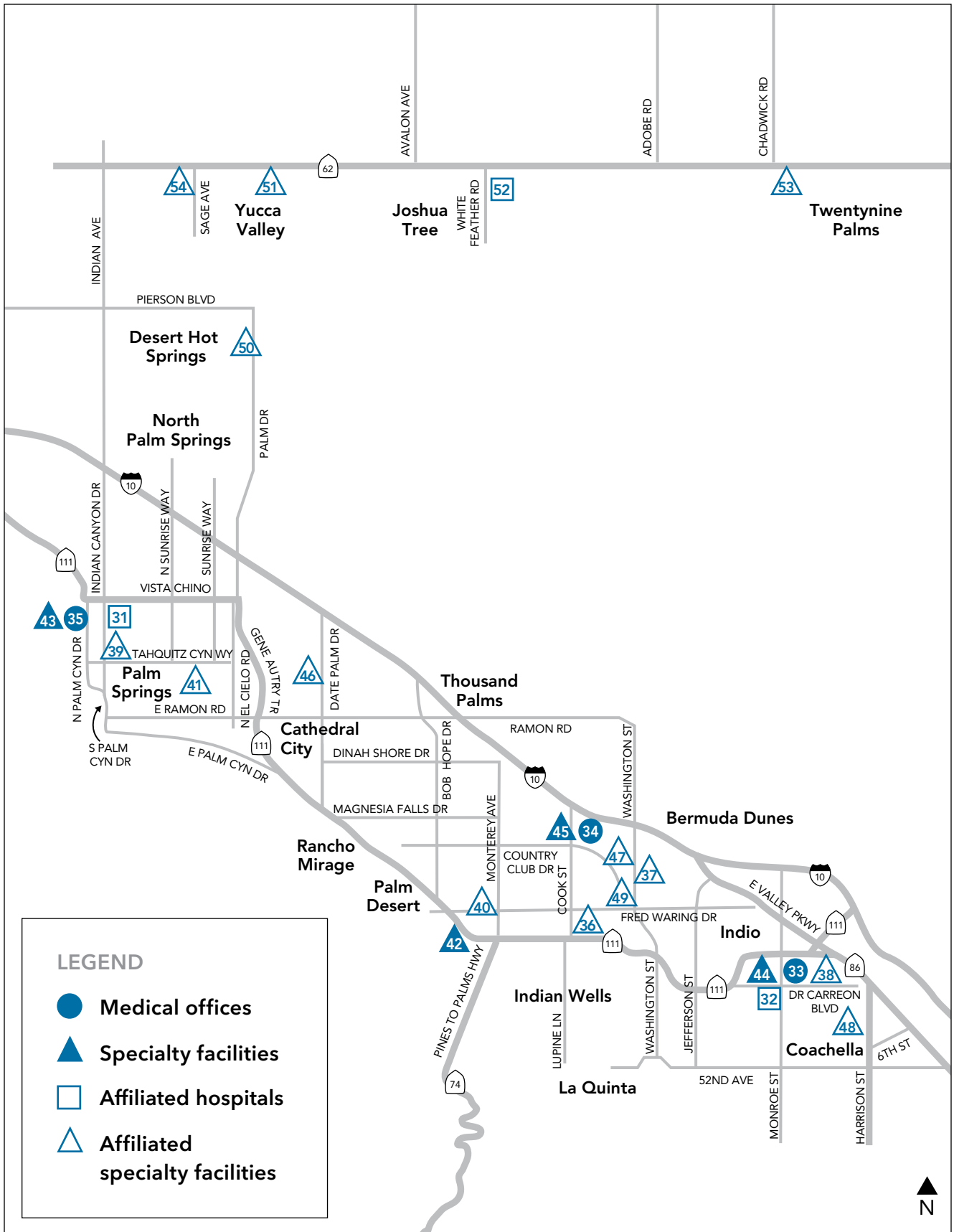
Sa, 8:30 a.m.-8:30 p.m.; Christmas Eve  
and New Year's Eve, 8:30 a.m.-5 p.m.;

Labor Day, Memorial Day, and  
Independence Day, 8:30 a.m.-8:30 p.m.;

closed Thanksgiving, Christmas,  
and New Year's Day

Advice/Info. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

# Coachella Valley Area



Map not to scale

# Coachella Valley–Area Locations

- 31 **Desert Regional Medical Center** ..... 85  
**Emergency**  
 1150 N. Indian Canyon Dr.  
 Palm Springs, CA 92262
- 32 **John F. Kennedy Memorial Hospital** ..... 85  
**Emergency**  
 47111 Monroe St.  
 Indio, CA 92201
- 33 **Kaiser Permanente Indio Medical Offices** ..... 85  
 46-900 Monroe St.  
 Indio, CA 92201  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 34 **Kaiser Permanente Palm Desert Medical Offices** ..... 86  
 University Park Centre  
 75-036 Gerald Ford Dr.  
 Palm Desert, CA 92211  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 35 **Kaiser Permanente Palm Springs Medical Offices** ..... 87  
 1100 N. Palm Canyon Dr., Ste. 208  
 Palm Springs, CA 92262  
 ♿ DHCS survey results: Limited and medical equipment access (P, E, EB, R, T)
- △ 36 **Executive Urgent Care of Indian Wells** ..... 87  
**Urgent Care**  
**No emergency**  
 74-785 Highway 111, Ste. 100  
 Indian Wells, CA 92210
- △ 37 **Healthcare Express Urgent Care** ..... 87  
**Urgent Care**  
**No emergency**  
 42575 Washington St., Ste. B  
 Palm Desert, CA 92211
- △ 38 **Premier Urgent Care Centers of California** ..... 88  
**Urgent Care**  
**No emergency**  
 82-013 Dr. Carreon Blvd., Ste. G  
 Indio, CA 92201
- △ 39 **Premier Urgent Care Centers of California** ..... 88  
**Urgent Care**  
**No emergency**  
 1080 N. Indian Canyon Dr., Ste. 206  
 Palm Springs, CA 92262
- △ 40 **VIP Urgent Care** ..... 88  
**Urgent Care**  
**No emergency**  
 72-630 Fred Waring Dr., Ste. 101  
 Palm Desert, CA 92260

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | See page 293 for further explanation of abbreviations.

- △ 41 **VIP Urgent Care** ..... 88  
**Urgent Care**  
**No emergency**  
 100 S. Sunrise Way, Ste. A  
 Palm Springs, CA 92262
  
- ▲ 42 **Kaiser Permanente Member Services** ..... 88  
 73-733 Fred Waring Dr., Ste. 110  
 Palm Desert, CA 92260
  
- ▲ 43 **Kaiser Permanente Pharmacy** ..... 88  
 1100 N. Palm Canyon Dr.  
 Palm Springs, CA 92262
  
- ▲ 44 **Kaiser Permanente Pharmacy** ..... 88  
 University Park Centre  
 75-036 Gerald Ford Dr.  
 Palm Desert, CA 92211
  
- ▲ 45 **Kaiser Permanente Pharmacy** ..... 89  
 46-900 Monroe St.  
 Indio, CA 92201
  
- △ 46 **CVS Pharmacy** ..... 89  
**After-hours, new fill only**  
 31575 Date Palm Dr.  
 Cathedral City, CA 92234
  
- △ 47 **CVS Pharmacy** ..... 89  
**After-hours, new fill only**  
 42155 Washington St.  
 Palm Desert, CA 92211
  
- △ 48 **Rite Aid Pharmacy** ..... 89  
**After-hours, new fill only**  
 51101 Harrison St.  
 Coachella, CA 92236

- △ 49 **Walgreens Pharmacy** ..... 89  
**After-hours, new fill only**  
 42010 Washington St.  
 Bermuda Dunes, CA 92203
  
- △ 50 **Walgreens Pharmacy** ..... 89  
**After-hours, new fill only**  
 14001 Palm Dr.  
 Desert Hot Springs, CA 92240

## Yucca Valley – Twentynine Palms Area

- △ 51 **Avalon Urgent Care Center** ..... 91  
**Urgent Care**  
**No emergency**  
 58471 Twentynine Palms Hwy.  
 Ste. 303  
 Yucca Valley, CA 92284
  
- 52 **Hi-Desert Medical Center** ..... 91  
**Emergency**  
 6601 White Feather Rd.  
 Joshua Tree, CA 92252
  
- △ 53 **Rite Aid Pharmacy** ..... 91  
 72253 Twentynine Palms Hwy.  
 Twentynine Palms, CA 92277
  
- △ 54 **Rite Aid Pharmacy** ..... 91  
 57701 Twentynine Palms Hwy.  
 Yucca Valley, CA 92284

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | See page 293 for further explanation of abbreviations.

# Getting Care in Coachella Valley

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## **Kaiser Permanente physicians and medical offices in Coachella Valley**

We provide primary care at 3 medical offices in Coachella Valley: in Palm Springs, Palm Desert, and Indio. We also provide some specialty care at Palm Desert Medical Offices. As a Coachella Valley resident, you can choose a Kaiser Permanente primary care doctor as your personal physician.

Your Kaiser Permanente physician can help you get Kaiser Permanente services such as easier referrals to specialists and other health resources, so you can get the most out of your life.

Some Kaiser Permanente services in Coachella Valley will continue to be provided by affiliated providers, which include physicians and hospitals.

Affiliated hospitals provide selected inpatient and emergency services to Kaiser Permanente members. For specialty care, you will continue to be referred to our affiliated network of specialists if we do not provide that Kaiser Permanente specialist. But because your referral will come from a Kaiser Permanente physician, you won't have to wait for authorization from anyone else.

State law requires directories to include the following notice:

**“Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion.”**

**“You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the Kaiser Permanente Member Service Contact Center at 1-800-777-1256 or 711 (TTY) to ensure that you can obtain the health care services that you need.”**

Please be aware that if a service is covered but not available at a particular Plan facility, we will make it available to you at another facility.

## **Selecting your personal physician**

Please refer to the information on page 252 of this *Guidebook*. Please note that members in the Coachella Valley cannot choose a personal physician from our Ob-Gyn Department.

**Note:** All Kaiser Permanente members enrolled in one of the following state programs have limited coverage in Coachella Valley: AIM, Healthy Families, Medi-Cal, MRMIP, or Post-MRMIP Graduate.

If you are enrolled in one of these state programs, please also note that you may not select a personal physician or receive routine care from providers in Coachella Valley. You are, however, entitled to out-of-area urgent and emergency care in Coachella Valley.

## **Member Services**

The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays), at **1-800-777-1256** (English) or **1-800-788-0616** (Spanish). Visit our Member Services office at 73-733 Fred Waring Dr., Ste. 110, Palm Desert. Or you can email questions to Member Services at **kp.org**.



# Location Details

## 31 Desert Regional Medical Center

**Emergency**  
1150 N. Indian Canyon Dr.  
Palm Springs, CA 92262

**Hours:** 7 days, 24 hours  
Emergency.....760-323-6251  
Information .....760-323-6511

## 32 John F. Kennedy Memorial Hospital

**Emergency**  
47111 Monroe St.  
Indio, CA 92201

**Hours:** 7 days, 24 hours  
Emergency.....760-775-8111  
Information .....760-347-6191

## 33 Kaiser Permanente Indio Medical Offices

46-900 Monroe St.  
Indio, CA 92201  
[kp.org/riverside](http://kp.org/riverside)

### Advice Nurse

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3 p.m.) .....1-866-9THRIVE  
(1-866-984-7483)  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... 1-888-KPONCALL  
(1-888-576-6225)

### Family Medicine

**Hours:** M-F, 8:30 a.m.-noon  
and 1:30-5 p.m.  
**Nurse visit hours:** M-F, 9-11 a.m.  
and 2-4 p.m.  
Advice/Appts./Msgs. ....1-866-9THRIVE  
(1-866-984-7483)

### Laboratory

**Hours:** M-F, 8:30 a.m.-4:45 p.m.  
Results..... 1-888-4KPTEST  
(1-888-457-8378)

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Orthopedics *By referral only*

**Hours:** M-F, 8:30 a.m.-noon  
and 1:30-5 p.m.  
Appts./Cancel/Info./Msgs. ....1-866-9THRIVE  
(1-866-984-7483)

### Pharmacy

**Hours:** M-F, 9:30 a.m.-1 p.m.  
and 2-5:30 p.m.  
Mail-order Pharmacy..... 1-866-206-2983  
Refills by phone..... 1-866-889-8555  
Online refill ..... [kp.org/refill](http://kp.org/refill)

### Podiatry *By referral only*

**Hours:** M-F, 8:30 a.m.-noon  
and 1:30-5 p.m.  
Appts./Cancel/Info./Msgs. ....1-866-9THRIVE  
(1-866-984-7483)

### Radiology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

**34 Kaiser Permanente  
Palm Desert  
Medical Offices**

University Park Centre  
75-036 Gerald Ford Dr.  
Palm Desert, CA 92211  
[kp.org/riverside](http://kp.org/riverside)

**Advice Nurse**

Advice (M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3 p.m.) ..... **1-866-9THRIVE**  
**(1-866-984-7483)**

After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Allergy** *By referral only*

**Office hours:** M, 8:30-11:15 a.m.  
and 1:30-4:30 p.m.  
**Injection hours:** Tu, F, 1:30-4:15 p.m.  
Appts./Cancel/Info. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Dermatology**

*By referral only; by appointment only*  
**Hours:** Vary  
Appts./Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Family Medicine/Internal Medicine**

**Hours:** M-F, 8:30 a.m.-7 p.m.;  
Sa, 8:30 a.m.-5 p.m.  
**Nurse visit hours:** M-F, 9-11 a.m.  
and 2-4 p.m.  
Advice/Appts./Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Head and Neck Surgery**

*By referral only; by appointment only*  
**Hours:** Vary  
Appts./Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**HearUSA/HEARx West Hearing Care Center**

72655 Highway 111, Ste. B-3  
Palm Desert, CA 92260  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and other days, by appointment only  
Appts./Info. .... **760-340-9082**

**Insurance/Medical Correspondence**

73-733 Fred Waring St., Ste. 110  
**Office hours:** M, W, F, 9 a.m.-noon  
and 1-4:30 p.m.; closed major holidays  
**Phone hours:** M-F, 9 a.m.-4:30 p.m.  
Fax ..... **951-353-4077**  
Information ..... **951-353-4470**  
Email..... **rivroui@kp.org**  
Disability forms/requests for medical records.

**Laboratory**

**Hours:** M-F, 7:30 a.m.-7:30 p.m.;  
Sa, 7:30 a.m.-12:30 p.m. and 1:30-5 p.m.  
Information ..... **1-866-9THRIVE**  
**(1-866-984-7483)**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

**Oncology**

*By referral only; by appointment only*  
**Hours:** Vary  
Appts./Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Ophthalmology**

*By referral only; by appointment only*  
**Hours:** Vary  
Appts./Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Pediatrics**

**Hours:** M-Sa, 8:30 a.m.-5 p.m.  
Advice/Appts./Msgs. .... **1-866-9THRIVE**  
**(1-866-984-7483)**

**Pharmacy**

**Hours:** M-F, 9 a.m.-7:30 p.m.;  
 Sa, 9 a.m.-12:30 p.m. and 1:30-5 p.m.  
 Mail-order Pharmacy..... **1-866-206-2983**  
 Refills by phone..... **1-866-279-8954**  
 Online refills..... **kp.org/refill**

**Physical Medicine**

*By referral only; by appointment only*  
**Hours:** Vary  
 Appts./Msgs. .... **1-866-9THRIVE**  
 (1-866-984-7483)

**Physical Therapy**

*By referral only; by appointment only*  
**Hours:** Vary  
 Appts./Msgs. .... **1-866-9THRIVE**  
 (1-866-984-7483)

**Radiology/Diagnostic Imaging**

**Hours:** M-F, 9 a.m.-7:30 p.m.;  
 Sa, 8:30 a.m.-5 p.m.  
 Information ..... **1-866-9THRIVE**  
 (1-866-984-7483)

**35 Kaiser Permanente  
 Palm Springs  
 Medical Offices**

1100 N. Palm Canyon Dr., Ste. 208  
 Palm Springs, CA 92262  
**kp.org/riverside**

**Advice Nurse**

Advice (M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-3 p.m.) ..... **1-866-9THRIVE**  
 (1-866-984-7483)  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
 (1-888-576-6225)

**Family Medicine/Internal Medicine**

**Hours:** M-F, 8:30 a.m.-noon  
 and 1:30-5 p.m.  
**Nurse visit hours:** M-F, 9-11 a.m.  
 and 2-4 p.m.  
 Advice/Appts./Msgs. .... **1-866-9THRIVE**  
 (1-866-984-7483)

**Laboratory**

**Hours:** M-F, 8:30 a.m.-noon  
 and 1:30-5 p.m.  
 Results..... **1-888-4KPTEST**  
 (1-888-457-8378)

Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

**36 Executive Urgent Care  
 of Indian Wells**

**Urgent Care**  
**No emergency**  
 74-785 Highway 111, Ste. 100  
 Indian Wells, CA 92210

**Hours:** M-F, 9 a.m.-7 p.m.;  
 Sa, Su, 10 a.m.-6 p.m.  
 Information ..... **760-346-3932**

**37 Healthcare Express  
 Urgent Care**

**Urgent Care**  
**No emergency**  
 42575 Washington St., Ste. B  
 Palm Desert, CA 92211

**Hours:** M-F, 8 a.m.-8 p.m.; Sa, 8 a.m.-5 p.m.;  
 Su, 8 a.m.-2 p.m.  
 Information ..... **760-360-1475**

**△ 38 Premier Urgent Care Centers of California**

**Urgent Care**  
**No emergency**  
82-013 Dr. Carreon Blvd., Ste. G  
Indio, CA 92201

**Hours:** 7 days, 24 hours  
Information ..... **760-775-9500**

**△ 39 Premier Urgent Care Centers of California**

**Urgent Care**  
**No emergency**  
1080 N. Indian Canyon Dr.  
Ste. 206  
Palm Springs, CA 92262

**Hours:** M-F, 9 a.m.-5 p.m.; closed Sa, Su  
Information ..... **760-864-1000**

**△ 40 VIP Urgent Care**

**Urgent Care**  
**No emergency**  
72-630 Fred Waring Dr., Ste. 101  
Palm Desert, CA 92260

**Hours:** M-F, 8:30 a.m.-8 p.m.;  
Sa, Su, 9 a.m.-5 p.m.  
Information ..... **760-674-1923**

**△ 41 VIP Urgent Care**

**Urgent Care**  
**No emergency**  
100 S. Sunrise Way, Ste. A  
Palm Springs, CA 92262

**Hours:** M-F, 8 a.m.-8 p.m.;  
Sa, Su, 8:30 a.m.-5 p.m.  
Information ..... **760-969-5999**

**▲ 42 Kaiser Permanente Member Services**

73-733 Fred Waring Dr., Ste. 110  
Palm Desert, CA 92260

**Office hours:** M-F, 8:30 a.m.-noon  
and 1-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, Su, 7 a.m.-3 p.m.  
English..... **1-800-777-1256**  
Spanish..... **1-800-788-0616**

**▲ 43 Kaiser Permanente Pharmacy**

1100 N. Palm Canyon Dr.  
Palm Springs, CA 92262

**Hours:** M-F, 9:30 a.m.-1 p.m.  
and 2-5:30 p.m.  
Info./Refills by phone ..... **1-866-370-1942**  
Mail-order Pharmacy..... **1-866-206-2983**  
Online refills..... **kp.org/refill**

**▲ 44 Kaiser Permanente Pharmacy**

University Park Centre  
75-036 Gerald Ford Dr.  
Palm Desert, CA 92211

**Hours:** M-F, 9 a.m.-7:30 p.m.;  
Sa, 9 a.m.-12:30 p.m. and 1:30-5 p.m.  
Info./Refills by phone ..... **1-866-279-8954**  
Mail-order Pharmacy..... **1-866-206-2983**  
Online refills..... **kp.org/refill**

**▲ 45 | Kaiser Permanente Pharmacy**

46-900 Monroe St.  
Indio, CA 92201

**Hours:** M-F, 9:30 a.m.-1 p.m. and 2-5:30 p.m.  
Mail-order Pharmacy ..... **1-866-206-2983**  
Refills by phone ..... **1-866-889-8555**  
Online refill ..... **kp.org/refill**

**△ 46 | CVS Pharmacy**

**After-hours, new fill only**  
31575 Date Palm Dr.  
Cathedral City, CA 92234

**Hours:** M-F, 8 a.m.-9 p.m.;  
Sa, 9 a.m.-6 p.m.;  
Su, 10 a.m.-6 p.m.  
Information ..... **760-324-4239**  
New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

**△ 47 | CVS Pharmacy**

**After-hours, new fill only**  
42155 Washington St.  
Palm Desert, CA 92211

**Hours:** 7 days, 24 hours  
Information ..... **760-345-3259**  
New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

**△ 48 | Rite Aid Pharmacy**

**After-hours, new fill only**  
51101 Harrison St.  
Coachella, CA 92236

**Hours:** M-F, 7 a.m.-11 p.m.;  
Sa, 8 a.m.-8 p.m.;  
Su, 9 a.m.-7 p.m.  
Information ..... **760-398-0833**  
New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

**△ 49 | Walgreens Pharmacy**

**After-hours, new fill only**  
42010 Washington St.  
Bermuda Dunes, CA 92203

**Hours:** M-F, 8 a.m.-9 p.m.;  
Sa, 9 a.m.-9 p.m.;  
Su, 9 a.m.-9 p.m.  
Information ..... **760-772-9122**  
New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

**△ 50 | Walgreens Pharmacy**

**After-hours, new fill only**  
14001 Palm Dr.  
Desert Hot Springs, CA 92240

**Hours:** M-F, 8 a.m.-9 p.m.;  
Sa, 9 a.m.-6 p.m.;  
Su, 10 a.m.-6 p.m.  
Information ..... **760-288-3210**  
New prescription only. Refills must be obtained from a Kaiser Permanente pharmacy.

# Getting Care in Yucca Valley–Twentynine Palms Area

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## Affiliated providers

Most Kaiser Permanente services in the Yucca Valley–Twentynine Palms area are provided by affiliated providers, which include physicians and hospitals. We've contracted with affiliated physicians to provide care to Kaiser Permanente members. Affiliated hospitals provide selected inpatient and emergency services to Kaiser Permanente members.

State law requires directories to include the following notice:

**“Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion.”**

**“You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the Kaiser Permanente Member Service Contact Center at 1-800-777-1256 (English) or 711 (TTY), to ensure that you can obtain the health care services that you need.”**

Please be aware that if a service is covered but not available at a particular Plan facility, we will make it available to you at another facility.

## Selecting a personal physician in the Yucca Valley–Twentynine Palms area

If you live in the Yucca Valley–Twentynine Palms area, you may select either a Kaiser Permanente personal physician from one of our primary care departments

in Coachella Valley (see “Selecting a personal physician” on page 252 of this *Guidebook*). Or you may select an affiliated primary care physician contracted to provide care to Kaiser Permanente members in the Yucca Valley–Twentynine Palms area. Please note that members in the Yucca Valley–Twentynine Palms area cannot choose a personal physician from our Ob-Gyn Department.

**Note:** Kaiser Permanente members enrolled in the programs listed below have limited coverage in Yucca Valley.

- All Medicare-entitled individuals, including Kaiser Permanente Senior Advantage and Medicare Cost members.
- All Kaiser Permanente members enrolled in one of the following state programs: AIM, Healthy Families, Medi-Cal, MRMIP, or Post-MRMIP Graduate.

## Notice of availability of Contracted Providers List

Kaiser Permanente is required by California law to provide members or prospective members, upon request, a list of affiliated medical providers contracted to provide health care services to Kaiser Permanente members in a general geographic area.

The list includes certain information about these contracted health care providers, including which primary care providers may be accepting new patients. The Contracted Providers List is not intended to replace other Kaiser Permanente physician directories, provider listings, or guidebooks.

To receive a copy of this list, call our Member

Service Contact Center, 24 hours a day, 7 days a week (closed holidays), and ask for the Contracted Providers List. The Member Service Contact Center numbers are:  
**1-800-777-1256** (English),  
**1-800-788-0616** (Spanish),  
**1-800-757-7585** (Chinese dialects),  
 and **711** (TTY).

You may also receive the list by writing to:  
 Kaiser Foundation Health Plan, Inc.  
 Publications Distribution  
 393 E. Walnut St.  
 Pasadena, CA 91188

**Selecting a personal physician**

Call our Member Service Contact Center at **1-800-777-1256** (English) or **1-800-788-0616** (Spanish), and ask for assistance in making a selection. Our Member Services representatives are ready to answer your questions and help you find the Kaiser Permanente primary care physician or an affiliated primary care physician who best fits your needs. Each family member may choose a different personal physician. In addition, you may change your personal physician for any reason.

Your request to change your physician must be received by the 25th of the month to be effective on the 1st of the following month.

**Member Services**

Call our Member Service Contact Center at **1-800-777-1256** (English) or **1-800-788-0616** (Spanish). You can also visit the Member Services office at 73-733 Fred Waring Dr., Ste. 110 in Palm Desert. Or you can email questions to Member Services at **kp.org**.

**△ 51 | Avalon Urgent Care Center**  
**Urgent Care**  
**No emergency**  
 58471 Twentynine Palms Hwy.  
 Ste. 303  
 Yucca Valley, CA 92284

**Hours:** M-F, 8 a.m.-6:30 p.m.  
 Information ..... **760-365-0851**

**□ 52 | Hi-Desert Medical Center**  
**Emergency**  
 6601 White Feather Rd.  
 Joshua Tree, CA 92252

**Hours:** 7 days, 24 hours  
 Emergency..... **760-366-6127**  
 Information ..... **760-366-3711**

**△ 53 | Rite Aid Pharmacy**  
 72253 Twentynine Palms Hwy.  
 Twentynine Palms, CA 92277

**Hours:** M-F, 8 a.m.-9 p.m.;  
 Sa, 9 a.m.-5 p.m.; Su, 10 a.m.-6 p.m.  
 Information ..... **760-367-3262**

**△ 54 | Rite Aid Pharmacy**  
 57701 Twentynine Palms Hwy.  
 Yucca Valley, CA 92284

**Hours:** M-F, 8 a.m.-9 p.m.;  
 Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
 Information ..... **760-365-2618**







# Kern County, Valleys, and western Ventura County

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

## Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

- English..... **1-800-464-4000**
- Spanish..... **1-800-788-0616**
- Chinese dialects ..... **1-800-757-7585**
- TTY..... **711**

## Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

- Information ..... **1-888-956-1616**
- Website ..... **kp.org/finddoctors**

## TTY for the Hearing or Speech Impaired

- California Relay Service..... **711**



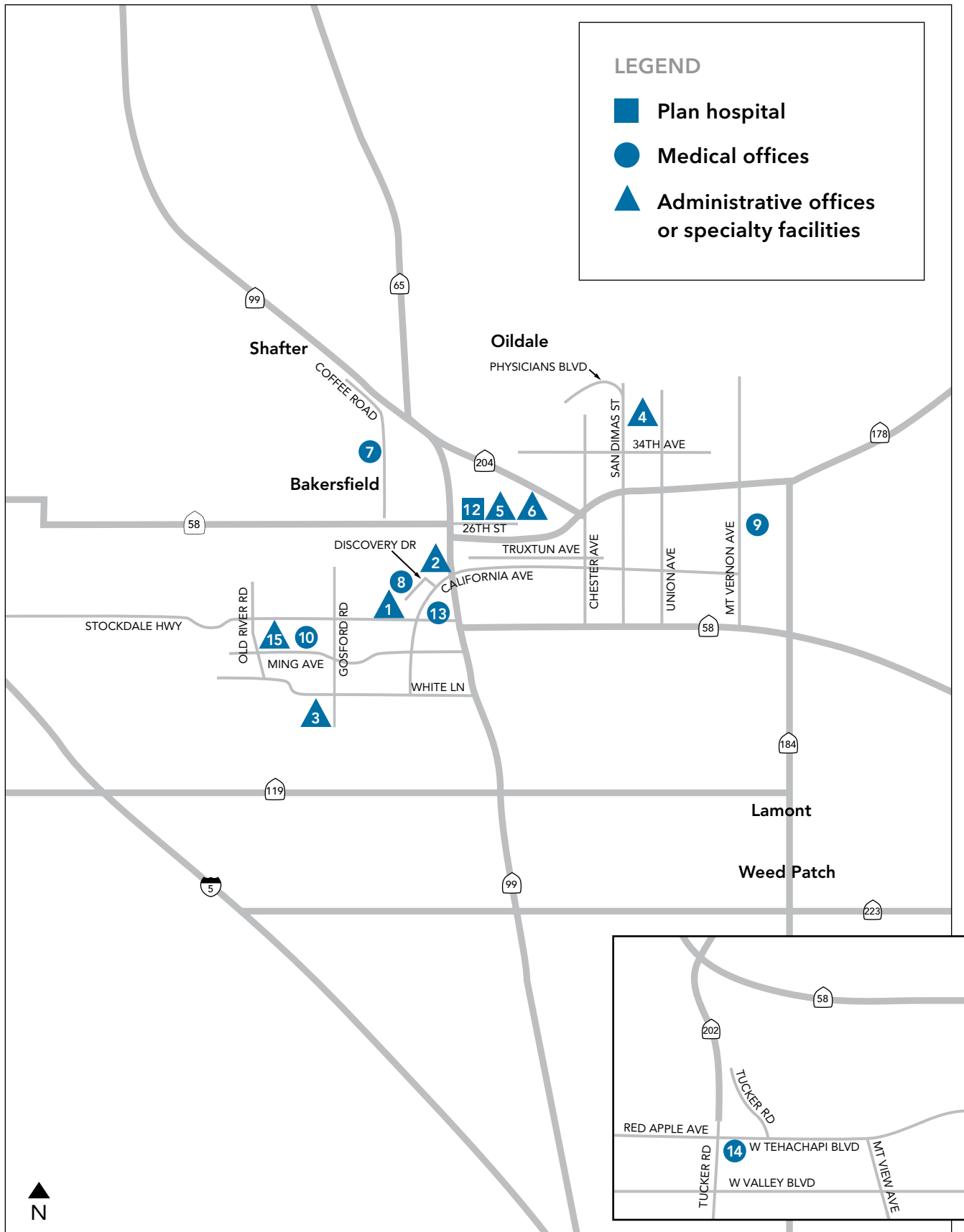
## CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App Store<sup>SM</sup> or Google Play®.



Apple and iPhone are trademarks of Apple, Inc., registered in the U.S. and other countries. App Store is a service mark of Apple, Inc. Google Play and Android are trademarks of Google, Inc.

# Kern County



Map not to scale

# Kern County–Area Locations

- ▲ 1 **Bakersfield Administrative Offices** ..... 96  
5055 California Ave.  
Bakersfield, CA 93309
- ▲ 2 **Behavioral Health Offices** ..... 96  
4900 California Ave.  
Tower A, Ste. 200  
Bakersfield, CA 93309
- ▲ 3 **Care Corner Walmart–Bakersfield** ..... 96  
**No emergency services**  
5075 Gosford Rd.  
Bakersfield, CA 93313
- ▲ 4 **Central Medical Offices** ..... 97  
3733 San Dimas St.  
Bakersfield, CA 93301  
♿ DHCS survey pending
- ▲ 5 **Chester Avenue Medical Offices** ..... 97  
2531 Chester Ave.  
Bakersfield, CA 93301
- ▲ 6 **Chester Avenue Medical Offices 2** ..... 97  
2620 Chester Ave.  
Bakersfield, CA 93301
- ▲ 7 **Coffee Road Medical Offices** ..... 98  
4801 Coffee Rd.  
Bakersfield, CA 93308
- 8 **Discovery Plaza Medical and Administrative Offices** ..... 98  
1200 Discovery Dr.  
Bakersfield, CA 93309
- 9 **East Hills Medical Offices** ..... 99  
3700 Mall View Rd.  
Bakersfield, CA 93306
- 10 **Ming Medical Offices** ..... 99  
8800 Ming Ave.  
Bakersfield, CA 93311
- ▲ 11 **Mobile Health Vehicles** ..... 100  
Locations are Delano, Taft, Tejon Outlets, and Wasco.  
Call **1-877-524-7373** for days and location of a mobile health vehicle.
- 12 **San Joaquin Community Hospital** ..... 100  
**Emergency**  
2615 Chester Ave.  
Bakersfield, CA 93301
- 13 **Stockdale Medical Offices** .. 100  
**Urgent Care**  
3501 Stockdale Hwy.  
Bakersfield, CA 93309
- 14 **Tehachapi Medical Offices** .. 101  
1100 W. Tehachapi Blvd.  
Tehachapi, CA 93561
- ▲ 15 **Vision Essentials by Kaiser Permanente** ..... 101  
The Marketplace  
9000 Ming Ave., Ste. L-1B  
Bakersfield, CA 93311

# Location Details

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## ▲ 1 Bakersfield Administrative Offices

5055 California Ave.  
Bakersfield, CA 93309  
[kp.org/kerncounty](http://kp.org/kerncounty)

### Administration

**Hours:** M-F, 9 a.m.-4 p.m.

Information ..... **661-334-2020**

## ▲ 2 Behavioral Health Offices

4900 California Ave.  
Tower A, Ste. 200  
Bakersfield, CA 93309  
[kp.org/kerncounty](http://kp.org/kerncounty)

### Addiction Medicine, Psychiatry, Social Services

**Office hours:** M-F, 7:30 a.m.-7 p.m.;

Sa, 8 a.m.-noon

**Phone hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-855-323-2700**

#### ■ Behavioral Health Care

##### Member Help Line

7 days, 24 hours..... **1-800-900-3277**

## ▲ 3 Care Corner Walmart–Bakersfield

### No emergency services

5075 Gosford Rd.  
Bakersfield, CA 93313  
[kp.org/kerncounty](http://kp.org/kerncounty)

### Scheduled and walk-in video

**appointment hours:** Tu-Sa, 11 a.m.-7 p.m.

**Self-service:** during regular store hours

To schedule a visit, call: **1-877-524-7373**

M-F, 7 a.m.-7 p.m.

Walk in and get routine, nonurgent care with a doctor by live video.\* There is no cost or copay required for members. Nonmembers only pay \$45.

### Walk-in care available for:

- Allergy care
- Bug bites, stings, rash, or other minor skin conditions
- Earaches and ear infections
- Flu vaccinations, cold, cough, and flu-like symptoms
- Routine blood pressure concerns

For more information and a complete list of services, visit [kp.org/scal/carecorner](http://kp.org/scal/carecorner).

\*Video appointments are available to members and nonmembers age 5 and older.

**▲ 4 Central Medical Offices**

3733 San Dimas St.  
Bakersfield, CA 93301  
[kp.org/kerncounty](http://kp.org/kerncounty)

**Dermatology**

**Hours:** M-F, 8 a.m.-5 p.m.  
Advice (24 hours)/Appts./  
Cancel/Msgs. .... **1-877-524-7373**

**Physical Therapy**

**Hours:** M-F, 8 a.m.-5 p.m.  
Advice (24 hours)/Appts./  
Cancel/Msgs. .... **1-877-524-7373**

**▲ 5 Chester Avenue Medical Offices**

2531 Chester Ave.  
Bakersfield, CA 93301  
[kp.org/kerncounty](http://kp.org/kerncounty)

**General Surgery, Head and Neck Surgery,  
Infectious Disease, Ophthalmology,  
Orthopedic Surgery, Podiatry, Pulmonology,  
Respiratory Care, Urology, Wound Care**

**Hours:** M-F, 8 a.m.-5 p.m.  
Advice (24 hours)/Appts./  
Cancel/Msgs. .... **1-877-524-7373**

**Laboratory**

**Hours:** M-F, 8 a.m.-5:15 p.m.  
Information ..... **1-877-524-7373**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Pharmacy**

**Hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Mail-order Pharmacy ..... **1-866-206-2981**  
Refills by phone ..... **1-877-842-9583**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

**Radiology/Diagnostic Imaging**

**Hours:** M-F, 8 a.m.-5 p.m.  
Information ..... **1-877-524-7373**

**▲ 6 Chester Avenue Medical Offices 2**

2620 Chester Ave.  
Bakersfield, CA 93301  
[kp.org/kerncounty](http://kp.org/kerncounty)

**Hematology**

*By appointment only; by referral only*  
**Hours:** M-F, 7:30 a.m.-4:30 p.m.  
Information ..... **661-337-7160**

**Oncology**

*By appointment only; by referral only*  
**Hours:** M-F, 7:30 a.m.-4:30 p.m.  
Information ..... **661-337-7160**

**Rheumatology**

*By appointment only; by referral only*  
**Hours:** M-F, 8 a.m.-5 p.m.  
Advice (24 hours)/Appts./  
Cancel/Msgs. .... **1-877-524-7373**

● 7 **Coffee Road  
Medical Offices**

4801 Coffee Rd.  
Bakersfield, CA 93308  
[kp.org/kerncounty](http://kp.org/kerncounty)

**Family Medicine,  
Internal Medicine, Pediatrics**

**Hours:** M-F, 8 a.m.-5 p.m.  
Advice (24 hours)/Appts./  
Cancel/Msgs. .... **1-877-524-7373**

**Laboratory**

**Hours:** M-F, 8 a.m.-4:45 p.m.  
Information ..... **1-877-524-7373**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Pharmacy**

**Hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Mail-order Pharmacy ..... **1-866-206-2981**  
Refills by phone ..... **1-866-554-6040**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

**Radiology/Diagnostic Imaging**

**Hours:** M, Tu, Th, F, 9:30 a.m.-noon  
and 1-5 p.m.; W, 9 a.m.-1 p.m.  
Information ..... **1-877-524-7373**

● 8 **Discovery Plaza  
Medical and  
Administrative Offices**

1200 Discovery Dr.  
Bakersfield, CA 93309  
[kp.org/kerncounty](http://kp.org/kerncounty)

**Allergy, Obstetrics-Gynecology, Pain  
Management, Physical Medicine**

**Hours:** M-F, 8 a.m.-5 p.m.  
Advice (24 hours)/Appts./  
Cancel/Msgs. .... **1-877-524-7373**

**Genetics** *By referral only; face-to-face*

6th Floor, Obstetrics-Gynecology  
**Hours:** Appointments available on Tuesdays  
Appts./Cancel/Info./Msgs. .... **818-375-2073**

▪ **Telegenetics**

**Hours:** W, 1-5 p.m.  
Information ..... **1-877-524-7373**

**Laboratory**

**Hours:** M-F, 8 a.m.-4:45 p.m.  
Information ..... **1-877-524-7373**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Pharmacy**

**Hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Mail-order Pharmacy ..... **1-866-206-2981**  
Refills by phone ..... **1-866-451-4957**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

**Radiology/Diagnostic Imaging**

**Hours:** M-F, 8 a.m.-5 p.m.  
Information ..... **1-877-524-7373**

**Release of Information**

2nd Floor, Ste. 200  
**Hours:** M-F, 8 a.m.-5 p.m.  
Information ..... **661-852-3450**  
Fax ..... **661-852-3446**  
Disability/Medical records/  
Medical correspondence.

**Revenue Cycle**

2nd Floor, Ste. 200

**Hours:** M-F, 8 a.m.-5 p.m.

Information ..... **661-852-3449**

**Specialty Referral**

**Hours:** M-F, 8 a.m.-5 p.m.

Information ..... **661-852-3482**

● 9

**East Hills  
Medical Offices**

3700 Mall View Rd.  
Bakersfield, CA 93306  
**kp.org/kerncounty**

**Family Medicine,  
Internal Medicine, Pediatrics**

**Hours:** M-F, 8 a.m.-5 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

**Gastroenterology (GI)** *By referral only*

Follow-up and consultation only, no GI lab

**Hours:** M-F, 8 a.m.-5 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

**Laboratory**

**Hours:** M-F, 7:45 a.m.-4:45 p.m.

Information ..... **1-877-524-7373**

Results ..... **1-888-4KPTEST  
(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

**Pharmacy**

**Hours:** M-F, 8:30 a.m.-5:30 p.m.

Mail-order Pharmacy ..... **1-866-206-2981**

Refills by phone ..... **1-866-319-3581**

Online refills ..... **kp.org/refill**

**Radiology/Diagnostic Imaging**

**Hours:** M, Tu, Th, F, 9:30 a.m.-5 p.m.;

W, 9 a.m.-1 p.m.

Information ..... **1-877-524-7373**

● 10

**Ming Medical Offices**

8800 Ming Ave.

Bakersfield, CA 93311

**kp.org/kerncounty**

**Adolescent Medicine, Family Medicine,  
Internal Medicine, Pediatrics**

**Hours:** M-F, 8 a.m.-5 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

**Advanced Care Clinic/Geriatrics**

**Hours:** M-F, 8 a.m.-5 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

**Health Education**

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Info./Cancel/Msgs. .... **661-664-3712**

Wellness Coaching

by Phone..... **1-866-862-4295**

**Laboratory**

**Hours:** M-F, 7 a.m.-4:45 p.m.

Information ..... **1-877-524-7373**

Results ..... **1-888-4KPTEST  
(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

**Neurology** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

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### Pharmacy

**Hours:** M-F, 8:30 a.m.–6 p.m.

Mail-order Pharmacy ..... **1-866-206-2981**

Refills by phone ..... **1-866-319-3582**

Online refills ..... **kp.org/refill**

### Radiology/Diagnostic Imaging

**Hours:** M-F, 7:30 a.m.–5 p.m.

Information ..... **1-877-524-7373**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

## ▲ 11 Mobile Health Vehicles

Delano, Taft,  
Tejon Outlets, and Wasco  
**kp.org/kerncounty**

Locations are Delano, Taft,  
Tejon Outlets, and Wasco

For an appointment on the  
Kern County Mobile Health Vehicle  
please call **1-877-524-7373**.

#### Services include:

- Routine office visits
- Immunizations
- Lab (Limited services)
- Blood pressure, weight checks  
(By appointment only)
- Help for managing conditions like  
diabetes and asthma

## ■ 12 San Joaquin Community Hospital

### Emergency

2615 Chester Ave.  
Bakersfield, CA 93301  
**kp.org/kerncounty**

**Hours:** 7 days, 24 hours

Information ..... **661-395-3000**

## ● 13 Stockdale Medical Offices

### Urgent Care

3501 Stockdale Hwy.  
Bakersfield, CA 93309  
**kp.org/kerncounty**

### Cardiology, Endocrinology, Nephrology

*By referral only*

**Hours:** M-F, 8 a.m.–5 p.m.;

some evening clinics available

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

### Family Medicine, Internal Medicine, Pediatrics

**Hours:** M-F, 8 a.m.–5 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

### Laboratory

**Hours:** M-F, 7:45 a.m.–midnight;

Sa, Su, holidays, 8:30 a.m.–midnight

Information ..... **1-877-524-7373**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.



**Member Services Office** *Walk-in*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

▪ **Member Service Contact Center**

**Phone hours:** 7 days, 24 hours  
(closed holidays)

English..... **1-800-464-4000**  
 Spanish..... **1-800-788-0616**  
 Chinese dialects..... **1-800-757-7585**  
 TTY ..... **711**

**Occupational Health Center**  
(Kaiser On-the-Job®)

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Info./Msgs. .... **661-398-3813**

Medical treatment for work-related injuries and illnesses.

**Pediatrics Same-day Clinic**

**Hours:** M-F, 1-9 p.m.;

Sa, Su, holidays, 9 a.m.-9 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

**Pharmacy**

**Hours:** M-F, 8:30 a.m.-10 p.m.;

Sa, Su, 9 a.m.-9 p.m.;

most major holidays, including Thanksgiving, Christmas, and New Year's Day, 9 a.m.-6 p.m.

Mail-order Pharmacy..... **1-866-206-2981**

Refills by phone..... **1-800-463-2137**

Online refills..... **kp.org/refill**

**Radiology/Diagnostic Imaging**

**Hours:** M-F, 8 a.m.-10 p.m.;

Sa, Su, holidays, 8:30 a.m.-10 p.m.

Information ..... **1-877-524-7373**

**Urgent Care** *Walk-in*

**Hours:** M-F, 8 a.m.-10 p.m.;

Sa, Su, holidays, 8:30 a.m.-10 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

● **14** | **Tehachapi Medical Offices**

1100 W. Tehachapi Blvd.  
Tehachapi, CA 93561

**Hours:** M-F, 7 a.m.-7 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

Office phone ..... **661-823-6621**

Office fax..... **661-823-6650**

▲ **15** | **Vision Essentials by Kaiser Permanente**

The Marketplace  
9000 Ming Ave., Ste. L-1B  
Bakersfield, CA 93311  
**kp.org/kerncounty**

**Optical Center/Optomety**

Eyeglasses, contact lenses

**Hours:** M-F, 7 a.m.-7 p.m.; Sa, 8 a.m.-6 p.m.

Advice (24 hours)/Appts./

Cancel/Msgs. .... **1-877-524-7373**

Website ..... **kp2020.org**

**HearUSA/HEARx West Hearing Care Center**

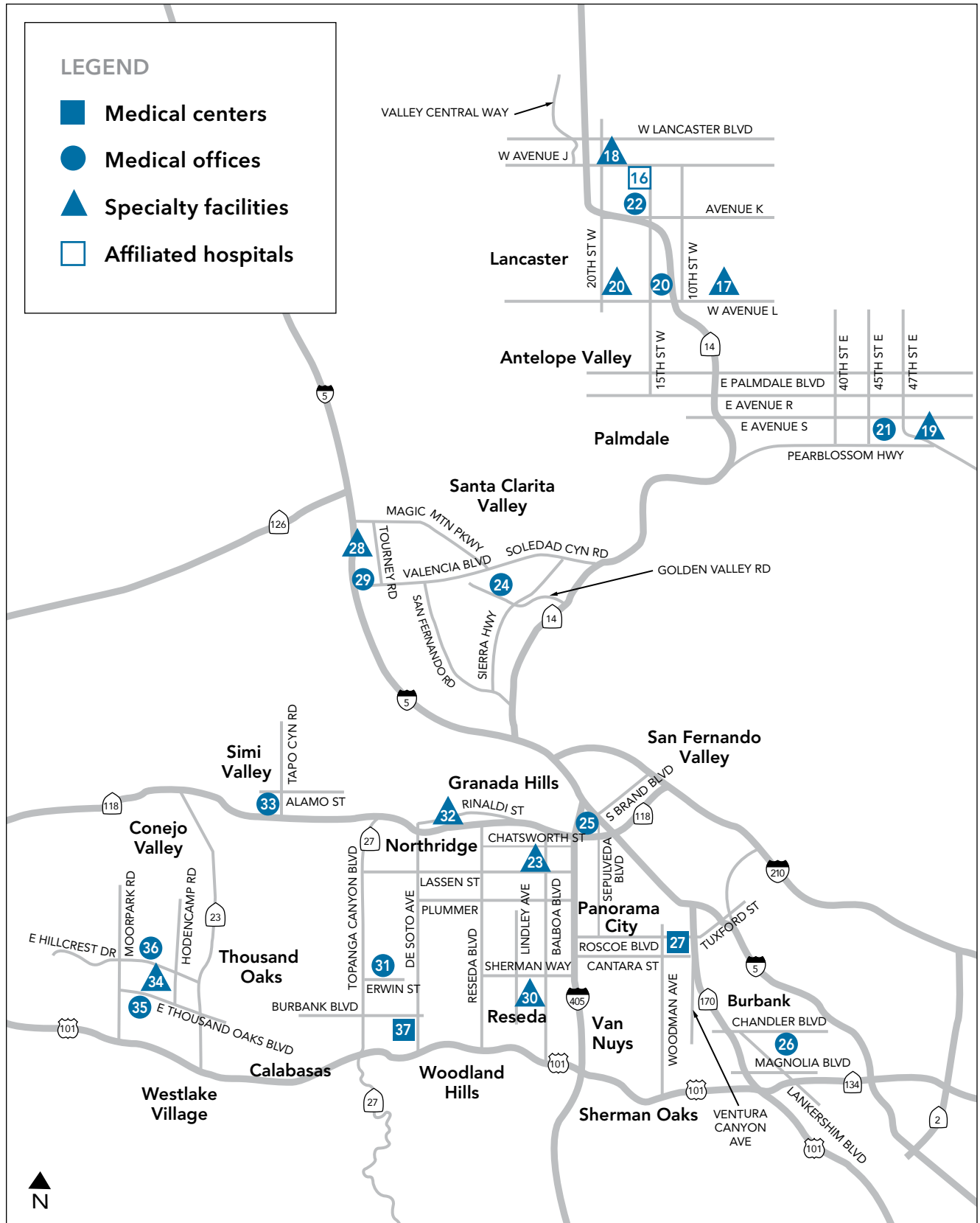
2530 F St., Ste. 100  
Bakersfield, CA 93301

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

Information ..... **661-633-2934**

# Valleys Area

(Conejo, Simi, San Fernando, Santa Clarita, and Antelope Valley)



Map not to scale

# Valleys—Area Locations

## Antelope Valley Area

### □ 16 Antelope Valley Hospital ...106

**Emergency**

1600 W. Avenue J  
Lancaster, CA 93534

### ▲ 17 Antelope Valley Medical Offices .....106

615 W. Avenue L  
Lancaster, CA 93534

♿ DHCS survey results: Limited and medical equipment access (P, E, EB, R, T)

### ▲ 18 Behavioral Health .....108

44444 20th St. W.  
Lancaster, CA 93534

♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

### ▲ 19 Care Corner Walmart—Palmdale .....108

**No emergency services**

37140 47th St. E  
Palmdale, CA 93552

### ● 20 Lancaster Medical Offices .....109

**Urgent Care**

43112 N. 15th St. West  
Lancaster, CA 93534

♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

### ● 21 Palmdale Medical Offices .....111

4502 E. Avenue S  
Palmdale, CA 93552

♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

### ● 22 Women’s Health .....111

Obstetrics-Gynecology  
44105 15th St. West  
4th Floor, Ste. 405  
Lancaster, CA 93534

♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

## Panorama City Area

- ▲ 23 **Balboa Plaza  
Administrative Offices** .....112  
10605 Balboa Blvd., Ste. 330  
Granada Hills, CA 91344
- 24 **Canyon Country  
Medical Offices** .....112  
26415 Carl Boyer Dr.  
Santa Clarita, CA 91350  
♿ DHCS survey results: Basic  
and medical equipment access  
(P, E, EB, IB, R, T)
- 25 **Mission Hills  
Medical Offices** .....112  
11001 Sepulveda Blvd.  
Mission Hills, CA 91345  
♿ DHCS survey results: Basic  
and medical equipment access  
(P, E, EB, IB, R, T)
- 26 **North Hollywood  
Medical Offices** .....113  
5250 Lankershim Blvd.  
North Hollywood, CA 91601
- 27 **Panorama City  
Medical Center** .....114  
**Emergency**  
13651 Willard St.  
Panorama City, CA 91402  
♿ DHCS survey results: Basic  
and medical equipment access  
(P, E, EB, IB, R, T)

- ▲ 28 **Santa Clarita  
Executive Plaza** .....121  
27201 Tourney Rd.  
Santa Clarita, CA 91355  
♿ DHCS survey results: Basic  
and medical equipment access  
(P, E, EB, IB, R, T)
- 29 **Santa Clarita  
Medical Offices** .....122  
**Urgent Care**  
27107 Tourney Rd.  
Santa Clarita, CA 91355  
♿ DHCS survey results: Basic  
access (P, E, EB, IB, R, T)
- ▲ 30 **Sherman Terrace Offices** .....123  
18040 Sherman Way  
Reseda, CA 91335  
♿ DHCS survey results: Limited  
and medical equipment access  
(P, E, EB, R, T)

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P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
R = Restroom | T = Exam Table/Scale | **See page 293 for further explanation of abbreviations.**

## Woodland Hills Area

● 31 **Erwin Street Medical Offices** .....124

21263 Erwin St.  
Woodland Hills, CA 91364  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

▲ 32 **Northridge Pharmacy** .....124

Porter Ranch Courtyard  
19300 Rinaldi St., Ste. 1  
Northridge, CA 91326

● 33 **Simi Valley Medical Offices** .....124

3900 Alamo St.  
Simi Valley, CA 93063  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

▲ 34 **Thousand Oaks 145 Hodencamp Road Medical Offices** .....125

145 Hodencamp Rd.  
Thousand Oaks, CA 91360  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

● 35 **Thousand Oaks 322 East Thousand Oaks Boulevard Medical Offices** .....126

322 East Thousand Oaks Blvd.  
Thousand Oaks, CA 91360  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

● 36 **Thousand Oaks 365 East Hillcrest Drive Medical Offices** .....126

**After-Hours Care**  
365 E. Hillcrest Dr.  
Thousand Oaks, CA 91360  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

■ 37 **Woodland Hills Medical Center** .....128

**Emergency**  
5601 De Soto Ave.  
Woodland Hills, CA 91367  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

# Location Details—Antelope Valley Area

## □ 16 Antelope Valley Hospital

### Emergency

1600 W. Avenue J  
Lancaster, CA 93534

**Hours:** 7 days, 24 hours

Information ..... **661-949-5000**

## ▲ 17 Antelope Valley Medical Offices

615 W. Avenue L  
Lancaster, CA 93534  
[kp.org/antelopevalley](http://kp.org/antelopevalley)

### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-877-554-4404**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Audiology *Self-referral*

2nd Floor

Appts./Cancel/Msgs. .... **1-877-554-4404**

### Cardiology *By referral only*

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-877-554-4404**

### Chemotherapy Infusion Center

*By referral only*

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **661-723-2144**

### Endocrinology *By referral only*

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-877-554-4404**

### Gastroenterology (GI) *By referral only*

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-877-554-4404**

### General Surgery

See Surgery (General).

### Head and Neck Surgery *By referral only*

2nd Floor

**Hours:** M-F, 8 a.m.-5:30 p.m.

Appts./Cancel/Msgs. .... **1-877-554-4404**

### Hematology/Oncology *By referral only*

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-877-554-4404**

### Infectious Disease *By referral only*

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-877-554-4404**

### Infusion Clinic *By referral only*

3rd Floor

**Hours:** M-F, 8 a.m.-6:30 p.m.;

Sa, 1:30-6:30 p.m.

Information ..... **661-723-2883**

### Laboratory

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Nephrology *By referral only*

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **661-951-2865**

**Neurology** *By referral only*  
 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Occupational Therapy** *By referral only*  
 1st Floor  
**Hours:** M-F, 7 a.m.-5:30 p.m.  
 Information ..... **661-723-6868**

**Ophthalmology** *By referral only*  
 3rd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Orthopedics** *By referral only*  
 1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Pacemaker Clinic** *By appointment only*  
 3rd Floor  
**Pacemaker hours:** Days and hours may vary  
**Treadmill hours:** M-F, 9 a.m.-5 p.m.  
 Appts./Info. .... **661-726-2305**

**Pain Medicine** *By referral only*  
 1st and 2nd Floors  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Patient Representative**  
 1st Floor  
 Information ..... **1-877-554-4404**

**Pharmacy**  
 1st Floor  
**Hours:** M-F, 8:30 a.m.-5:30 p.m.  
 Mail-order Pharmacy ..... **1-866-206-2983**  
 Refills by phone ..... **1-844-824-6474**  
 Online refills ..... **kp.org/refill**

**Physical Medicine** *By referral only*  
 1st and 2nd Floors  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Physical Therapy** *By referral only*  
 1st Floor  
**Hours:** M-F, 7 a.m.-5:30 p.m.  
 Information ..... **661-723-6868**

**Podiatry** *By referral only*  
 1st Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Appt/Cancel/Msgs. .... **1-877-554-4404**

**Pulmonology** *By referral only*  
 3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Radiology/Diagnostic Imaging**  
 1st Floor  
 Appts./Cancel/Msgs..... **1-877-554-4404**

**Rheumatology** *By referral only*  
 3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Sleep Clinic** *By referral only*  
 East Building, 3rd Floor  
 Information ..... **661-729-7067**

**Surgery (General)** *By referral only*  
 2nd Floor  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **661-723-2866**  
**Scheduling hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Cancel/Info./Msgs. .... **661-533-7640**

**Urology** *By referral only*  
 2nd Floor  
**Hours:** Days and hours may vary  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Wound Clinic** *By referral only*  
 2nd Floor  
**Hours:** M-F, 8 a.m.-6:30 p.m.;  
 Sa, 8 a.m.-12:30 p.m.  
 Information ..... **661-723-6955**

## ▲ 18 Behavioral Health

44444 20th St. W.  
Lancaster, CA 93534  
[kp.org/antelopevalley](http://kp.org/antelopevalley)

### Addiction Medicine

*Self-referrals accepted*

**Hours:** M–Th, 8:30 a.m.–7 p.m.;  
F, 8:30 a.m.–5 p.m.

Appts./Info. .... **661-951-0070**

#### ▪ Behavioral Health Care

##### Member Help Line

7 days, 24 hours..... **1-800-900-3277**

### Psychiatry *Self-referrals accepted*

**Hours:** M–Th, 8:30 a.m.–7 p.m.;  
F, 8:30 a.m.–5 p.m.

Appts./Info. .... **661-951-0070**

## ▲ 19 Care Corner Walmart–Palmdale

**No emergency services**

37140 47th St. E  
Palmdale, CA 93552

[kp.org/antelopevalley](http://kp.org/antelopevalley)

### Scheduled and walk-in video

**appointment hours:** Tu–Sa, 11 a.m.–7 p.m.

**Self-service:** during regular store hours

To schedule a visit, call: **1-877-554-4404**

M–F, 7 a.m.–7 p.m.

Walk in and get routine, nonurgent care with a doctor by live video.\* There is no cost or copay required for members. Nonmembers only pay \$45.

### Walk-in care available for:

- Allergy care
- Bug bites, stings, rash, or other minor skin conditions
- Earaches and ear infections
- Flu vaccinations, cold, cough, and flu-like symptoms
- Routine blood pressure concerns

For more information and a complete list of services, visit [kp.org/scal/carecorner](http://kp.org/scal/carecorner).

\*Video appointments are available to members and nonmembers age 5 and older.



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**Lancaster Medical Offices**

**Urgent Care**  
 43112 N. 15th St. West  
 Lancaster, CA 93534  
[kp.org/antelopevalley](http://kp.org/antelopevalley)

**Advice Nurse**

Advice  
 (M-F, 7 a.m.-7 p.m.) ..... **1-877-554-4404**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Allergy** *By referral only*

West Building  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Allergy Injections** *By referral only*

**Hours:** M, Tu, Th, F, 9-11:20 a.m.  
 and 1:30-4:20 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Continuing Care**

- 1050 Commerce Center Dr.  
**Hours:** M-F, 8:30 a.m.-5 p.m.
- **Home Health Care**  
 Information.....**661-729-7250**
  - **Hospice and Palliative Care**  
 Information.....**818-832-7422**
  - **Hospital Outside Utilization Management**  
 Information.....**661-729-7213**
  - **Long-term Care**  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Information .....**661-729-4443**

**Dermatology**

East Building  
**Hours:** Days may vary, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Family Medicine**

West Building  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
**After-hours:** M-F, 5-9 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Genetics** *By referral only*

Located at Obstetrics-Gynecology;  
 Appointments available on Wednesdays  
 and some Fridays  
 Appointments.....**818-375-2073**

**Geriatric Medicine** *By referral only*

North Building  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Appointments.....**661-726-2358**

**Health Education**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information .....**661-726-2200**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**  
 Classes offered at Lancaster and  
 Palmdale Medical Offices.

**Insurance**

Disability/Medical correspondence  
 West Building  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Information .....**661-726-2266**

**Internal Medicine**

North Building  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**After-hours:** M-F, 5-9 p.m.  
 Appts./Cancel/Msgs. .... **1-877-554-4404**

**Laboratory**

West Building  
**Hours:** 7 days, 6 a.m.-9 p.m.  
 Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
 or check lab results online at [kp.org](http://kp.org).

**Metabolic Clinic**

North Building  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information .....**661-729-4035**

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### Occupational Health Center (Kaiser On-the-Job®)

Self-referrals accepted

West Building

**Hours:** M-F, 9 a.m.-5 p.m.

Information ..... **661-726-2262**

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Outside Referrals

**Hours:** M-F, 8:30 a.m.-5 p.m.

Main line ..... **661-729-7108**

Radiology ..... **661-729-7136**

### Palliative Care (Outpatient) *By referral only*

North Building

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **661-723-2636**

### Patient Representative

Administration

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **661-726-2243**

### Pediatrics

South Building

**Office hours:** M-F, 8:30 a.m.-8:30 p.m.

**Walk-in hours:** Sa, Su, 8:30 a.m.-4:30 p.m.;

Walk-ins will be booked until the providers' schedules are full. Once the schedules are full, members will be directed to Urgent Care. Appointments recommended for after-hours visits.

### Immunization walk-in clinic:

M-F, 12:30-9 p.m.;

1st and 3rd Saturday, 9 a.m.-12:30 p.m.  
and 1:30-4:30 p.m.

Appts./Cancel/Msgs. .... **1-877-554-4404**

Teen Health Care ..... **1-877-554-4404**

### Pharmacy

West Building

**Hours:** M-F, 7 a.m.-11 p.m.;

Sa, 8 a.m.-9 p.m.; Su, 8:30 a.m.-6 p.m.

Mail-order Pharmacy ..... **1-866-206-2983**

Refills by phone ..... **1-866-362-5488**

Online refills ..... **kp.org/refill**

### Population Care Management

West Building

**Hours:** M-F, 8:30 a.m.-6 p.m.

Information ..... **661-729-4048**

### Radiology/Diagnostic Imaging

*By referral only*

Radiology, X-ray

West Building

**Hours:** 7 days, 8 a.m.-9 p.m.

Appts./Cancel ..... **1-877-554-4404**

### Social Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **661-726-2368**

### Special Needs Program

North Building

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **1-866-324-0010**

### Urgent Care

South Building

#### ▪ Adult Medicine

**Hours:** 7 days, 7 a.m.-10 p.m.

Information ..... **1-877-554-4404**

#### ▪ Pediatrics

**Hours:** M-F, 8:45-10 p.m.;

Sa, Su, 4:45-10 p.m.

Information ..... **1-877-554-4404**

### Vision Essentials by Kaiser Permanente

#### ▪ Optical Center

**Eyeglasses hours:** M-F, 8 a.m.-7 p.m.;

Sa, 8 a.m.-4:30 p.m.

Information ..... **661-726-2207**

Website ..... **kp2020.org**

**Contact lens hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **661-726-2193**

Website ..... **kp2020.org**

#### ▪ Optometry

North Building

**Hours:** M-F, 8 a.m.-7 p.m.;

Sa, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **1-877-554-4404**

## 21 Palmdale Medical Offices

4502 E. Avenue S  
Palmdale, CA 93552  
[kp.org/antelopevalley](http://kp.org/antelopevalley)

### Advice Nurse

Advice  
(M-F, 7 a.m.-7 p.m.) ..... **1-877-554-4404**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine

**Hours:** M-F, 8 a.m.-9 p.m.  
Appts./Cancel/Info./Msgs. ... **1-877-554-4404**

### Health Education

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **661-726-2200**  
Wellness Coaching  
by Phone..... **1-866-862-4295**  
Classes offered at Lancaster and  
Palmdale Medical Offices.

### Internal Medicine

**Hours:** M-F, 8 a.m.-9 p.m.  
Appts./Cancel/Info./Msgs. ... **1-877-554-4404**

### Laboratory

**Hours:** M-F, 8 a.m.-9 p.m.  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**  
Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Patient Representative

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **661-533-7536**

### Pediatrics

**Hours:** M-F, 8:30 a.m.-9 p.m.  
**Immunization Walk-in Clinic:**  
Every Tuesday, 5:30-8:30 p.m.  
Appts./Cancel/Msgs. .... **1-877-554-4404**

### Pharmacy

**Hours:** M-F, 8 a.m.-9 p.m.  
Mail-order Pharmacy..... **1-866-206-2983**  
Refills by phone..... **1-866-362-5490**  
Online refills..... [kp.org/refill](http://kp.org/refill)

### Population Care Management

**Hours:** M-F, 8:30 a.m.-6 p.m.  
Information ..... **661-729-4048**

### Radiology/Diagnostic Imaging

*By referral only*  
Radiology, X-ray  
**Hours:** M-F, 8 a.m.-9 p.m.  
Appts./Cancel/Msgs. .... **1-877-554-4404**

### Social Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **661-726-2368**

### Surgery Scheduling

**Hours:** M-F, 7 a.m.-7 p.m.  
Information ..... **661-533-7640**

## 22 Women's Health

44105 15th St. West  
4th Floor, Ste. 405  
(Check-in on the 4th Floor)  
Lancaster, CA 93534  
[kp.org/antelopevalley](http://kp.org/antelopevalley)

### Obstetrics-Gynecology

**Hours:** M-F, 9 a.m.-5 p.m.; after-hours vary  
Appts./Cancel/Msgs. .... **1-877-554-4404**

# Location Details—Panorama City Area

## ▲ 23 Balboa Plaza Administrative Offices

10605 Balboa Blvd., Ste. 330  
Granada Hills, CA 91344  
[kp.org/panoramacity](http://kp.org/panoramacity)

### Continuing Care

**Hours:** M-F, 8:30 a.m.–5 p.m.  
Information ..... **818-832-7200**

### Home Health Care

**Hours:** M-F, 8:30 a.m.–5 p.m.  
Information ..... **818-832-7272**

### Hospice and Palliative Care

**Hours:** M-F, 8:30 a.m.–5 p.m.  
Information ..... **818-832-7422**

### Long-Term Care

**Hours:** M-F, 8:30 a.m.–5 p.m.  
Information ..... **818-832-7292**

## ● 24 Canyon Country Medical Offices

26415 Carl Boyer Dr.  
Santa Clarita, CA 91350  
[kp.org/santaclarita](http://kp.org/santaclarita)

Canyon Country Medical Offices are closed all major holidays.

### Advice Nurse

Advice  
(M-F, 7 a.m.–7 p.m.) ..... **1-888-778-5000**  
After-hours advice (M-F, 7 p.m.–7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
(1-888-576-6225)

### Family Medicine/Internal Medicine

1st Floor  
**Hours:** M-F, 8:30 a.m.–5 p.m.  
Appts./Cancel/Info./Msgs. .... **1-888-778-5000**

### Laboratory

Blood-draw  
1st Floor  
**Hours:** M-F, 9 a.m.–12:45 p.m.  
and 1:45–4:45 p.m.  
Information ..... **661-290-3100**  
Results ..... **1-888-4-KPTEST**  
(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at [kp.org](http://kp.org).

## ● 25 Mission Hills Medical Offices

11001 Sepulveda Blvd.  
Mission Hills, CA 91345  
[kp.org/missionhills](http://kp.org/missionhills)

Mission Hills Medical Offices are closed all major holidays.

### Advice Nurse

Advice  
(M-F, 7 a.m.–7 p.m.) ..... **1-888-778-5000**  
After-hours advice (M-F, 7 p.m.–7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
(1-888-576-6225)

### Family Medicine

(Check-in 2nd Floor, Area 209)  
**Hours:** M-F, 7 a.m.–6:40 p.m.  
Appts./Cancel/Msgs. .... **1-888-778-5000**

**Health Education**

2nd Floor, Area 207

**Hours:** Tu, W, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.

Information ..... **818-837-2300**

Wellness Coaching

by Phone..... **1-866-862-4295**

**Internal Medicine**

(Check-in 2nd Floor, Area 209)

**Hours:** M-F, 7 a.m.-6:40 p.m.

Appts./Cancel/Msgs. .... **1-888-778-5000**

**Laboratory**

Blood-draw

(Check-in 2nd Floor, Area 210)

**Hours:** M-F, 8 a.m.-6:30 p.m.

Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

**Obstetrics-Gynecology**

(Check-in 2nd Floor, Area 209)

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-4:30 p.m.

Appointments..... **1-866-364-0014**

**Pediatrics**

(Check-in 2nd Floor, Area 209)

**Hours:** M-F, 7a.m.-6:40 p.m.

Appts./Cancel/Msgs. .... **1-888-778-5000**

**Pharmacy**

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.; closed weekends and holidays

Mail-order Pharmacy..... **1-866-206-2983**

Refills by phone..... **1-866-808-3992**

Online refills..... **kp.org/refill**

**Radiology/Diagnostic Imaging**

(Check-in 2nd Floor, Area 209)

**Hours:** M-F, 9 a.m.-12:30 p.m. and 1:30-5 p.m.; closed Sa, Su, holidays

Information ..... **1-888-778-5000**

**26 North Hollywood Medical Offices**

5250 Lankershim Blvd.  
North Hollywood, CA 91601  
**kp.org/northhollywood**

North Hollywood Medical Offices are closed all major holidays.

**Advice Nurse**

Advice

(M-F, 7 a.m.-7 p.m.)..... **1-888-778-5000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Family Medicine**

8th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appointments..... **1-888-778-5000**

**Health Education**

9th Floor

**Hours:** Th, F, 8:30 a.m.-12:30 p.m. and 1:30-5 p.m.

Information ..... **818-508-2652**

Wellness Coaching

by Phone..... **1-866-862-4295**

**Internal Medicine**

8th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appointments..... **1-888-778-5000**

**Laboratory**

Blood-draw

9th Floor

**Hours:** M-F, 9 a.m.-12:30 p.m. and 1:30-5 p.m.

Information ..... **1-888-778-5000**

Results..... **1-888-4-KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

**Mammography**

See Radiology/Diagnostic Imaging.

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### Obstetrics-Gynecology

8th Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-4:30 p.m.

Appointments..... **1-866-364-0014**

### Pediatrics

8th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appointments..... **1-888-778-5000**

### Pharmacy

9th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.;  
closed weekends and holidays

Mail-order Pharmacy..... **1-866-206-2983**

Refills by phone..... **1-855-777-8073**

Online refills..... **kp.org/refill**

### Radiology/Diagnostic Imaging

9th Floor

**Hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.; closed Sa, Su, holidays

Appts./Info. .... **818-375-1755**

## 27 Panorama City Medical Center

13651 Willard St.

Panorama City, CA 91402

**kp.org/panoramacity**

- **Emergency**  
Hospital Building, Ground Floor
- **Urgent Care**  
Medical Offices 6

See page 115 for facility map.

### Emergency

13651 Willard St.

Hospital Building, Ground Floor

(Located on the corner of Willard St.  
and Ventura Canyon Ave.)

**Hours:** 7 days, 24 hours

### Information

General information..... **818-375-2000**

Toll free ..... **1-800-272-3500**

Hospital patients..... **818-375-2000**

**Poison Control** ..... **1-800-222-1222**

### Urgent Care

Medical Offices 6

- **Adult Urgent Care**

**Hours:** M-F, 8:30 a.m.-9 p.m.;

Sa, Su, 9 a.m.-8:30 p.m.;

holiday hours may vary

- **Pediatric Urgent Care**

**Hours:** M-F, 5-9 p.m.;

Sa, Su, 9 a.m.-4:30 p.m.;

holiday hours may vary

### Addiction Medicine

See Sherman Terrace Offices.

### Advice Nurse

Advice

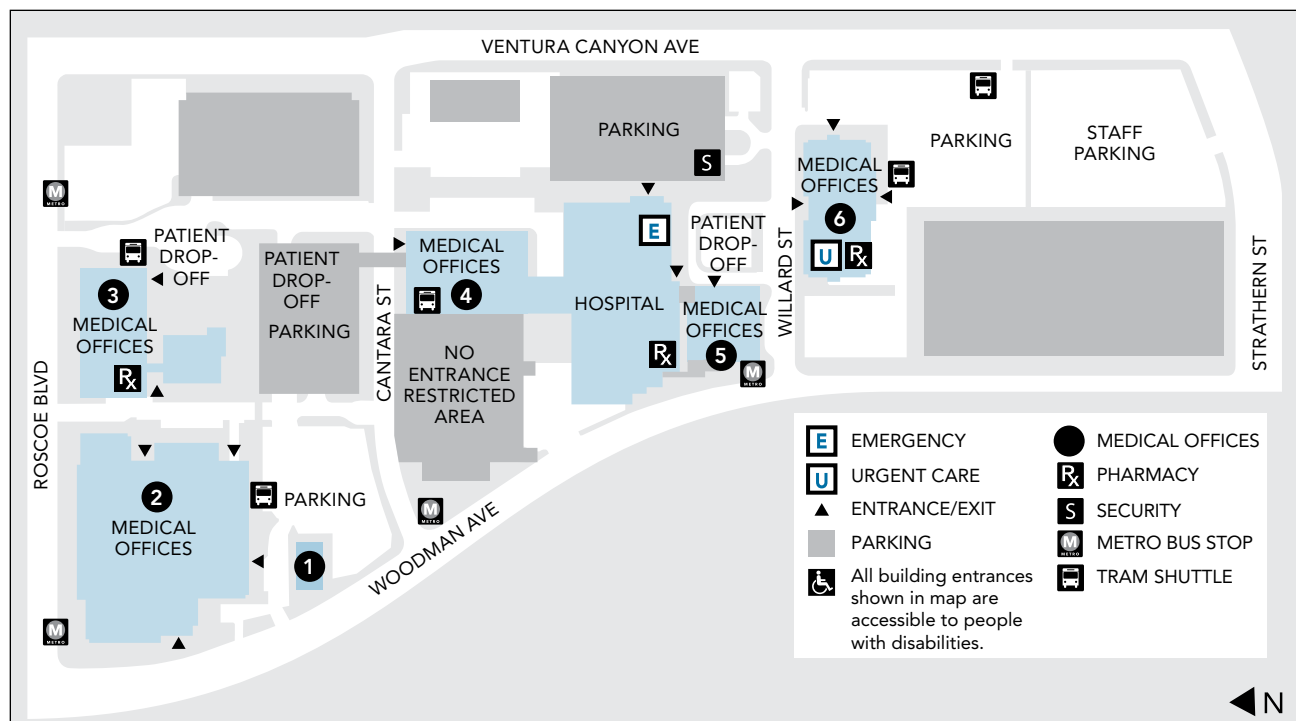
(M-F, 7 a.m.-7 p.m.) ..... **1-888-778-5000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

**(1-888-576-6225)**

## Panorama City Medical Center (hospital and medical offices)



### Allergy

Medical Offices 6

(Check-in 1st Floor)

**Hours:** M-F, 8:30 a.m.-5 p.m.;

No allergy shots on Thursday

Appts./Cancel/Msgs. .... **818-375-1720**

### Audiology *Self-referrals accepted*

Medical Offices 5, Level 2, Area 220

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-375-1737**

### Cardiac Studies *By referral only*

EKG, Treadmill, Event Monitors

Medical Offices 4, 3rd Floor, Area 307

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **818-375-2900**

Physicians do not attend Cardiac

Studies appointments.

EKG services, Medical Offices 3.

### Cardiology *By referral only*

Medical Offices 4, 3rd Floor, Area 308

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-778-5000**

### Complete Care Management

Medical Offices 6, 2nd Floor, Area 283

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **818-375-3264**

Complete care management for chronic conditions: heart failure, hypertension, diabetes, cholesterol, asthma (adult and children), depression, and osteoporosis.

Screening outreach for colon, breast, and cervical cancers. Blood pressure screenings and preventive care needs assessments.

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### Continuing Care

**Hours:** M-F, 8:30 a.m.-5 p.m.;  
on-call after office hours

- **Continuing Care**  
Information ..... **818-832-7200**
- **Home Health Care**  
Information ..... **818-832-7272**
- **Hospice and Palliative Care**  
Information ..... **818-832-7422**
- **Long-term Care**  
Information ..... **818-832-7292**

### Dermatology *By referral only*

Medical Offices 6, Areas 192 and 291  
(Check-in 1st Floor)

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-375-1720**

- **Acne and Wart Clinic**  
Area 192  
**Hours:** M-F, 8:30 a.m.-5 p.m.
- **Mohs/Dermatology Services**  
*By referral only*  
2nd Floor, Area 287  
**Hours:** M-F, 8:30 a.m.-5 p.m.

### EKG (Electrocardiography) *By referral only*

- **Medical Offices 3, basement**  
**Hours:** M-F, 8:30 a.m.-5:30 p.m.  
Messages ..... **818-375-2043**
- **Medical Offices 4**  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel ..... **818-375-2900**

### Endocrinology/Metabolic *By referral only*

Medical Offices 3, 1st Floor, Area 160

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Appts./Cancel/Msgs. .... **818-375-2454**  
Metabolic Clinic..... **818-375-2927**  
Retinal screening ..... **818-375-2454**

### Family Medicine

Medical Offices 3, Areas 163 and 167

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-778-5000**

### Gastroenterology (GI)/GI Lab

*By referral only*

Medical Offices 5, Level 1, Area 120

**Office hours:** M, Tu, 6:30 a.m.-8:30 p.m.;

W-F, 7 a.m.-6 p.m.

**Phone hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-375-2994**

### General Surgery

See Surgery (General).

### Genetics *Referral preferred*

Medical Offices 3, 3rd Floor, Module 368

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **818-375-2073**

### Geriatric Assessment Clinic *By referral only*

No referral needed if seen

within the last 2 years

Medical Offices 2, 1st Floor, Area 155

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-375-4228**

### Head and Neck Surgery *By referral only*

Medical Offices 5, Level 2, Area 220

Level 2, Area 220

**Hours:** M-F, 8:30 a.m.-5 p.m.

New consulting appts./

Cancel..... **818-375-1737**

Returning appts./

Cancel/Msgs. .... **818-375-1737**

### Health Education

Medical Offices 2, 1st Floor, Area 153

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **818-375-3018**

Wellness Coaching

by Phone..... **1-866-862-4295**



**HearUSA/HEARx West Hearing Care Centers**

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

- **Lancaster**  
2054 West Avenue K  
Lancaster, CA 93535  
Information ..... **661-949-1824**
- **Sun Valley**  
8341 Laurel Canyon Blvd.  
Sun Valley, CA 91352  
Information ..... **818-768-6447**

**Hematology/Oncology** *By referral only*

Medical Offices, Building 4  
3rd Floor, Area 301  
**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
Appts./Cancel/Msgs. .... **1-866-364-0014**  
**Oncology Chemotherapy/**  
**Infusion hours:** M-F 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-866-364-0014**

**Infectious Disease** *By referral only*

Medical Offices 5, Level 2, Area 220  
**Hours:** M, Tu, Th, F, 9 a.m.-5 p.m.;  
W, 9 a.m.-12:30 p.m.  
Appts./Cancel/Msgs. .... **1-888-778-5000**

**Infusion Center/Wound Clinic**

Medical Offices 5, Level 2, Area 220  
**Hours:** M-F, 8:30 a.m.-5 p.m.;  
Sa, Su, by appointment only  
Appts./Cancel/Info./Msgs. .... **818-375-2704**

**Internal Medicine**

Medical Offices 3, 1st Floor, Area 162  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-778-5000**

**Laboratory**

Main lab..... **818-375-2321**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

- **Medical Offices 3, basement, Area 060**  
**Hours:** M-F, 8 a.m.-5:15 p.m.;  
closed holidays
- **Medical Offices 5, Level 1, Area 121**  
**Hours:** M-F, 7 a.m.-5 p.m.;  
Sa, Su, 7 a.m.-noon; closed holidays

**Long-Term Care**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **818-832-7292**

- **Geri-Pal Program** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Case Management nurse ..... **818-271-2730**  
Fax ..... **818-832-7448**  
Office ..... **818-832-7292**

**Medical Library**

Medical Offices 4, 1st Floor, Room 107  
**Hours:** M-F, 9 a.m.-4:30 p.m.  
Information ..... **818-375-2239**

**Member Services Office**

Medical Offices 2, Room 041  
**Hours:** M-F, 8:30 a.m.-4:45 p.m.  
Information ..... **1-800-464-4000**

- **Member Service Contact Center**  
**Phone hours:** 7 days, 24 hours  
(closed holidays)  
English ..... **1-800-464-4000**  
Spanish ..... **1-800-788-0616**  
Chinese dialects ..... **1-800-757-7585**  
TTY ..... **711**

**Nephrology** *By referral only*

Renal Care  
Medical Offices 4, 3rd Floor, Area 302  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel..... **818-375-3515**  
Messages ..... **1-888-778-5000**

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### **Neurology** *By referral only*

Medical Offices 6, 1st Floor, Area 181

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-375-4456**

### **Nuclear Medicine** *By referral only*

Medical Offices 5, Lower Level, Area L20

**Hours:** M-F, 8:45 a.m.-4:45 p.m.

Appts./Cancel/Msgs. .... **818-375-1755**

### **Nutrition (Outpatient)**

Medical Offices 2, 1st Floor, Area 153

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **818-375-3018**

### **Obstetrics-Gynecology**

Medical Offices 3

(Check-in 3rd Floor, Area 360)

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-364-0014**

### **Occupational Health Center (Kaiser On-the-Job®)**

Medical treatment for work-related  
injuries and illnesses

Medical Offices 2, 1st Floor, Area 156

**Hours:** M-F, 9 a.m.-5 p.m.

Advice/Info./Msgs. .... **818-375-2233**

Fax ..... **818-375-2535**

### **Occupational Therapy**

See Physical/Occupational Therapy.

### **Oncology**

See Hematology/Oncology.

### **Ophthalmology/Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

### **Orthopedics** *By referral only*

Medical Offices 2, 1st Floor

Area 142 and Cast Room

**Hours:** M-F, 9 a.m.-noon and 1-4:30 p.m.

Appts./Cancel/Msgs. .... **818-375-1690**

#### ▪ **Hospital Emergency Department**

##### **Cast Room**

**Hours:** 7 days, 9 a.m.-midnight

After-hours information ..... **818-375-2000**

### **Pain Management** *By referral only*

Medical Offices 5, Ground Level, Area G20

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-375-4100**

### **Palliative Care (Outpatient)** *By referral only*

Medical Offices 4, 3rd Floor, Area 301

**Hours:** M-F, 8:30 a.m.-5 p.m.

Fax ..... **818-815-6052**

Office ..... **818-271-2731**

### **Pathology** *By referral only*

Medical Offices 4, Ground Floor, Area G07

**Hours:** M-F, 7:30 a.m.-5 p.m.

### **Patient Business Services**

Medical Offices 2

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **818-375-2295**

### **Pediatric Subspecialties** *By referral only*

Cardiology, Developmental Pediatrics,  
Endocrinology, Gastroenterology (GI),  
Infectious Disease

Medical Offices 6

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **818-375-4456**

### **Pediatrics**

Medical Offices 6

(Check-in 1st Floor)

**Office hours:** M-F, 7:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **1-888-778-5000**

**Immunization hours:** M-F, 9-11:30 a.m.

and 1:30-4 p.m.

For immunizations, call to schedule  
a Nurse Clinic visit.

## Pharmacies

Mail-order Pharmacy..... **1-866-206-2983**  
 Online refills..... **kp.org/refill**

- **Hospital 24-hour Pharmacy**  
**Hours:** 7 days, 24 hours  
 Refills by phone ..... **1-866-362-4939**
- **Medical Offices 3 Pharmacy**  
**Hours:** M-F, 8:30 a.m.-6 p.m.;  
 closed weekends and holidays  
 Refills by phone ..... **1-866-362-5184**
- **Medical Offices 5**  
**Home Infusion Pharmacy**  
**Hours:** M-F, 8:30 a.m.-5:30 p.m.;  
 Sa, 9 a.m.-5:30 p.m.  
 Information..... **818-375-2462**
- **Medical Offices 6 Pharmacy**  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.;  
 closed weekends and holidays  
 Refills by phone ..... **1-866-362-5432**

## Physical Medicine *By referral only*

Medical Offices 2, 1st Floor, Area 158  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **818-375-1600**

## Physical/Occupational Therapy

*By referral only*  
 Medical Offices 2, 1st Floor, Area 145  
**Office hours:** M-F, 7:30 a.m.-6 p.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **818-375-1607**

## Podiatry *By referral only*

Medical Offices 2, 1st Floor, Area 154  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **818-375-1690**

## Psychiatry

See Sherman Terrace Offices.

## Pulmonary Function Testing (PFT)

*By referral only*  
 Medical Offices 5, Lower Level, L20  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Appts./Cancel/Msgs. .... **1-888-778-5000**

## Pulmonology *By referral only*

Medical Offices 5, Lower Level, L20  
**Hours:** M-F, 9 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-778-5000**

## Radiology/Diagnostic Imaging

- **Diagnostic Breast Imaging *By referral only***  
 Breast Ultrasound, Diagnostic  
 Mammography  
 Medical Offices 5, Ground Floor, G20  
**Hours:** M-F, 8:30 a.m.-3 p.m.;  
 closed Sa, Su, holidays  
**Screening mammogram hours:**  
 M-F, 8 a.m.-7:45 p.m.;  
 Sa, 8:30 a.m.-4:30 p.m.; closed Sunday  
 Appts./Cancel ..... **818-375-1755**  
 Recorded preparation instructions  
 (24 hours) ..... **818-375-1755**
- **Diagnostic Imaging 1 *By referral only***  
 CT scan, fluoroscopic and interventional  
 procedures, MRI, PET, and ultrasound  
 Hospital, Ground Floor  
**Hours:** M-F, 8 a.m.-7:45 p.m.;  
 Sa, Su, times vary, call for availability  
 Appts./Cancel ..... **818-375-1755**  
 Recorded preparation instructions  
 (24 hours) ..... **818-375-1755**
- **Diagnostic Imaging 3 *By referral only***  
 Medical Offices 3, basement  
**Office hours:** M-F, 8:15 a.m.-5 p.m.;  
 closed Sa, Su, holidays  
**DEXA bone-density hours:**  
 M-F, 8:45 a.m.-4:45 p.m.  
 Appts./Cancel ..... **818-375-1755**  
 Recorded preparation instructions  
 (24 hours) ..... **818-375-1755**

## Release of Information

Medical Offices 3, basement, Room 068  
 Medical Offices 6, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Disability/Forms/  
 Release of medical records... **818-375-2208**  
 Fax ..... **1-877-620-3195**

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### Respiratory Care

Medical Offices 5, Lower Level, L20

**Inpatient hours:** 7 days, 24 hours

**Outpatient hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **818-375-2901**

### Rheumatology *By referral only*

Medical Offices 3, 1st Floor

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Appts./Cancel/Msgs. .... **818-375-2454**

### Social Medicine

Medical Offices 6, 2nd Floor, Area 281

**Hours:** M-F, 8:30 a.m.-5 p.m.

After-hours/urgent cases/emergencies

(M-F, 5-10 p.m.;

Sa, Su, 8:30 a.m.-7 p.m.) ..... **818-375-2000**

(pager 0338)

Appts./Cancel..... **818-375-2977**

### Speech Pathology *By referral only*

Medical Offices 5, Level 1, Area 120

**Office hours:** M-F, 7:30 a.m.-6 p.m.

**Phone hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-375-3636**

### Surgery (General) *By referral only*

Medical Offices 4

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs./Refills ..... **818-375-1740**

Cancel (24 hours)..... **818-375-3775**

### Teenage Health Care Center

Medical Offices 6, 1st Floor, Area 190

**Hours:** M-Th, 8:30 a.m.-6:30 p.m.;

F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-778-5000**

Counseling ..... **818-375-2977**

Teen health educator ..... **818-375-2935**

### Thrive Center

Medical Offices 2, 1st Floor, Area 153

**Hours:** M-F, 8:30 a.m.-noon

and 1:30-4:30 p.m.

Appts./Cancel/Msgs. .... **1-888-778-5000**

### Travel Immunizations *By appointment only*

Medical Offices 5, Level 2, Area 220

**Hours:** M, Tu, Th, F, 9 a.m.-5 p.m.;

W, 9 a.m.-12:30 p.m.

Appts./Cancel/Msgs. .... **818-815-6770**

or **1-888-778-5000**

### Urgent Care

Adult Medicine, Pediatrics, and minor injuries

Medical Offices 6

#### ▪ Adult Urgent Care

**Hours:** M-F, 8:30 a.m.-9 p.m.;

Sa, Su, 9 a.m.-8:30 p.m.;

holiday hours may vary

#### ▪ Pediatric Urgent Care

**Hours:** M-F, 5-9 p.m.;

Sa, Su, 9 a.m.-4:30 p.m.;

holiday hours may vary

#### ▪ After-hours:

Advice/Appts. .... **1-888-778-5000**

### Urology *By referral only*

Medical Offices 4

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs./Refills ..... **818-375-1740**

Cancel (24 hours)..... **818-375-3775**

### Vascular Lab *By referral only*

Medical Offices 4

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Msgs./Refills ..... **818-375-1740**

Cancel (24 hours)..... **818-375-3775**

**Vision Essentials by Kaiser Permanente**

- **Ophthalmology** *By referral only*  
 Medical Offices 2, 1st Floor, Area 140  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **818-375-1690**
- **Optical Center – Contact Lens**  
 Medical Offices 2, 1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information..... **818-375-2608**
- **Optical Center – Eyeglasses**  
 Medical Offices 2, 1st Floor  
**Hours:** M-F, 7:30 a.m.-7 p.m.;  
 Sa, 8 a.m.-4 p.m.; walk-in  
 Information..... **818-375-2613**  
 Website..... **kp2020.org**
- **Optometry**  
 Medical Offices 2, 1st Floor  
**Hours:** M-F, 7:30 a.m.-6 p.m.;  
 Sa, 8 a.m.-4 p.m.  
 Appts./Cancel ..... **1-888-778-5000**  
 Messages..... **818-375-3672**

**Volunteer Services**

Medical Offices 4, Ground Floor  
**Hours:** M-F, 9 a.m.-5 p.m.  
 Information ..... **818-375-2858**

**Wound Clinic**

See Infusion Center/Wound Clinic.

**▲ 28**

**Santa Clarita Executive Plaza**

27201 Tourney Rd.  
 Santa Clarita, CA 91355  
**kp.org/santaclarita**

**Health Education**

2nd Floor, Ste. 220  
**Hours:** Tu, W, 8:30 a.m.-5 p.m.  
 Information ..... **661-222-2100**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**

**Psychiatry**

*Self-referrals accepted*  
 1st Floor, Ste. 110  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appointments..... **1-800-700-8705**

## ● 29 Santa Clarita Medical Offices

### Urgent Care

27107 Tourney Rd.  
Santa Clarita, CA 91355  
[kp.org/santaclarita](http://kp.org/santaclarita)

Check-in at central reception

### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-888-778-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Allergy

(Check-in on 1st Floor)

**Hours:** Th, 8:30 a.m.-4:30 p.m.  
Appts./Cancel/Msgs. .... **818-375-1720**

### Dermatology *By referral only*

1st Floor, Area 106  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-778-5000**

### Family Medicine

1st Floor, Areas 101, 103, 104  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-778-5000**

### Gastroenterology (GI) *By referral only*

2nd Floor, Area 201  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel (24 hours)..... **818-375-2994**

### Gynecology

See Obstetrics-Gynecology.

### Infectious Disease *By referral only*

2nd Floor, Area 207  
**Hours:** Days and hours may vary  
Appts./Cancel/Msgs. .... **1-888-778-5000**

### Internal Medicine

2nd Floor, Areas 207, 208  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-778-5000**

### Laboratory

1st Floor  
**Hours:** M-F, 8 a.m.-8:30 p.m.;  
Sa, Su, 9 a.m.-4:30 p.m.;  
holidays, hours may vary  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

See Radiology/Diagnostic Imaging.

### Obstetrics-Gynecology

2nd Floor, Area 204  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-866-364-0014**

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

### Pediatrics

1st Floor, Areas 105, 106  
**Hours:** M-Th, 8:30 a.m.-7 p.m.;  
F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-778-5000**

### Pharmacy

**Hours:** M-F, 8 a.m.-8:30 p.m.;  
Sa, Su, 9 a.m.-8:30 p.m.  
Mail-order Pharmacy..... **1-866-206-2981**  
Refills by phone..... **1-866-362-5484**  
Online refills..... [kp.org/refill](http://kp.org/refill)

### Physical Therapy *By referral only*

1st Floor, Area 114  
**Office hours:** M-F, 8 a.m.-6 p.m.  
**Phone hours:** M-F, 8:15 a.m.-4:30 p.m.  
Appts./Cancel/Msgs. .... **661-222-2025**

**Psychiatry**

See Santa Clarita Executive Plaza.

**Radiology/Diagnostic Imaging**

1st Floor

**Appointment line hours:**

M-F, 8:15 a.m.-4:15 p.m.

Appts./Cancel/Msgs. .... **661-222-2423**

Appointment availabilities, see days and times below:

▪ **Mammography/Radiology**

**Hours:** M-F, 8:30 a.m.-8:30 p.m.;

Sa, Su, 9:15 a.m.-5 p.m.;

holiday hours may vary

▪ **Ultrasound**

**Hours:** M-F, 8:15 a.m.-8:30 p.m.;

Sa, Su, 9:15 a.m.-5 p.m.;

holiday hours may vary

**Release of Information**

2nd Floor

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Disability/Forms/

Release of medical records ... **818-375-2208**

Fax ..... **1-877-620-3195**

**Social Medicine**

**Hours:** M, Tu, Th, 8:30 a.m.-5 p.m.

Information ..... **661-222-2410**

Wednesdays and Fridays at Panorama City

Medical Center, **818-375-2977.**

**Ultrasound**

See Radiology/Diagnostic Imaging.

**Urgent Care**

1st Floor, Area 102

**Hours:** M-F, 8:30 a.m.-8:30 p.m.;

Sa, Su, 9 a.m.-8:30 p.m.;

holiday hours may vary

Advice/Appts. .... **1-888-778-5000**

**Vision Essentials by Kaiser Permanente**

▪ **Ophthalmology** *By referral only*

**Hours:** M-F, 8:30 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **661-222-2412**

▪ **Optical Center**

**Hours:** M-F, 8:30 a.m.-5:30 p.m.;

Sa, 9 a.m.-4:30 p.m.

Information..... **661-222-2160**

Website..... **kp2020.org**

▪ **Optometry**

**Hours:** M-F, 8:30 a.m.-5:30 p.m.

Appts./Cancel/Info. .... **1-888-778-5000**

**▲ 30 Sherman Terrace Offices**

18040 Sherman Way

Reseda, CA 91335

**kp.org/panoramacity**

**Addiction Medicine**

**Office hours:** M-Th, 8:30 a.m.-8 p.m.;

F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-758-1200**

or **1-800-700-8705**

▪ **Behavioral Health Care**

**Member Help Line**

7 days, 24 hours..... **1-800-900-3277**

**Psychiatry** *Self-referrals accepted*

**Office hours:** M-F, 7:30 a.m.-7 p.m.;

Sa, 9 a.m.-1 p.m.

**Phone hours:** M-F, 8 a.m.-5 p.m.

Appts./Info. .... **818-758-1200**

or **1-800-700-8705**

# Location Details—Woodland Hills Area

## ● 31 Erwin Street Medical Offices

21263 Erwin St.  
Woodland Hills, CA 91364  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

### Adult Psychiatry

**Hours:** M–Th, 7 a.m.–7 p.m.;  
F, 7 a.m.–5 p.m.; Sa, 8:30 a.m.–12:30 p.m.  
Appts./Cancel/Msgs. (M–F,  
8:45 a.m.–4:45 p.m.) ..... **1-855-701-7955**  
After-hours messages ..... **1-855-701-7955**

- **Behavioral Health Care**  
**Member Help Line**  
7 days, 24 hours ..... **1-800-900-3277**

### Addiction Medicine/ Chemical Dependency Services

See Sherman Terrace Offices.

### Advice Nurse

Advice  
(M–F, 7 a.m.–7 p.m.) ..... **1-888-515-3500**  
After-hours advice (M–F, 7 p.m.–7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Internal Medicine

**Hours:** M–F, 8:30 a.m.–5 p.m.  
Appts./Cancel/Msgs. .... **1-888-515-3500**

### Laboratory

**Hours:** M–F, 8 a.m.–5 p.m.  
Information ..... **818-592-3039**  
Results ..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Pharmacy

**Hours:** M–F, 9 a.m.–5:30 p.m.  
Mail-order Pharmacy ..... **1-866-206-2981**  
Online refills ..... [kp.org/refill](http://kp.org/refill)  
Refills by phone ..... **1-866-407-7716**

## ▲ 32 Northridge Pharmacy

Porter Ranch Courtyard  
19300 Rinaldi St., Ste. 1  
Northridge, CA 91326  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

**Hours:** M–F, 9 a.m.–7 p.m.  
Mail-order Pharmacy ..... **1-866-206-2981**  
Refills by phone ..... **1-866-407-7717**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

## ● 33 Simi Valley Medical Offices

3900 Alamo St.  
Simi Valley, CA 93063  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

### Advice Nurse

Advice  
(M–F, 7 a.m.–7 p.m.) ..... **1-888-515-3500**  
After-hours advice (M–F, 7 p.m.–7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Center for Women’s Health

**Hours:** W, Th, 8:30 a.m.–5 p.m.  
Appts./Cancel/Msgs. .... **818-719-2555**  
Care is provided by certified nurse-midwife  
under physician supervision.



**Family Medicine**

**Hours:** M-F, 8:30 a.m.-7 p.m.  
 Appts./Cancel/Msgs. .... **1-888-515-3500**

**Health Education**

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel/Info. .... **818-719-4305**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**

**Internal Medicine**

**Hours:** M-F, 8:30 a.m.-7 p.m.  
 Appts./Cancel/Msgs. .... **1-888-515-3500**

**Laboratory**

**Hours:** M-F, 8 a.m.-7 p.m.  
 Information ..... **805-582-3020**  
 Results..... **1-888-4KPTEST**  
 (**1-888-457-8378**)

Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

**Mammography** *By appointment only*

**Office hours:** M-F, 8:30 a.m.-7 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Appts./Cancel ..... **1-888-515-3500**

**Obstetrics-Gynecology**

See Center for Women’s Health.

**Pediatrics**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-515-3500**

**Pharmacy**

**Hours:** M-F, 9 a.m.-7 p.m.  
 Mail-order Pharmacy ..... **1-866-206-2981**  
 Refills by phone..... **1-866-407-7718**  
 Online refills..... **kp.org/refill**

**Radiology/Diagnostic Imaging**

*No appointment necessary*  
**Walk-in hours:** M-F, 8:30 a.m.-7 p.m.  
 Information ..... **805-582-3020**

**▲ 34 Thousand Oaks  
 145 Hodencamp Road  
 Medical Offices**

145 Hodencamp Rd.  
 Thousand Oaks, CA 91360  
**kp.org/woodlandhills**

**Advice Nurse**

Advice  
 (M-F, 7 a.m.-7 p.m.) ..... **1-888-515-3500**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
 (**1-888-576-6225**)

**Bone Density Screening** *By referral only*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel ..... **818-719-2762**

**Dermatology** *By referral only*

**Office hours:** M-F, 7 a.m.-5 p.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-855-892-0919**

**HearUSA/HEARx West Hearing Care Center**

3825 E. Thousand Oaks Blvd., Ste. O  
 Thousand Oaks, CA 91362  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
 and weekends, by appointment only  
 Information ..... **805-496-1674**

**Physical/Occupational Therapy**

*By referral only*  
**Hours:** M-Sa, 8 a.m.-5:30 p.m.  
 Appts./Cancel/Msgs. .... **805-449-3480**

**Psychiatry/Addiction Medicine**

**Office hours:** M-Th, 7 a.m.-7 p.m.;  
 F, 7 a.m.-5 p.m.  
**Phone hours:** M-F, 8:45 a.m.-4:45 p.m.  
 Appts./Cancel/Msgs. .... **1-855-701-7955**  
 After-hours msgs. .... **1-855-701-7955**

- **Behavioral Health Care**  
**Member Help Line**  
 7 days, 24 hours..... **1-800-900-3277**

● 35 **Thousand Oaks  
322 East Thousand  
Oaks Boulevard  
Medical Offices**

322 East Thousand Oaks Blvd.  
Thousand Oaks, CA 91360  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

**Advice Nurse**

Advice  
(M-F, 7 a.m.-7 p.m.) ..... **1-888-515-3500**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Blood Pressure/Shot Clinic  
(Adult and Child)**

*By appointment only*  
**Hours:** M-F, 9 a.m.-noon and 1:30-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-888-515-3500**

**Complete Care Management**

**Hours:** M-Th, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. .... **805-381-2274**

**Family Medicine**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-888-515-3500**

**Internal Medicine**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-888-515-3500**

**Laboratory**

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results or  
check lab results online at [kp.org](http://kp.org).

**Pediatrics**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-888-515-3500**

● 36 **Thousand Oaks  
365 East Hillcrest Drive  
Medical Offices**

**After-Hours Care**  
365 E. Hillcrest Dr.  
Thousand Oaks, CA 91360  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

Office hours are Monday through Friday,  
from 8 a.m. to 9 p.m., closed Saturday,  
Sunday and holidays.

**Advice Nurse**

Advice  
(M-F, 7 a.m.-7 p.m.) ..... **1-888-515-3500**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**After-Hours Care**

**Hours:** M-F, 5:30-9 p.m.  
Appts./Cancel/Msgs. .... **1-888-515-3500**

**Allergy**

Injections only  
**Hours:** Th, 9 a.m.-4:30 p.m.  
Information ..... **818-719-2354**  
Appts./Cancel ..... **818-719-2350**

**Cardiology** *By referral only*

**Hours:** W, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **818-719-2596**

**Center for Women’s Health**

**Hours:** M, Tu, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **818-719-2555**  
Care is provided by certified nurse-midwife  
under physician supervision.

**Endocrinology/Diabetes Center**

*By referral only;*  
*only current diabetics may self-refer*  
**Office hours:** F, 8 a.m.-4:30 p.m.  
**Phone hours:** M-F, 7:30 a.m.-4 p.m.  
Appts./Cancel/Msgs. .... **818-719-3343**

### Family Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-515-3500**

### Geriatric Medicine *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appointments..... **818-719-4279**  
 Cancel/Info./Msgs. .... **805-374-7580**

### Geriatric Palliative Care *By referral only*

**Hours:** M-F, 9 a.m.-5 p.m.  
 Info./Msgs. .... **818-719-3489**  
 Fax ..... **818-719-2030**  
 Evening Physician Line  
 (M-F, 5-10 p.m.)..... **818-592-2496**

### Health Education

Appts./Cancel/Info. .... **818-719-4305**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**

### Internal Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-515-3500**

### Laboratory

**Hours:** M-F, 8 a.m.-7 p.m.  
 Information ..... **805-374-7430**  
 Results..... **1-888-4KPTEST**  
 (**1-888-457-8378**)

Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

### Mammography

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
 Appointments..... **1-888-515-3500**

### Obstetrics-Gynecology

See Center for Women's Health.

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pharmacy

**Hours:** M-F, 9 a.m.-9 p.m.  
 Mail-order Pharmacy..... **1-866-206-2981**  
 Refills by phone..... **1-866-407-7719**  
 Online refills..... **kp.org/refill**

### Podiatry *By referral only*

**Hours:** M-F, 7:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. .... **1-855-892-0919**

### Radiology/Diagnostic Imaging

*No appointment necessary*  
 Radiology, chest and routine X-rays  
**Walk-in hours:** M-F, 8:30 a.m.-9 p.m.  
 Information ..... **805-374-7407**

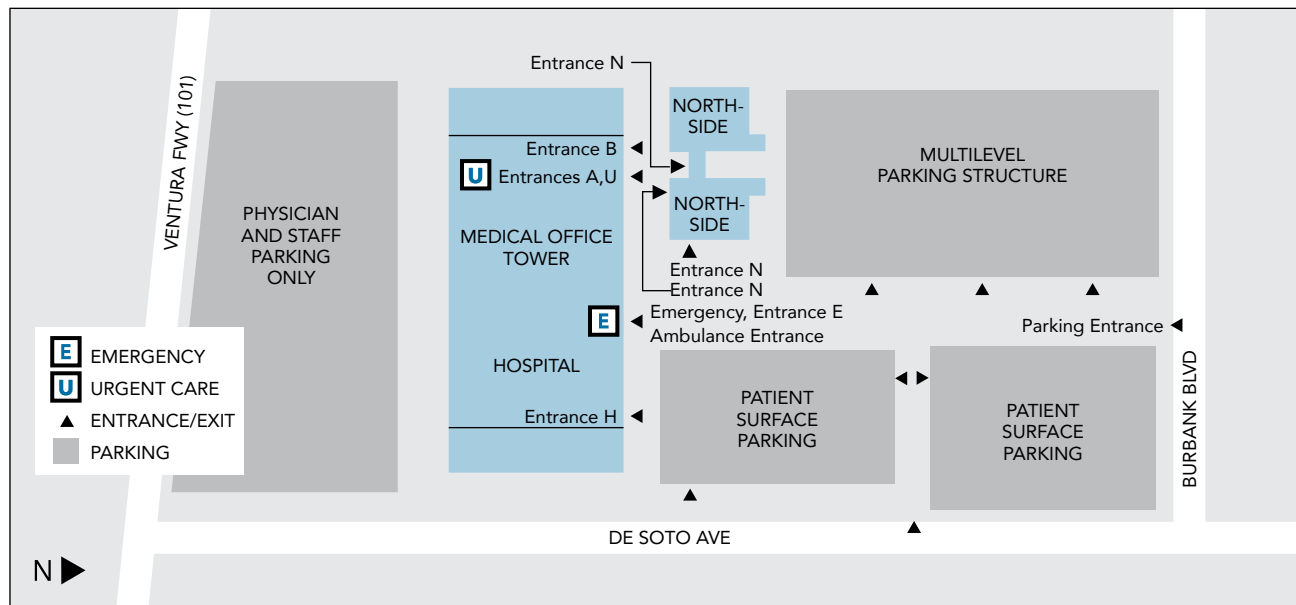
### Retinal Screening

*Self-referrals accepted; by appointment only*  
**Hours:** M-F, 9 a.m.-4:30 p.m.  
 Appts./Cancel/Info./Msgs. .... **805-381-2204**

### Vision Essentials by Kaiser Permanente

- **Optical Center**  
 Eyeglasses  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **805-374-7450**  
 Website..... **kp2020.org**
- **Optometry**  
**Hours:** M-F, 8:30 a.m.-4:45 p.m.  
 Appts./Cancel ..... **1-888-515-3500**  
 Info./Msgs. .... **805-374-7450**

## Woodland Hills Medical Center (hospital and medical offices)



Map not to scale

### 37 Woodland Hills Medical Center

5601 De Soto Ave.  
Woodland Hills, CA 91367  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

- **Emergency**  
Medical Office Tower  
Entrance E
- **Urgent Care**  
Medical Office Tower  
Entrance U

#### Urgent Care/Ambulatory Care

- **Adult Medicine**  
Medical Office Tower, Entrance U  
**Walk-in hours:** M-F, 8:30 a.m.-9 p.m.;  
Sa, Su, 9 a.m.-9 p.m.
- **Pediatrics**  
Northside Medical Offices  
Entrance N, 2nd Floor  
**Walk-in hours:** M-F, 5-7 p.m.;  
Sa, Su, holidays, 9 a.m.-7 p.m.

#### Emergency

Medical Office Tower, Entrance E  
**Hours:** 7 days, 24 hours

#### Information

General information.....**818-719-2000**  
Inpatient  
room information.....**818-719-2770**

**Poison Control**..... **1-800-222-1222**

#### Addiction Medicine

See Sherman Terrace Offices.

#### Admitting

Medical Office Tower  
Entrance H, 1st Floor  
**Hours:** 7 days, 24 hours  
Information ..... **818-719-2780**

### Adolescent Clinic

Medical Office Tower  
Entrance A, 5th Floor  
**Hours:** M-W, F, 1-5 p.m.; Th, 10 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-515-3500**

### Advice Nurse

Advice  
(M-F, 7 a.m.-7 p.m.) ..... **1-888-515-3500**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Allergy

Medical Office Tower  
Entrance B, 5th Floor  
(Check-in at Central Reception, Ste. 545)  
**Hours:** M, W-F, 8:30 a.m.-5 p.m.;  
Tu, 8:30 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. .... **818-719-2350**

### Anesthesiology *By referral only*

Medical Office Tower  
Entrance A, 2nd Floor  
**Hours:** 7 days, 24 hours  
Appts./Cancel/Msgs. .... **818-719-3190**

### Anticoagulation Pharmacist

**Hours:** M-F, 9 a.m.-4 p.m.  
Pharmacist ..... **1-877-608-0082**

### Appointment Call Center (Primary Care)

**Hours:** M-F, 7 a.m.-7 p.m.  
Appts./Cancel/Msgs. .... **1-888-515-3500**

### Audiology *By referral only*

Medical Office Tower  
Entrance B, 5th Floor  
(Check-in at Central Reception, Ste. 545)  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. .... **818-719-3700**

### Bone Density Screening *By referral only*

Endocrinology  
Medical Office Tower  
Entrance B, 4th Floor  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Appts./Cancel/Info./Msgs. .... **818-719-2762**

### Breast Center/Mammography

Medical Office Tower  
Entrance B, 3rd Floor  
**Hours:** M, F, 8:30 a.m.-5 p.m.;  
Tu-Th, 8:30 a.m.-9 p.m.;  
Sa, scheduled appointments only  
Mammogram appts./Cancel .... **888-515-3500**

### Business Services/Hospital Cashier

Hospital, Entrance A, lower level  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Inpatient/Outpatient billing ..... **818-719-2777**

### Cardiology/EKG (Electrocardiography)

*By referral only*  
Medical Office Tower  
Entrance B, 4th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel ..... **818-719-2596**  
Info./Msgs. .... **818-719-3560**

- **Cardiac Studies**  
Appts./Cancel ..... **818-719-3540**
- **Pacemaker/ICD (Defibrillator)**  
Appts./Cancel/Msgs. .... **818-719-4369**

### Center for Reproductive Medicine

Northside Medical Offices  
Entrance N, 1st Floor, Ste. 177  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Messages ..... **818-719-2555**

### Center for Women's Health

Medical Office Tower  
Entrance B, 3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/Appts./Cancel/  
Info./Msgs. .... **818-719-2555**

### Children's Center for Attention Problems

*By referral only*  
Medical Office Tower  
Entrance A, 5th Floor  
**Hours:** M-F, 9 a.m.-5 p.m.  
Info./Msgs. .... **818-719-4161**

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### Continuing Care

- **Home Health Care/Hospice**

*By referral only*

**Hours:** 7 days, 8:30 a.m.-5 p.m.

Information ..... **818-832-7200**

- **Medicare Advantage**

- Special Needs Program**

West Hill Plaza

20700 Ventura Blvd., Ste. 300

Information..... **818-592-2427**

- **Skilled Nursing Facility and Rehabilitation/Long-term Care**

*By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **818-592-2400**

### Dermatology *By referral only*

Medical Office Tower

Entrance B, 1st Floor

(Check-in at Central Reception)

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-855-892-0919**

### Dialysis (Outpatient)

Fresenius Medical Care

The Corbin Village

19836 Ventura Blvd.

Woodland Hills, CA 91364

Information ..... **818-713-9040**

or **818-719-3984**

### Endocrinology/Diabetes Center

*By referral only;*

*only current diabetics may self-refer*

Medical Office Tower

Entrance B, 4th Floor

**Office hours:** M-F, 7:30 a.m.-5 p.m.

**Phone hours:** M-F, 7:30 a.m.-4 p.m.

(Appts./Cancel/Info./Msgs.)

Appts./Cancel ..... **818-719-3343**

Info./Msgs. .... **818-719-4400**

Blood-sugar reporting ..... **818-719-4416**

Retinal screening ..... **818-719-4418**

See also Pediatric Endocrinology.

### Family Medicine

Northside Medical Offices

Entrance N, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-515-3500**

### Gastroenterology (GI) *By referral only*

Medical Office Tower

Entrance A, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Info./Msgs. .... **818-719-3585**

Appts./Cancel/Procedure ..... **818-719-3584**

### General Surgery

See Surgery (General).

### Genetics *Referral preferred*

Medical Office Tower

Entrance B, 3rd Floor

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **818-719-4530**

### Geriatric Medicine Clinic *By referral only*

Outpatient Palliative Care

Northside Medical Offices

Entrance N, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appointments ..... **818-719-4279**

Cancel/Info./Msgs. .... **818-719-2002**

Outpatient Palliative Care Line

(M-F, 8:30 a.m.-5 p.m.)..... **818-719-2008**

### Geriatric Palliative Care *By referral only*

**Hours:** M-F, 9 a.m.-5 p.m.

Info./Msgs. .... **818-719-3489**

Fax ..... **818-719-2030**

Evening Physician Line

(M-F, 5-10 p.m.)..... **818-592-2496**

### Great Starts

Medical Office Tower

Entrance H, 1st Floor

**Hours:** 7 days, 9 a.m.-1 p.m.

Information ..... **818-719-2255**

Lactation support by appointment only.

**Head and Neck Surgery** *By referral only*

Medical Office Tower  
 Entrance B, 5th Floor  
 (Check-in at Central Reception, Ste. 545)  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **818-719-3700**

**Health Education**

Health Education Center  
 Entrance B, lower level  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel/Info. .... **818-719-4305**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**  
 See Audiology and HearUSA/HEARx West  
 Hearing Care Centers.

**HearUSA/HEARx West Hearing Care Centers**

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
 and weekends, by appointment only

- **Granada Hills**  
 16914 San Fernando Mission Blvd.  
 Granada Hills, CA 91344  
 Information..... **818-488-5339**
- **Reseda**  
 19367 Victory Blvd., Ste. 14  
 Reseda, CA 91335  
 Information..... **818-343-8116**

**Infectious Disease** *By referral only*

Medical Office Tower  
 Entrance A, 4th Floor  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Appts./Cancel..... **818-719-4484**

**Infusion Center** *By referral only*

Medical Office Tower  
 Entrance A, 4th Floor  
**Hours:** M-F, 8 a.m.-6:30 p.m.;  
 Sa, Su, by appointment only  
 Information ..... **818-719-2070**

**Internal Medicine**

- **Medical Office Tower**  
 Module C, Entrance A, 3rd Floor  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-515-3500**
- **Northside Medical Offices**  
 Modules A and B  
 Entrance N, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-515-3500**

**Laboratory**

Northside Medical Offices  
 Entrance N, 1st Floor  
**Hours:** M-F, 7 a.m.-7:30 p.m.;  
 Sa, 7 a.m.-3 p.m.  
 Information ..... **818-719-2620**  
 Results ..... **1-888-4KPTEST**  
 (1-888-457-8378)

Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

**Medical Financial Assistance**

Medical Office Tower  
 Entrance A, lower level  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Info./Msgs. .... **818-719-3136**

**Medical Library**

Medical Office Tower  
 Entrance B, Lower Level  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Info./Msgs. .... **818-719-2810**  
 Clinical Information.

**Medical Social Work**

See Social Services.

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### Member Services Office

Entrance A, 5th Floor

**Hours:** M-F, 9 a.m.-5 p.m.

#### ▪ Member Service Contact Center

**Phone hours:** 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY..... **711**

### Mohs Surgery *By referral only*

Microscopics skin cancer surgery

Entrance B, 1st Floor

(Check-in at Central Reception)

**Hours:** M-F, 7 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-855-892-0919**

### Nephrology *By referral only*

Medical Office Tower

Entrance B, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Triage..... **818-719-2487**

Appts./Cancel..... **818-719-2516**

Info./Msgs. .... **818-719-2480**

### Neurology *By referral only*

Medical Office Tower

Entrance B, 5th Floor

(Check-in at Central Reception, Ste. 545)

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-719-3518**

### Nuclear Medicine *By referral only*

Medical Office Tower

Entrance A, 1st Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Info. .... **818-719-2710**

### Obstetrics-Gynecology

See Center for Women's Health.

### Occupational Health Center

#### (Kaiser On-the-Job®)

Northside Medical Offices

Entrance N, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Info./Msgs. .... **818-719-3006**

Medical treatment for work-related injuries and illnesses.

### Occupational Therapy *By referral only*

Medical Office Tower

Entrance A, 1st Floor

**Hours:** M-F, 8:30 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. .... **818-719-2930**

### Oncology/Hematology *By referral only*

Medical Office Tower

Entrance B, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel..... **818-719-3243**

Info./Msgs. .... **818-719-3910**

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

### Orthopedics *By referral only*

Medical Office Tower

Entrance B, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-855-892-0919**

### Outside Referrals

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information..... **805-223-2120**

or **1-844-424-1869**

### Pain Management *By referral only*

#### ▪ Pain Clinic

Medical Office Tower

Entrance B, 5th Floor

(Check-in at Central Reception, Ste. 545)

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information..... **1-855-892-0919**

#### ▪ Pain Procedures

Northside Medical Offices

Entrance N, 1st Floor

(Check-in at the Lab)

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information..... **1-855-892-0919**



### Pathology

Medical Office Tower  
Entrance A, lower level  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **818-719-2660**

### Pediatric Endocrinology *By referral only*

Northside Medical Offices  
Entrance N, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **818-719-4529**

### Pediatric Oncology *By referral only*

Medical Office Tower  
Entrance A, 4th Floor  
**Hours:** M, W, Th, F, 9 a.m.-5 p.m.;  
Tu, 9 a.m.-12:30 p.m.  
Appts./Msgs. .... **818-719-4500**

### Pediatrics *By appointment only*

Northside Medical Offices  
Entrance N, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-515-3500**

### Peritoneal Dialysis *By referral only*

Medical Office Tower  
Entrance B, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **818-719-3610**

### Pharmacies

Mail-order Pharmacy ..... **1-866-206-2981**  
Online refills ..... **kp.org/refill**

#### ▪ 3rd Floor Pharmacy

Entrance B  
**Hours:** M-F, 9 a.m.-5:30 p.m.  
Refills by phone ..... **1-866-407-7713**

#### ▪ Northside Medical Offices Pharmacy

Entrance N  
**Hours:** M-F, 9 a.m.-5:30 p.m.  
Refills by phone ..... **1-866-407-7715**

#### ▪ 24-Hour Pharmacy

Entrance A  
**Hours:** 7 days, 24 hours  
Refills by phone ..... **1-866-391-2710**

### Physical Medicine *By referral only*

Medical Office Tower  
Entrance B, 5th Floor  
(Check-in at Central Reception, Ste. 545)  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. .... **818-719-2950**

### Physical Therapy *By referral only*

- **Medical Office Tower**  
Entrance A, 1st Floor  
**Hours:** M-F, 8 a.m.-5:30 p.m.  
Appts./Cancel/Info./Msgs. ... **818-719-2930**
- **Northside Medical Offices**  
Entrance N, 1st Floor  
**Hours:** M-F, 8 a.m.-5:30 p.m.  
Appts./Cancel/Info./Msgs. ... **818-719-2118**

### Plastic Surgery *By referral only*

Medical Office Tower  
Entrance B, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info. .... **818-719-2630**

### Podiatry *By referral only*

Medical Office Tower  
Entrance B, 1st Floor  
**Hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-855-892-0919**

### Psychiatry

- **Child and Adolescent**  
Medical Office Tower  
Entrance A, 5th Floor  
**Office hours:** M-F, 7 a.m.-5 p.m.  
**Phone hours:** M-F, 8:45 a.m.-4:45 p.m.  
Appts./Cancel/Msgs. .... **1-855-701-7955**  
After-hours msgs. .... **1-855-701-7955**  
See Erwin Street Medical Offices  
for Adult Psychiatry.
- **Behavioral Health Care**  
**Member Help Line**  
7 days, 24 hours ..... **1-800-900-3277**

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### **Pulmonology/Respiratory Care**

*By referral only*

Medical Office Tower

Entrance A, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info. .... **818-719-3530**

### **Radiology/Diagnostic Imaging**

- **Chest and routine X-rays** *By referral only*

Hospital, Entrance H, 1st Floor

**Hours:** 7 days, 8 a.m.-10 p.m.

Appts./Cancel/Info./Msgs. ... **818-719-2700**

- **CT Scan (Computerized Tomography)**

*By referral only*

Hospital, Entrance H, 1st Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Info./Msgs. ... **818-719-2760**

- **Fluoroscopy** *By referral only*

Hospital, Entrance A, 1st Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Info. .... **818-719-2925**

- **Mammography**

See Breast Center/Mammography.

- **MRI (Magnetic Resonance Imaging)**

*By referral only*

Hospital, Entrance H, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **818-719-2712**

- **Ultrasound** *By referral only*

Hospital, Entrance H, 1st Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Info./Msgs. ... **818-719-2925**

### **Release of Information**

Entrance B, lower level

**Hours:** M-F, 9 a.m.-5 p.m.

Copies of Medical Records ..... **818-719-2678**

Physician Certifications

for Disability/Forms ..... **818-719-2048**

### **Rheumatology** *By referral only*

Medical Office Tower

Entrance A, 4th Floor

**Hours:** M-F, 8:30 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appts./Cancel/Msgs. .... **818-719-4410**

### **Shot Clinic**

Northside Medical Offices

Entrance N, 3rd Floor

**Hours:** M-F, 8:30 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **818-719-4693**

### **Sleep Apnea** *By referral only*

Medical Office Tower

Entrance A, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **818-719-4862**

### **Social Services**

Medical Office Tower

Entrance B, 5th Floor, Ste. 549

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **818-719-3785**

### **Speech Therapy** *By referral only*

Medical Office Tower

Entrance A, 1st Floor

**Hours:** M-F, 8 a.m.-5:30 p.m.

Appts./Cancel/Info. .... **818-719-2930**

### **Surgery (General)** *By referral only*

Medical Office Tower

Entrance A, 5th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **818-719-4241**

Messages ..... **818-719-3750**

### **Surgi-Center** *By referral only*

Medical Office Tower

Entrance B, 2nd Floor

**Hours:** M-F, 6:30 a.m.-7:30 p.m.

Information ..... **818-719-4321**

Scheduling ..... **818-719-3100**

**Travel Immunizations** *By appointment only*

Medical Office Tower  
 Entrance A, 4th Floor  
**Hours:** M-F, 8:30 a.m.-4 p.m.  
 Appts./Cancel/Msgs. .... **818-719-2076**

**Urgent Care/Ambulatory Care**

▪ **Adult Medicine**

Medical Office Tower, Entrance U  
**Walk-in hours:** M-F, 8:30 a.m.-9 p.m.;  
 Sa, Su, 9 a.m.-9 p.m.

▪ **Pediatrics**

Northside Medical Offices  
 Entrance N, 2nd Floor  
**Walk-in hours:** M-F, 5-7 p.m.;  
 Sa, Su, holidays, 9 a.m.-7 p.m.

**Urology** *By referral only*

Medical Office Tower  
 Entrance A, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **818-719-3150**

**Vascular Surgery** *By referral only*

Medical Office Tower  
 Entrance A, 5th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **818-719-2028**

**Vision Essentials by Kaiser Permanente**

▪ **Ophthalmology** *By referral only*

Medical Office Tower  
 Entrance B, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-855-892-0919**

▪ **Optical Center**

Eyeglasses, contact lenses  
 Medical Office Tower  
 Entrance B, 1st Floor  
**Hours:** M-Th, 7:30 a.m.-7 p.m.;  
 F, Sa, 8 a.m.-5 p.m.  
 Information..... **818-719-4330**  
 Website..... **kp2020.org**

▪ **Optometry**

Medical Office Tower  
 Entrance B, 1st Floor  
**Hours:** M-Th, 7:30 a.m.-7 p.m.;  
 F, Sa, 8 a.m.-5 p.m.  
 Appts./Cancel ..... **1-888-515-3500**

**Volunteer Services**

Hospital  
 Entrance H, lower level  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Info./Msgs. .... **818-719-4061**

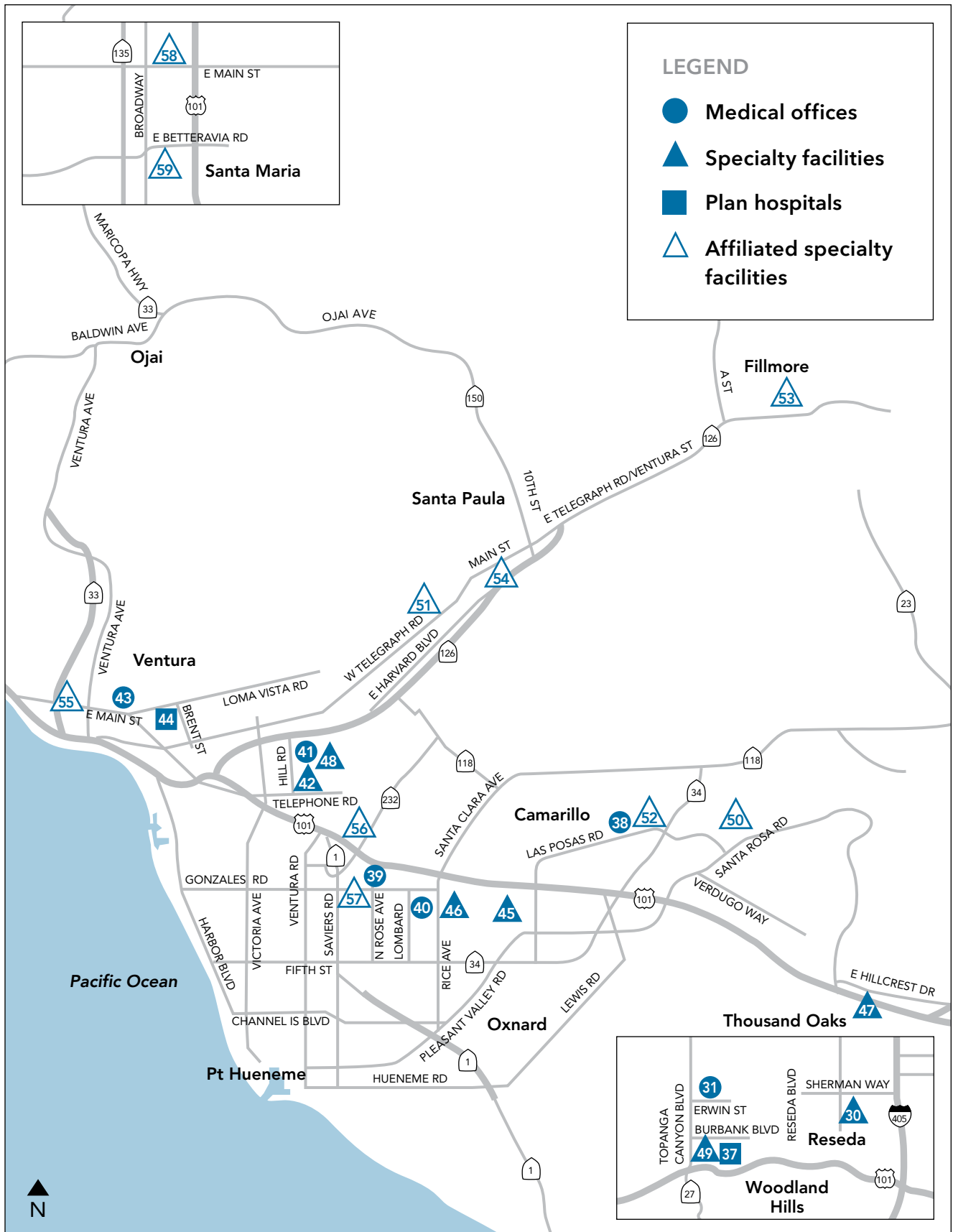
**Wound Care Center**

*By referral only and appointment only*  
 Medical Office Tower  
 Scheduled to move fall 2016 to  
 Entrance B, lower level  
**Hours:** M-F, 8 a.m.-4 p.m.  
 Appts./Cancel/Msgs. .... **818-719-2796**

**X-ray**

See Radiology/Diagnostic Imaging.

# Western Ventura County



Map not to scale

# Western Ventura County–Area Locations

- **38 Camarillo**  
**2620 East Las Posas Road**  
**Medical Offices** .....140  
 Camarillo Village Square  
 Shopping Center  
 2620 E. Las Posas Rd.  
 Camarillo, CA 93010  
 ♿ DHCS survey results: Basic  
 and medical equipment access  
 (P, E, EB, IB, R, T)
- **39 Oxnard 2103 East Gonzales**  
**Road Medical Offices** .....141  
 2103 E. Gonzales Rd.  
 Oxnard, CA 93036  
 ♿ DHCS survey results: Basic  
 and medical equipment access  
 (P, E, EB, IB, R, T)
- **40 Oxnard 2200 East Gonzales**  
**Road Medical Offices** .....142  
**After-Hours Care**  
 2200 E. Gonzales Rd.  
 Oxnard, CA 93036  
 ♿ DHCS survey results: Basic  
 and medical equipment access  
 (P, E, EB, IB, R, T)
- **41 Ventura 888 South Hill Road**  
**Medical Offices** .....143  
 888 S. Hill Rd.  
 Ventura, CA 93003  
 ♿ DHCS survey results: Basic  
 and medical equipment access  
 (P, E, EB, IB, R, T)
- ▲ **42 Ventura 1000 South Hill Road**  
**Medical Offices** .....144  
 1000 S. Hill Rd., Ste. 100  
 Ventura, CA 93003  
 ♿ DHCS survey results: Basic  
 and medical equipment access  
 (P, E, EB, IB, R, T)
- **43 Ventura 2601 East Main Street**  
**Medical Offices** .....144  
 2601 E. Main St.  
 Ventura, CA 93003  
 ♿ DHCS survey results: Limited  
 and medical equipment access  
 (P, E, R, T)
- **44 Community Memorial Hospital**  
**of San Buenaventura** .....145  
**Inpatient and Emergency Services**  
 147 N. Brent St.  
 Ventura, CA 93003
- ▲ **45 Kaiser Permanente**  
**Pharmacy** .....145  
**Full service**  
 Camarillo Town Center  
 309 Ventura Blvd., Ste. B  
 Camarillo, CA 93010
- ▲ **46 Kaiser Permanente**  
**Pharmacy** .....145  
**Full service**  
 2200 E. Gonzales Rd.  
 Oxnard, CA 93036

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | See page 293 for further explanation of abbreviations.

- ▲ 47 **Kaiser Permanente Pharmacy** .....145  
**Full service**  
 365 E. Hillcrest Dr.  
 Thousand Oaks, CA 91360
- ▲ 48 **Kaiser Permanente Pharmacy** .....145  
**Full service**  
 888 S. Hill Road  
 Ventura, CA 93003
- ▲ 49 **Kaiser Permanente Pharmacy** .....146  
**Full service**  
 5601 De Soto Ave.  
 Woodland Hills, CA 91367
- △ 50 **CVS Pharmacy** .....146  
**First fill only**  
 5259 Mission Oaks Blvd.  
 Camarillo, CA 93010
- △ 51 **CVS Pharmacy** .....146  
**First fill only**  
 5900 Telegraph Rd.  
 Ventura, CA 93003
- △ 52 **Rite Aid Pharmacy** .....146  
**First fill only**  
 2550 Las Posas Rd.  
 Camarillo, CA 93010
- △ 53 **Rite Aid Pharmacy** .....146  
**First fill only**  
 Vons Shopping Center  
 600 W. Ventura St.  
 Fillmore, CA 93015
- △ 54 **Rite Aid Pharmacy** .....146  
**Full service**  
 221 E. Harvard Blvd.  
 Santa Paula, CA 93060
- △ 55 **Rite Aid Pharmacy** .....147  
**First fill only**  
 131 W. Main St.  
 Ventura, CA 93001
- △ 56 **Walgreens Pharmacy** .....147  
**First fill only**  
 2303 E. Vineyard Ave.  
 Oxnard, CA 93036
- △ 57 **Walgreens Pharmacy** .....147  
**First fill only**  
 1801 N. Rose Ave.  
 Oxnard, CA 93030
- △ 58 **Walgreens Pharmacy** .....147  
**Full service**  
 707 N. Broadway  
 (at Broadway and Alvin)  
 Santa Maria, CA 93454
- △ 59 **Walgreens Pharmacy** .....147  
**Full service**  
 2399 S. Broadway  
 Santa Maria, CA 93454

# Getting Care in western Ventura County

## Kaiser Permanente physicians and medical offices in western Ventura County

We have 6 medical offices in western Ventura County, and our members can access the services of Kaiser Permanente doctors for primary care in Camarillo, Oxnard, and Ventura. Your Kaiser Permanente physician can help you get Kaiser Permanente services—such as easier referrals to specialists—and other health resources.

Some Kaiser Permanente services will continue to be provided by affiliated providers, which include physicians and hospitals. Affiliated hospitals provide inpatient and emergency services to Kaiser Permanente members. For specialty care, you will be referred primarily to Kaiser Permanente specialists and also to some affiliated specialists. But, because your referral will come from a Kaiser Permanente physician, you won't have to wait for authorization from anyone else.

State law requires directories to include the following notice:

**“Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan contract and that you or your family member might need: family planning; contraceptive services, including emergency contraception; sterilization, including tubal ligation at the time of labor and delivery; infertility treatments; or abortion.”**

**“You should obtain more information before you enroll. Call your prospective doctor, medical group, independent practice association, or clinic, or call the Kaiser Permanente Member Service Contact Center at 1-800-464-4000 (English) or 711 (TTY) to ensure that you can obtain the health care services that you need.”**

Please be aware that if a service is covered but not available at a particular Plan facility, we will make it available to you at another facility.

## Selecting your Kaiser Permanente personal physician

Please refer to the information on page 252 of this *Guidebook*. Call our Member Service Contact Center, weekdays 7 a.m.–7 p.m., at **1-888-956-1616** (English and Spanish) or **711** (TTY) to choose a primary care physician.

You can also email questions to Member Services at **kp.org**.

If you get a bill that you believe you are not responsible for paying, send a copy of the bill to your local Member Services office. A representative will research the charge and respond to you.

For more information about our western Ventura County service area, go to **kp.org/woodlandhills**.

# Location Details—western Ventura County

## ● 38 Camarillo 2620 East Las Posas Road Medical Offices

Camarillo Village Square  
Shopping Center  
2620 E. Las Posas Rd.  
Camarillo, CA 93010  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

### Advice Nurse

Advice  
(M-F, 7 a.m.-7 p.m.) ..... **1-888-515-3500**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Allergy *Self-referral*

**Hours:** Call for days and hours  
Appts./Cancel/Info./Msgs. ... **1-888-249-2112**

### Allergy Injections *By referral only*

**Hours:** Call for days and hours  
Appts./Cancel/Info./Msgs. ... **1-888-249-2112**

### Complete Care Management

**Hours:** M-Th, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **805-604-6116**

### Dermatology *By referral only*

**Hours:** M, W-F, 7 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-855-892-0919**

### Family Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-888-515-3500**

### Health Education

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Appts./Cancel/Info. .... **818-719-4305**  
Wellness Coaching  
by Phone ..... **1-866-862-4295**

### HearUSA/HEARx West Hearing Care Center

5800 Santa Rosa Rd., Ste. 123  
Camarillo, CA 93012  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and weekends, by appointment only  
Information ..... **805-482-9821**

### Internal Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-888-515-3500**

### Laboratory

**Hours:** M-F, 8 a.m.-4:30 p.m.  
Information ..... **805-383-2114**  
Results ..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

See Oxnard 2200 East Gonzales Road or  
Ventura 888 South Hill Road Medical Offices.

### Pain Management *By referral only*

**Hours:** M-F, 8 a.m.-4:30 p.m.  
Appts./Cancel/Msgs. .... **1-888-249-2112**

### Pediatric Endocrinology *By referral only*

**Hours:** Call for days and hours  
Appts./Cancel/Msgs. .... **818-719-4529**

### Pediatrics

**Hours:** Call for an appointment  
Advice/Appts./  
Cancel/Msgs. .... **1-888-515-3500**



**Physical Medicine** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Radiology/Diagnostic Imaging**

Chest and routine X-rays  
**Hours:** M-F, 1-5 p.m.  
 Information ..... **805-383-2131**

**Rheumatology** *By referral only*

**Hours:** Call for days and hours  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Travel Immunizations**

**Hours:** Call for days and hours  
 Information ..... **1-888-249-2112**

● **39** | **Oxnard  
 2103 East Gonzales  
 Road  
 Medical Offices**

2103 E. Gonzales Rd.  
 Oxnard, CA 93036  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

**Center for Women’s Health**

**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Endocrinology (Adult)**

*By referral only*  
*Only current diabetics may self-refer*  
**Office hours:** M-Th, 8 a.m.-4:30 p.m.  
**Phone hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**General Surgery**

See Surgery (General).

**Head and Neck Surgery** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Health Education**

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel/Info. .... **818-719-4305**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**

**Nephrology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Neurology** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Obstetrics-Gynecology**

See Center for Women’s Health.

**Occupational Therapy**

See Physical/Occupational Therapy.

**Ophthalmology** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Physical/Occupational/Speech Therapy**

*By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **805-988-6368**

**Plastic Surgery** *By referral only*

**Hours:** Call for days and hours  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Surgery (General)**

*Limited services*  
**Hours:** Call for days and hours  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Ultrasound** *By referral only*

**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Appts./Cancel ..... **805-988-6354**

● 40 | **Oxnard**  
**2200 East Gonzales**  
**Road**  
**Medical Offices**

**After-Hours Care**

2200 E. Gonzales Rd.  
Oxnard, CA 93036  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

**Advice Nurse**

Advice  
(M-F, 7 a.m.-7 p.m.) ..... **1-888-515-3500**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**After-Hours Care**

2nd Floor  
**Hours:** M-F, 5:30-9 p.m.;  
Sa, Su, holidays, 9 a.m.-4:30 p.m.

**Complete Care Management**

**Hours:** M-Th, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **805-604-6116**

**Family Medicine**

**Hours:** M-F, 8 a.m.-5 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-888-515-3500**

**Genetics** *By referral only*

**Hours:** Call for days and hours  
Appts./Cancel/Msgs. .... **818-719-4530**

**Health Education**

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Appts./Cancel/Info. .... **818-719-4305**  
Wellness Coaching  
by Phone..... **1-866-862-4295**

**Internal Medicine**

**Hours:** M-F, 8 a.m.-5 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-888-515-3500**

**Laboratory**

2nd Floor  
**Hours:** M-F, 8 a.m.-7 p.m.;  
Sa, 8:30 a.m.-1 p.m.  
Information ..... **805-604-6095**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Mammography**

**Hours:** M-F, 9 a.m.-5 p.m.  
Appointments..... **1-888-515-3500**

**Medical Social Work**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **818-719-3785**

**Pharmacy**

Oxnard Pharmacy  
**Hours:** M-F, 9 a.m.-9 p.m.;  
Sa, 9 a.m.-4:30 p.m.  
Mail-order Pharmacy..... **1-866-206-2981**  
Refills by phone..... **1-866-407-7720**  
Online refills..... [kp.org/refill](http://kp.org/refill)

**Pediatrics**

**Hours:** M-F, 8 a.m.-5 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-888-515-3500**

**Podiatry** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-249-2112**

**Radiology/Diagnostic Imaging**

Chest and routine X-rays  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **818-719-2700**  
▪ **Ultrasound** *By referral only*  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Appts./Cancel ..... **805-988-6354**

**Vascular Studies** *By referral only*

Testing only  
**Hours:** Call for days and hours  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Wound Care** *By referral only*

**Hours:** M-F, by appointment only  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**41 | Ventura**  
**888 South Hill Road**  
**Medical Offices**

888 S. Hill Rd.  
 Ventura, CA 93003  
[kp.org/woodlandhills](http://kp.org/woodlandhills)

**Advice Nurse**

Advice  
 (M-F, 7 a.m.-7 p.m.) ..... **1-888-515-3500**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Bone Density Screening** *By referral only*

**Hours:** M-F, 2-5:30 p.m.  
 Appts./Cancel ..... **818-719-2762**

**Cardiology** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-249-2112**

**Complete Care Management**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **805-477-6276**

**Health Education**

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel/Info. .... **818-719-4305**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**

**Family Medicine**

**Hours:** M-F, 8:30 a.m.-6 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-888-515-3500**

**HearUSA/HEARx West Hearing Care Center**

3003 Loma Vista Rd., Ste. C  
 Ventura, CA 93003  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
 and weekends, by appointment only  
 Information ..... **805-648-1685**

**Internal Medicine**

**Hours:** M-F, 8:30 a.m.-6 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-888-515-3500**

**Laboratory**

**Hours:** M-F, 8 a.m.-6 p.m.  
 Information ..... **805-477-6260**  
 Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
 or check lab results online at [kp.org](http://kp.org).

**Mammography** *By appointment only*

**Hours:** M-F, 8:30 a.m.-6 p.m.  
 Appointments..... **1-888-515-3500**

**Orthopedics** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-888-249-2112**

**Pediatrics**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-888-515-3500**

**Pharmacy**

**Hours:** M-F, 9 a.m.-6 p.m.  
 Mail-order Pharmacy..... **1-866-206-2981**  
 Refills by phone..... **1-866-407-7721**  
 Online refills..... [kp.org/refill](http://kp.org/refill)

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### Radiology/Diagnostic Imaging

Chest and routine X-rays

**Hours:** M-F, 8:30 a.m.-6 p.m.

Appts./Info./Msgs. .... **805-477-6181**

Bone density scans ..... **805-477-6181**

### Retinal Screening

*Self-referrals accepted; by appointment only*

**Hours:** M-F, 9 a.m.-4:30 p.m.

Appts./Cancel/Info./Msgs. .... **805-477-6142**

## ▲ 42 | Ventura 1000 South Hill Road Medical Offices

1000 S. Hill Rd., Ste. 100

Ventura, CA 93003

[kp.org/woodlandhills](http://kp.org/woodlandhills)

### Behavioral Health

#### ■ Psychiatry and Addiction Medicine

**Hours:** M-F, 7 a.m.-7 p.m.; Sa, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. (M-F,

8:45 a.m.-4:45 p.m.) ..... **1-855-701-7955**

After-hours messages ..... **1-855-701-7955**

#### ■ Behavioral Health Care

**Member Help Line**

7 days, 24 hours ..... **1-800-900-3277**

## ● 43 | Ventura 2601 East Main Street Medical Offices

2601 E. Main St.

Ventura, CA 93003

[kp.org/woodlandhills](http://kp.org/woodlandhills)

### Center for Women's Health

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-888-249-2112**

### Continuing Care

#### ■ Home Health Care/Hospice

*By referral only*

**Hours:** 7 days, 8:30 a.m.-5 p.m.

Information ..... **818-832-7200**

#### ■ Skilled Nursing Facility and Rehabilitation/Long-term Care

*By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **818-592-2400**

### Gastroenterology (GI) *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-888-249-2112**

### Hematology/Oncology *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-888-249-2112**

### Laboratory

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **805-223-2239**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Obstetrics-Gynecology**

See Center for Women’s Health.

**Pulmonology** *By referral only*

**Hours:** Call for days and hours

Appts./Cancel/Msgs. .... **1-888-249-2112**

**Social Services**

**Hours:** Call for days and hours

Appts./Cancel/Msgs. .... **805-223-2287**

Information ..... **818-719-3785**

**44 Community Memorial Hospital of San Buenaventura**

**Inpatient and Emergency Services**  
147 N. Brent St.  
Ventura, CA 93003

Community Memorial Hospital is a Kaiser Permanente Plan facility with which we partner to provide inpatient, surgical, and emergency services to Kaiser Permanente members in Ventura County.

**Hours:** 7 days, 24 hours

Information ..... **805-652-5011**

**45 Kaiser Permanente Pharmacy**

**Full service**  
Camarillo Town Center  
309 Ventura Blvd., Ste. B  
Camarillo, CA 93010

**Hours:** M-F, 9:30 a.m.-5:30 p.m.

Mail-order Pharmacy ..... **1-866-206-2981**

Refills by phone ..... **1-877-214-7840**

Online refills ..... **kp.org/refill**

**46 Kaiser Permanente Pharmacy**

**Full service**  
2200 E. Gonzales Rd.  
Oxnard, CA 93036

**Hours:** M-F, 9 a.m.-9 p.m.;

Sa, 9 a.m.-4:30 p.m.

Mail-order Pharmacy ..... **1-866-206-2981**

Refills by phone ..... **1-866-407-7720**

Online refills ..... **kp.org/refill**

**47 Kaiser Permanente Pharmacy**

**Full service**  
365 E. Hillcrest Dr.  
Thousand Oaks, CA 91360

**Hours:** M-F, 9 a.m.-9 p.m.

Refills by phone ..... **1-866-407-7719**

Online refills ..... **kp.org/refill**

**48 Kaiser Permanente Pharmacy**

**Full service**  
888 S. Hill Rd.  
Ventura, CA 93003

**Hours:** M-F, 9 a.m.-6 p.m.

Mail-order Pharmacy ..... **1-866-206-2981**

Refills by phone ..... **1-866-407-7721**

Online refills ..... **kp.org/refill**

**▲ 49 Kaiser Permanente Pharmacy**

**Full service**  
5601 De Soto Ave.  
Woodland Hills, CA 91367

**Hours:** 7 days, 24 hours  
Mail-order Pharmacy ..... **1-866-206-2981**  
Refills by phone ..... **1-866-391-2710**  
Online refills ..... **kp.org/refill**

**△ 50 CVS Pharmacy**

**First fill only**  
5259 Mission Oaks Blvd.  
Camarillo, CA 93010

**Pharmacy hours:** M-F, 8 a.m.-9 p.m.;  
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
Information ..... **805-482-0707**

*First fill only* pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula or full-service Walgreens Pharmacy in Santa Maria.

**△ 51 CVS Pharmacy**

**First fill only**  
5900 Telegraph Rd.  
Ventura, CA 93003

**Pharmacy hours:** M-F, 8 a.m.-9 p.m.;  
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
Information ..... **805-642-3276**

*First fill only* pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula.

**△ 52 Rite Aid Pharmacy**

**First fill only**  
2550 Las Posas Rd.  
Camarillo, CA 93010

**Pharmacy hours:** M-F, 8 a.m.-10 p.m.;  
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
Information ..... **805-482-2135**

*First fill only* pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula or full-service Walgreens Pharmacy in Santa Maria.

**△ 53 Rite Aid Pharmacy**

**First fill only**  
Vons Shopping Center  
600 W. Ventura St.  
Fillmore, CA 93015

**Pharmacy hours:** M-F, 8 a.m.-10 p.m.;  
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
Information ..... **805-524-9792**

*First fill only* pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula or full-service Walgreens Pharmacy in Santa Maria.

**△ 54 Rite Aid Pharmacy**

**Full service**  
221 E. Harvard Blvd.  
Santa Paula, CA 93060

**Pharmacy hours:** M-F, 8 a.m.-10 p.m.;  
Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
Information ..... **805-525-4014**

**△ 55 | Rite Aid Pharmacy**

**First fill only**  
 131 W. Main St.  
 Ventura, CA 93001

**Pharmacy hours:** M-F, 9 a.m.-9 p.m.;  
 Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
 Information ..... **805-643-1121**

*First fill only* pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula or full-service Walgreens Pharmacy in Santa Maria.

**△ 56 | Walgreens Pharmacy**

**First fill only**  
 2303 E. Vineyard Ave.  
 Oxnard, CA 93036

**Pharmacy hours:** M-F, 8 a.m.-9 p.m.;  
 Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
 Information ..... **805-983-8644**

*First fill only* pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Walgreens Pharmacy in Santa Maria.

**△ 57 | Walgreens Pharmacy**

**First fill only**  
 1801 N. Rose Ave.  
 Oxnard, CA 93030

**Pharmacy hours:** M-F, 8 a.m.-9 p.m.;  
 Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
 Information ..... **805-604-7531**

*First fill* pharmacies only fill new prescriptions. Refills must be obtained from a Kaiser Permanente Pharmacy or from the full-service Rite Aid Pharmacy in Santa Paula or full-service Walgreens Pharmacy in Santa Maria.

**△ 58 | Walgreens Pharmacy**

**Full service**  
 707 N. Broadway  
 (at Broadway and Alvin)  
 Santa Maria, CA 93454

**Pharmacy hours:** M-F, 8 a.m.-9 p.m.;  
 Sa, 9 a.m.-6 p.m.; Su, 10 a.m.-6 p.m.  
 Information ..... **805-614-4667**

**△ 59 | Walgreens Pharmacy**

**Full service**  
 2399 S. Broadway  
 Santa Maria, CA 93454

**Pharmacy hours:** 7 days, 24 hours  
 Information ..... **805-928-4633**







# Metropolitan Los Angeles

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

## Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

- English..... **1-800-464-4000**
- Spanish..... **1-800-788-0616**
- Chinese dialects ..... **1-800-757-7585**
- TTY..... **711**

## Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

- Information ..... **1-888-956-1616**
- Website ..... **kp.org/finddoctors**

## TTY for the Hearing or Speech Impaired

- California Relay Service..... **711**



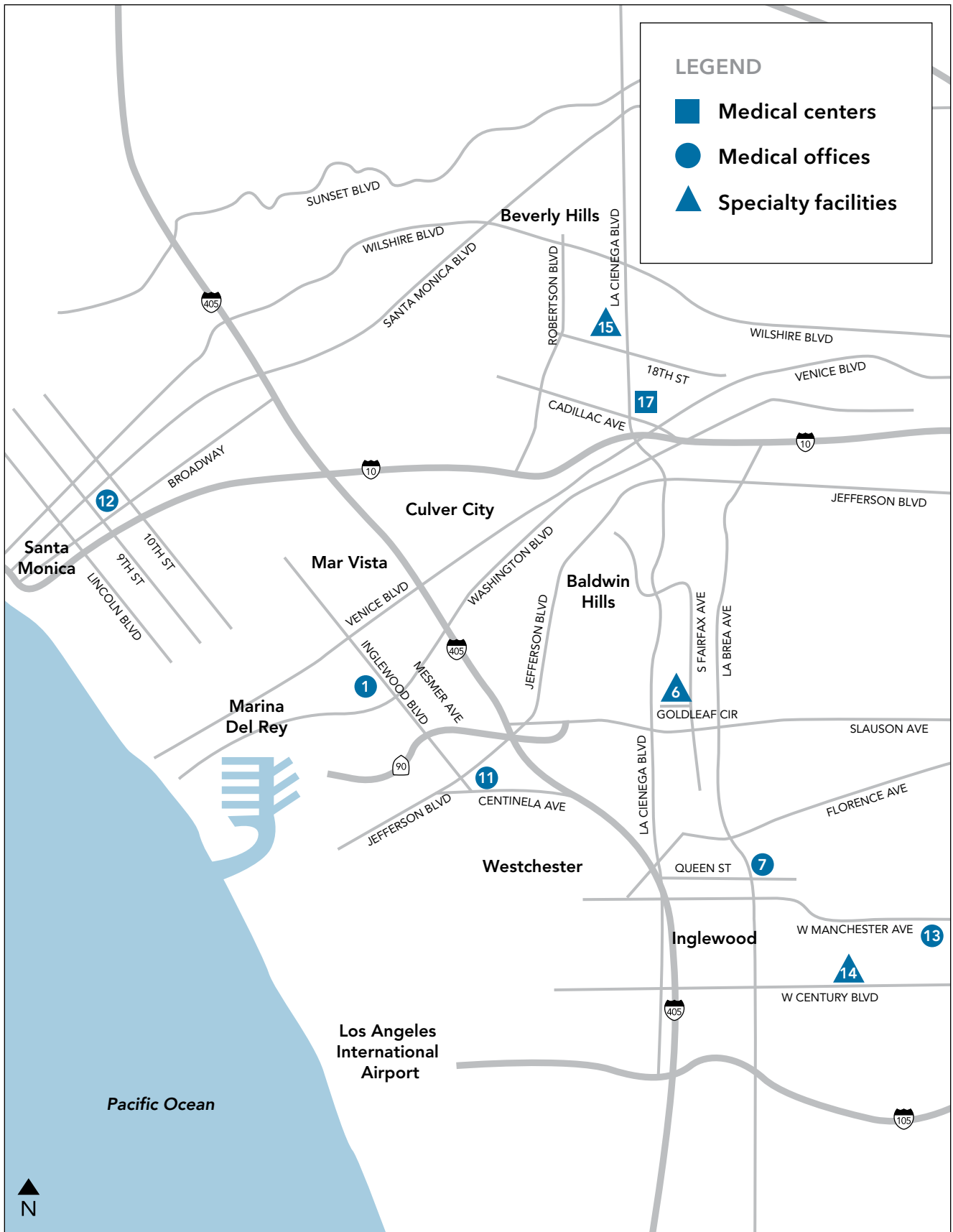
## CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App Store<sup>SM</sup> or Google Play®.



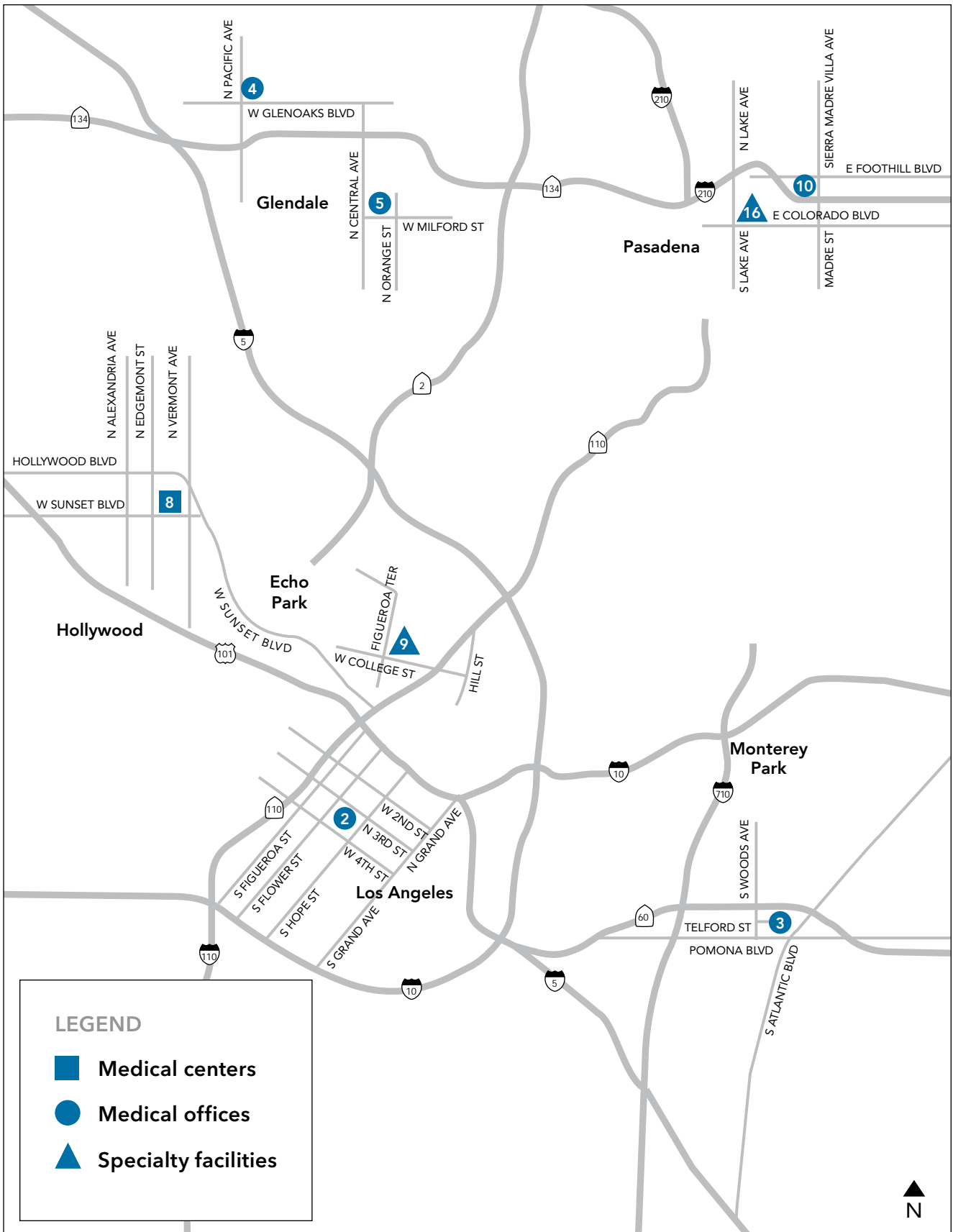
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# West Los Angeles Area



Map not to scale

# Los Angeles Area



Map not to scale





# Area Locations

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- **1 Culver Marina Medical Offices** .....154  
 12001 W. Washington Blvd.  
 Los Angeles, CA 90066  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **5 Glendale Orange Street Medical Offices** .....157  
 501 N. Orange St.  
 Glendale, CA 91203  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **2 Downtown Los Angeles Hope Street Medical Offices** .....155  
 333 S. Hope St.  
 Concourse Level, Ste. 145  
 Bank of America Tower  
 Los Angeles, CA 90071
- ▲ **6 Health Education and Psychiatry Offices**.....158  
 Wateridge Office Park  
 5105 W. Goldleaf Circle  
 Los Angeles, CA 90056
- **3 East Los Angeles Medical Offices** .....155  
 5119 Pomona Blvd.  
 Los Angeles, CA 90022  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **7 Inglewood Medical Offices** .....158  
 110 N. La Brea Ave.  
 Inglewood, CA 90301  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **4 Glendale Medical Offices** .....156  
 444 W. Glenoaks Blvd.  
 Glendale, CA 91202  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **8 Los Angeles Medical Center**.....159  
**Emergency Urgent Care**  
 4867 W. Sunset Blvd.  
 Los Angeles, CA 90027  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T);  
 1526 N. Edgemont St., limited and medical equipment access (E, EB, IB, R, T)

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**P** = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building  
**R** = Restroom | **T** = Exam Table/Scale | **See page 293 for further explanation of abbreviations.**

- ▲ 9 **Mental Health Center** .....168  
765 W. College St.  
Los Angeles, CA 90012  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- 10 **Pasadena Medical Offices** .....169  
**Urgent Care**  
3280 E. Foothill Blvd.  
Pasadena, CA 91107  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- 11 **Playa Vista Medical Offices** .....170  
5620 Mesmer Ave.  
Culver City, CA 90230  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
  
- 12 **Santa Monica Medical Offices** .....171  
1450 10th St.  
Santa Monica, CA 90401  
*Scheduled to open 2016.*
  
- 13 **South Los Angeles Medical Offices** .....171  
1550 W. Manchester Ave.  
Los Angeles, CA 90047  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

- ▲ 14 **Vision Essentials by Kaiser Permanente, Inglewood** .....172  
The Marketplace at Hollywood Park  
3451 W. Century Blvd., Ste. B-3  
Inglewood, CA 90303
  
- ▲ 15 **Vision Essentials by Kaiser Permanente, La Cienega** .....172  
1843½ La Cienega Blvd.  
Los Angeles, CA 90035
  
- ▲ 16 **Vision Essentials by Kaiser Permanente, Pasadena** .....172  
1055 E. Colorado Blvd., Ste. 100  
Pasadena, CA 91106
  
- 17 **West Los Angeles Medical Center** .....173  
**Emergency Urgent Care**  
6041 Cadillac Ave.  
Los Angeles, CA 90034  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

# Location Details

## ● 1 Culver Marina Medical Offices

12001 W. Washington Blvd.  
Los Angeles, CA 90066  
[kp.org/westlosangeles](http://kp.org/westlosangeles)

### Addiction Medicine

**Hours:** M-Th, 8:30 a.m.-9 p.m.;  
F, 8:30 a.m.-5:30 p.m.; Sa, 9 a.m.-1 p.m.  
Advice/Appts./

Cancel/Msgs. .... **310-915-4515**

Adolescents, couples, day treatment, detoxification, dual-diagnosis, family/individual/group therapy, parenting, significant other, and codependency programs. Spanish-speaking groups by arrangement.

#### ■ Behavioral Health Care Member Help Line

7 days, 24 hours..... **1-800-900-3277**

### Advice Nurse

Advice  
(M-F, 7 a.m.-7 p.m.)..... **1-800-954-8000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Allergy *By referral only*

**Hours:** M-F, 8:45 a.m.-12:15 p.m.  
and 1:15-4:45 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-954-8000**

### Family Medicine/Internal Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.  
**Nurse visit hours:** M-F, 9 a.m.-noon  
and 1:30-4 p.m.  
Appts./Cancel/  
Info./Msgs. .... **1-800-954-8000**

### Laboratory

**Hours:** M-F, 8 a.m.-5 p.m.  
Results..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Occupational Health Center (Kaiser On-the-Job®)

Ste. 206

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. .... **310-202-3030**  
Medical treatment for work-related  
injuries and illnesses.

### Pain Management *By referral only*

**Hours:** M-F, 8 a.m.-4 p.m.  
Appts./Cancel/Info./Msgs. .... **323-857-4213**

### Pharmacy

**Hours:** M-F, 9 a.m.-5:30 p.m.  
Info./Refills by phone ..... **1-866-391-2677**  
Mail-order Pharmacy..... **1-866-206-2982**  
Online refills..... **kp.org/refill**  
Call 48 hours in advance for refills.

### Physical Medicine and Rehabilitation

*By referral only*

**Hours:** W, 1:30-4:45 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **323-857-3373**  
After-hours cancel..... **323-857-3682**

### Physical Therapy *By referral only*

**Hours:** M, Tu, Th, F, 8:30 a.m.-noon  
and 1-4:30 p.m.;  
W, 8:30 a.m.-noon and 2-4:30 p.m.  
Information ..... **323-857-2476**  
After-hours cancel..... **323-857-2476**

**Podiatry** *By referral only*  
**Hours:** M-F, 8:15 a.m.-4:45 p.m.  
 Appts./Cancel/Info./Msgs. .... **323-857-4034**

**Radiology/Diagnostic Imaging**

- **Mammography**  
**Hours:** M-F, 8 a.m.-12:30 p.m.  
 and 1:30-3:30 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-800-954-8000**
- **Radiology** *By referral only*  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1-4:30 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-800-954-8000**
- **X-ray, Bone Densitometry** *By referral only*  
**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
 and 1:30-5 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **323-857-2421**

**Security (Lost and Found)**  
 Information ..... **310-915-4444**

● **2** | **Downtown Los Angeles  
 Hope Street  
 Medical Offices**  
 333 S. Hope St.  
 Concourse Level, Ste. 145  
 Bank of America Tower  
 Los Angeles, CA 90071  
**kp.org/losangeles**

**Internal/Family Medicine**  
**Hours:** M-F, 7 a.m.-4:30 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-800-954-8000**

**Obstetrics-Gynecology**  
**Hours:** M-F, 7 a.m.-4:30 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-800-954-8000**

● **3** | **East Los Angeles  
 Medical Offices**  
 5119 Pomona Blvd.  
 Los Angeles, CA 90022  
**kp.org/losangeles**

**Advice Nurse**  
 Advice  
 (M-F, 7 a.m.-7 p.m.) ..... **1-800-954-8000**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Family Medicine**  
**Hours:** M-Th, 8 a.m.-4:30 p.m.;  
 F, 8 a.m.-5 p.m.; Sa, 8-11:30 a.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-800-954-8000**

- **After-hours Clinic** *By appointment only*  
**Hours:** M-Th, 5-7 p.m.  
 Advice/Appts. .... **1-800-954-8000**

**Gynecology**  
 See Obstetrics-Gynecology.

**Laboratory**  
**Hours:** M-Th, 7:30 a.m.-5:45 p.m.;  
 F, 7:30 a.m.-4 p.m.; Sa, 8-11:30 a.m.  
 Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**  
 Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

**Mammography**  
 See Radiology/Diagnostic Imaging.

**Nurse Clinic**  
**Hours:** M-F, 8 a.m.-4:30 p.m.;  
 Sa, 8-11:30 a.m.  
 Information ..... **1-800-954-8000**

**Obstetrics-Gynecology** *By appointment only*  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Info. .... **1-800-954-8000**

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### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatrics

**Hours:** M-F, 8 a.m.-4:30 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

▪ **After-hours Clinic** *By appointment only*

**Hours:** M-Th, 5-7 p.m.; Sa, 8 a.m.-noon

Advice/Appts. .... **1-800-954-8000**

▪ **School/camp forms**

**Hours:** M-F, 8:30-11:30 a.m.

and 1:30-4:30 p.m.

Information..... **1-800-954-8000**

Fees may apply.

### Pharmacy

**Hours:** M-Th, 8:30 a.m.-7 p.m.;

F, 8:30 a.m.-5:30 p.m.; Sa, 9 a.m.-1 p.m.;

closed holidays

Info./Refills by phone ..... **1-866-352-8734**

Mail-order Pharmacy..... **1-866-206-2982**

Online refills..... **kp.org/refill**

Call 48 hours in advance for refills.

### Podiatry

*By referral only*

**Hours:** M, 8-11:30 a.m.;

W, F, 8 a.m.-4:30 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

### Radiology/Diagnostic Imaging

▪ **Bone Density/Mammography**

**Hours:** M-F, 9 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **1-800-954-8000**

▪ **Radiology** *By referral only*

**X-ray hours:** M-F, 9 a.m.-5:15 p.m.;

Sa, 8-11:30 a.m.

Appts./Cancel/Msgs. .... **1-800-954-8000**

### Social Medicine

**Hours:** M, W, 8:30 a.m.-5 p.m.;

Tu, Th, 8 a.m.-4:30 p.m.; F, 7:30 a.m.-3 p.m.

Information ..... **1-800-954-8000**

### Vision Essentials by Kaiser Permanente

▪ **Optical Center**

Eyeglasses

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel ..... **323-881-5582**

Website..... **kp2020.org**

▪ **Optometry**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **323-881-5582**

## 4

## Glendale Medical Offices

444 W. Glenoaks Blvd.

Glendale, CA 91202

**kp.org/losangeles**

### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-800-954-8000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

**(1-888-576-6225)**

### Family Medicine

*By appointment only*

**Hours:** M-Th, 8 a.m.-5:30 p.m.;

F, 8 a.m.-3:30 p.m.; Sa, 8-11:30 a.m.

Appts./Cancel/Info./Msgs. ... **1-800-954-8000**

▪ **After-hours Clinic** *By appointment only*

**Hours:** Sa, 8-11:30 a.m.

Advice/Appts. .... **1-800-954-8000**

### Laboratory

**Hours:** M-Th, 7:30 a.m.-5:45 p.m.;

F, 7:30 a.m.-4 p.m.; Sa, 8-11:30 a.m.

Results..... **1-888-4KPTEST**

**(1-888-457-8378)**

Call requesting practitioner for test results

or check lab results online at **kp.org**.



## Mammography

See Radiology/Diagnostic Imaging.

**Nurse Clinic** *Walk-in and by appointment*

**Hours:** M-Th, 8 a.m.-5:30 p.m.;  
F, 8:30 a.m.-3:30 p.m.; Sa, 8-11:30 a.m.  
Information ..... **1-800-954-8000**

**Pediatrics** *By appointment only*

**Hours:** M-Th, 8 a.m.-5:30 p.m.;  
F, 8 a.m.-3:30 p.m.; Sa, 8-11:30 a.m.  
Appts./Cancel/Info./Msgs. ... **1-800-954-8000**

- **After-hours Clinic** *By appointment only*  
**Hours:** Sa, 8-11:30 a.m.  
Advice/Appts. .... **1-800-954-8000**
- **School/camp forms**  
Information..... **1-800-954-8000**  
Fees may apply.

## Pharmacy

**Hours:** M-Th, 8 a.m.-6 p.m.;  
F, 8 a.m.-5 p.m.; Sa, 8:30-11:30 a.m.;  
closed holidays  
Info./Refills by phone ..... **1-866-352-8964**  
Mail-order Pharmacy..... **1-866-206-2982**  
Online refills..... **kp.org/refill**  
Call 48 hours in advance for refills.

## Radiology/Diagnostic Imaging

*By referral only*

- Hours:** M-Th, 9 a.m.-5:30 p.m.;  
F, 9 a.m.-3:30 p.m.
- **Mammography**  
*Self-referral accepted*  
**Hours:** M-Th, 9 a.m.-5:30 p.m.;  
F, 9 a.m.-3:30 p.m.  
Appts./Cancel/  
Info./Msgs. .... **1-800-954-8000**

## 5

## Glendale Orange Street Medical Offices

501 N. Orange St.  
Glendale, CA 91203  
**kp.org/losangeles**

**Dermatology** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-800-954-8000**

**Gastroenterology (GI)** *By referral only*

**Office hours:** Th, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-800-954-8000**

**Obstetrics-Gynecology**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/Appts./  
Cancel/Msgs. .... **1-800-954-8000**

**Pain Management** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-800-954-8000**

## Pharmacy

**Hours:** M-F, 9 a.m.-12:30 p.m.  
and 1:30-5 p.m.; closed holidays  
Info./Refills by phone ..... **1-844-686-1506**  
Mail-order Pharmacy..... **1-866-206-2982**  
Online refills..... **kp.org/refill**  
Call 48 hours in advance for refills.

**Podiatry** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-800-954-8000**

**Surgery (General)** *By referral only*

**Office hours:** Th, F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-800-954-8000**



## Health Education and Psychiatry Offices

Wateridge Office Park  
5105 W. Goldleaf Circle  
Los Angeles, CA 90056  
[kp.org/westlosangeles](http://kp.org/westlosangeles)

### Health Education

**Hours:** M-F, 8:30 a.m.-4:30 p.m.;  
Sa, 9 a.m.-4 p.m.  
Information ..... **323-298-3300**  
Wellness Coaching  
by Phone..... **1-866-862-4295**

### Psychiatry

**Hours:** M-Th, 7 a.m.-7 p.m.;  
F, 7 a.m.-5:30 p.m.; Sa, 8 a.m.-noon  
Appts./Info. .... **323-298-3100**

- **Behavioral Health Care**  
**Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**



## Inglewood Medical Offices

110 N. La Brea Ave.  
Inglewood, CA 90301  
[kp.org/westlosangeles](http://kp.org/westlosangeles)

### Advice Nurse

Advice  
(M-F, 7 a.m.-7 p.m.) ..... **1-800-954-8000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine/Internal Medicine

Adults and children  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.;  
Sa, 7 a.m.-noon  
Appts./Cancel ..... **1-800-954-8000**  
▪ **After-hours Clinic** *By appointment only*  
**Hours:** M-Th, 5-8 p.m.  
Advice/Appts. .... **1-800-954-8000**

### Laboratory

**Hours:** M-F, 7:30 a.m.-5 p.m.  
Information ..... **310-419-3314**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

See Radiology/Diagnostic Imaging.

### Occupational Health Center (Kaiser On-the-Job®)

Ste. 303  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. .... **310-202-3030**  
Medical treatment for work-related  
injuries and illnesses.

**Pediatrics/Teenage Medicine**

**Hours:** M-F, 8:30 a.m.-4 p.m.  
 Appts./Cancel ..... **1-800-954-8000**

**Pharmacy**

**Hours:** M-F, 8:30 a.m.-6 p.m.  
 Info./Refills by phone ..... **1-866-391-2678**  
 Mail-order Pharmacy ..... **1-866-206-2982**  
 Online refills ..... **kp.org/refill**  
 Call 48 hours in advance for refills.

**Physical Therapy** *By referral only*

**Hours:** M, Tu, Th, F, 8:30 a.m.-noon  
 and 1-4:30 p.m.;  
 W, 8:30 a.m.-noon and 2-4:30 p.m.  
 Information ..... **323-857-2476**  
 After-hours cancel ..... **323-857-2476**

**Radiology/Diagnostic Imaging**

- **Mammography**  
**Hours:** M-Th, 7:30 a.m.-2:45 p.m.  
 and 5-9 p.m.; F, 7:30 a.m.-2:45 p.m.;  
 walk-in mammograms available  
 Appts./Cancel/  
 Info./Msgs. .... **1-800-954-8000**
- **Radiology** *By referral only*  
**Hours:** M-F, 7:30 a.m.-5 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-800-954-8000**

**Security (Lost and Found)**

Information ..... **310-419-3333**

**8**

**Los Angeles Medical Center**

Hospital and Medical Offices  
 4867 W. Sunset Blvd.  
 Los Angeles, CA 90027  
**kp.org/losangeles**

- **Emergency**  
 4867 W. Sunset Blvd., 2nd Floor
- **Adult Urgent Care**  
 1526 N. Edgemont St., 1st Floor
- **Pediatric After-hours Care**  
 4700 W. Sunset Blvd., 4th Floor

Enter the medical offices north of 1526 N. Edgemont St. Enter the hospital on Barnsdall Avenue, north of Sunset Boulevard.

*See page 160 for facility map.*

**Emergency**

4867 W. Sunset Blvd., 2nd Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **323-783-4011**  
 Drive through drop-off on Barnsdall Ave.  
 or park at 1515 N. Vermont Ave.,  
 entrance on West Sunset Boulevard.

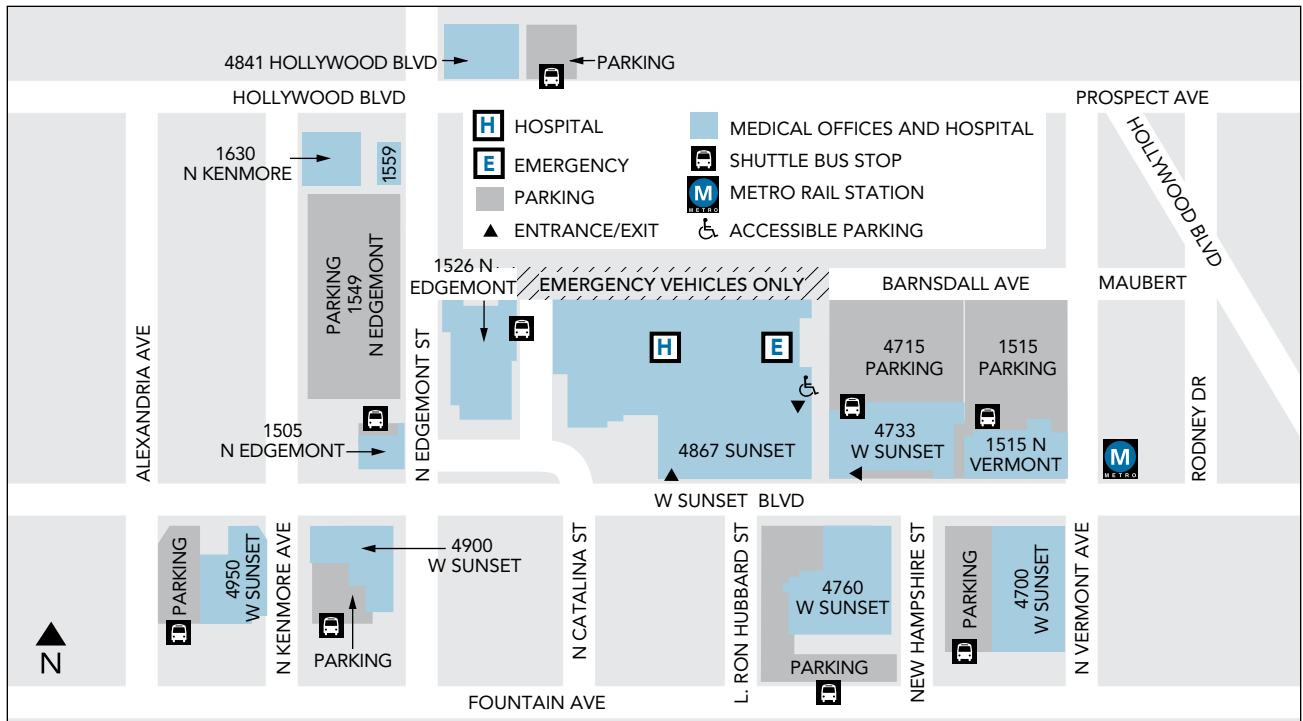
**Poison Control** ..... **1-800-222-1222**

Hospital parking located west of Vermont Avenue  
 Some services are also available at the following locations:

- **1505 N. Edgemont St.**  
 Adjacent parking for people with disability. Use parking lot at 1549 N. Edgemont St.
- **1526 N. Edgemont St.**  
 Use parking lot at 1549 N. Edgemont St.

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## Los Angeles Medical Center (hospital and medical offices)



Map not to scale

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- **4700 W. Sunset Blvd.**  
Adjacent parking
- **4760 W. Sunset Blvd.**  
Adjacent parking (limited).  
Parking also available at  
4700 W. Sunset Blvd.
- **4867 W. Sunset Blvd.**  
Use parking lot at  
1549 N. Edgemont St.
- **4900 W. Sunset Blvd.**  
Adjacent parking (limited).  
Parking also available at  
1549 N. Edgemont St.  
or 4950 W. Sunset Blvd.
- **4950 W. Sunset Blvd.**  
Adjacent parking
- **1515 N. Vermont Ave.**  
Adjacent parking
- **3699 Wilshire Blvd.**  
Underground parking

### Addiction Medicine

4700 W. Sunset Blvd., 1st Floor

**Walk-in:** M-F, 8:30 a.m.–4 p.m.

**Group meetings:** M-Th, 8:30 a.m.–9 p.m.;  
F, 8:30 a.m.–5 p.m.; Sa, 8:30 a.m.–12:30 p.m.  
Advice/Appts./Cancel/Msgs. ... **323-783-8206**

### Behavioral Health Care

#### Member Help Line

7 days, 24 hours..... **1-800-900-3277**

### Admitting

4867 W. Sunset Blvd., 1st Floor

**Hours:** 7 days, 24 hours

Information ..... **323-783-5941**

### Advice Nurse

Advice

(M-F, 7 a.m.–7 p.m.) ..... **1-800-954-8000**

After-hours advice (M-F, 7 p.m.–7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Allergy** *By referral only*

1515 N. Vermont Ave., 5th Floor

**Hours:** M, 9 a.m.-7 p.m.;

Tu-F, 9 a.m.-5:30 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

**Ambulatory Surgery Center (ASC)**

4760 W. Sunset Blvd., 2nd floor

**Hours:** M-F, 5:30 a.m.-5:30 p.m.

Information ..... **323-783-3745**

**Audiology** *Self-referrals accepted*

4900 W. Sunset Blvd., 6th Floor

**Hours:** M-F, 7:30 a.m.-5 p.m.

Appointments..... **1-800-954-8000**

**Bone Marrow Transplant (BMT) Clinic**

*By referral only*

1515 N. Vermont Ave., 8th Floor

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.

Information ..... **323-783-5414**

After-hours call Urgent Care at City of Hope,

**626-256-4673, ext. 65200**, and ask for

Kaiser Permanente BMT physician on call.

**Cafeteria**

Rejuvenate Café

4733 W. Sunset Blvd., 2nd Floor

**Hours:** M-F, 7 a.m.-9 p.m.;

Sa, Su, holidays, 8 a.m.-7 p.m.

**Cancer Information**

4867 W. Sunset Blvd.

Patient information ..... **1-888-606-0068**

**Cardiac Catheterization**

**Laboratory (Regional)** *By referral only*

4867 W. Sunset Blvd., 3rd Floor

**Hours:** M-F, 6:30 a.m.-8 p.m.

Appts./Info. .... **323-783-4079**

**Cardiac Surgery** *By referral only*

1526 N. Edgemont St., 3rd Floor

**Hours:** M-F, 7 a.m.-6 p.m.

Advice/Appts./

Cancel/Msgs. .... **323-783-4595**

**Cardiology** *By referral only*

1526 N. Edgemont St., 2nd Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Information ..... **323-783-4585**

**Cardiology Rehabilitation** *By referral only*

1515 N. Vermont Ave., 1st Floor

**Hours:** M, W, F, 7 a.m.-4 p.m.

Advice/Cancel..... **323-783-4302**

**Chaplain Services**

4867 W. Sunset Blvd., 1st Floor

Information ..... **323-783-8241**

**Conference Center**

1515 N. Vermont Ave., 1st Floor

**Continuing Care**

See Geriatrics/Palliative Medicine/

Continuing Care.

**Dermatology** *By referral only*

1515 N. Vermont Ave., 5th Floor

**Hours:** M-F, 8:30 a.m.-noon and 1:30-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

**Diabetes**

See Endocrinology/Diabetes/Rheumatology.

**Dialysis Unit** *By referral only*

▪ **Inpatient**

4867 W. Sunset Blvd., 6th Floor

**Hours:** 7 days, 24 hours

Advice/Msgs. .... **323-783-9651**

▪ **Outpatient**

4700 W. Sunset Blvd., 2nd Floor

**Hours:** M-Sa, 5 a.m.-10 p.m.

Advice/Msgs. .... **323-783-5579**

**Durable Medical Equipment**

**Phone hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-855-80KPDME**

**(1-855-805-7363)**

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### **Electrophysiology Services (Regional)**

*By referral only*

4867 W. Sunset Blvd., 3rd Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Info. .... **323-783-5850**

### **Endocrinology/Diabetes/Rheumatology**

*By referral only; consultations only*

4950 W. Sunset Blvd., 2nd Floor

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Information ..... **323-783-3432**

Messages ..... **1-800-954-8000**

### **Family Medicine**

4950 W. Sunset Blvd., 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

### **Financial Counseling**

4867 W. Sunset Blvd., 1st Floor

**Hours:** 7 days, 24 hours

Information ..... **323-783-7163**

### **Food and Nutrition (Inpatient)**

**Hours:** 7 days, 6:30 a.m.-7 p.m.

Information ..... **323-783-8143**

### **Gastroenterology (GI)/Liver Clinic**

*By referral only*

1526 N. Edgemont St.

Gastroenterology (GI), 6th Floor

Liver Clinic, 7th Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Appts./Msgs. .... **1-800-954-8000**

### **Genetics** *Referral preferred*

4900 W. Sunset Blvd., 3rd Floor

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Info./Cancel/Msgs. .... **323-783-5756**

### **Geriatrics/Palliative Medicine/**

**Continuing Care** *By referral only*

3699 Wilshire Blvd., 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **323-783-7047**

### **Gynecologic Oncology** *By referral only*

4900 W. Sunset Blvd., 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./Cancel. .... **323-783-4018**

### **Gynecology**

See Obstetrics-Gynecology.

### **Head and Neck Surgery** *By referral only*

Includes Maxillofacial Surgery

4900 W. Sunset Blvd., 6th Floor

**Hours:** M-F, 8:45 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

### **Health Education**

1515 N. Vermont Ave., 4th Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Info./Msgs. .... **323-783-4472**

Wellness Coaching

by Phone. .... **1-866-862-4295**

### **HearUSA/HEARx West Hearing Care Centers**

*By appointment only*

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

#### ▪ **Los Feliz**

2654 Griffith Park Blvd.

Los Angeles, CA 90039

Information. .... **323-906-1275**

#### ▪ **Pasadena**

3655 E. Foothill Blvd.

Pasadena, CA 91107

Information. .... **626-351-3226**

### **Hematology/Oncology** *By referral only*

1515 N. Vermont Ave., 8th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel. .... **1-800-954-8000**

### **HIV Clinic** *By referral only*

1505 N. Edgemont St., 2nd Floor

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Advice/Appts./Msgs. .... **1-800-954-8000**

**Home Health Care** *By referral only*

Consultation and admission  
3699 Wilshire Blvd., 3rd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
Information ..... **323-783-4375**

**Hospice** *By referral only*

Consultation and admission  
3699 Wilshire Blvd., 3rd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
Information ..... **323-783-7416**

**Hospital Cashier Office**

4867 W. Sunset Blvd., 1st Floor  
**Hours:** M-F, 8:30 a.m.-6 p.m.  
Information ..... **323-783-7905**

**Infectious Disease** *By referral only*

1505 N. Edgemont St., 2nd Floor  
**Hours:** M, W-F, 8:30 a.m.-5 p.m.;  
Tu, 8 a.m.-noon  
Advice/ Appts./Msgs. .... **1-800-954-8000**

**Infusion Center (Outpatient)** *By referral only*

1505 N. Edgemont St., 1st Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel ..... **323-783-3933**

**Inpatient Nursing**

Information ..... **323-783-8374**

**Insurance**

See Medical Correspondence/Insurance.

**Internal Medicine**

4950 W. Sunset Blvd., 3rd, 5th, and 6th Floors  
**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel ..... **1-800-954-8000**

**Interventional Radiology** *By referral only*

**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Pre-procedure/  
Post-procedure/  
Outpatient Clinic appts. .... **323-783-6033**

**Laboratory**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

- **4700 W. Sunset Blvd., 1st Floor**  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **323-783-7959**
- **4900 W. Sunset Blvd., 3rd Floor**  
**Hours:** M-F, 7 a.m.-6 p.m.  
Information ..... **323-783-3504**
- **4950 W. Sunset Blvd., 3rd Floor**  
**Hours:** M-Sa, 7 a.m.-6 p.m.;  
Su, 7 a.m.-3 p.m.; holidays, 7-11 a.m.  
Information ..... **323-783-3854**
- **1515 N. Vermont Ave., 2nd Floor**  
**Hours:** M-F, 7 a.m.-5 p.m.  
Information ..... **323-783-8219**

**Long-Term Care** *By referral only*

3699 Wilshire Blvd., 3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **323-783-1490**

**Mammography**

See Radiology/Diagnostic Imaging.

**Medical Correspondence/Insurance**

- **Main Office**  
3699 Wilshire Blvd., 3rd Floor  
**Hours:** M-F, 9 a.m.-4 p.m.  
Information ..... **323-783-2400**  
or **323-783-5288**
- **Satellite Office**  
(Drop box available)  
4733 W. Sunset Blvd., 2nd Floor  
**Hours:** M-F, 9 a.m.-4 p.m.  
Information ..... **323-783-2400**  
or **323-783-5288**

**Medical Library**

4733 W. Sunset Blvd., 1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.;  
secured access, please call first  
Information ..... **323-783-4687**

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### Member Services Offices

**Hours:** M-F, 9 a.m.-5 p.m.; closed holidays

- 1505 Edgemont St., G Floor
- 4950 W. Sunset Blvd., 1st Floor

#### ▪ Member Service Contact Center

**Phone hours:** 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY ..... **711**

### Metabolic Clinic *By referral only*

Regional Metabolic Center

4700 W. Sunset Blvd., 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **323-783-6970**

### Nephrology *By referral only*

4700 W. Sunset Blvd., 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **1-800-954-8000**

#### ▪ Home Dialysis

**Hours:** M-F, 9 a.m.-5:30 p.m.

Information..... **323-783-6535**

#### ▪ In-center Hemodialysis

**Hours:** M, 5 a.m.-Tu, 10 p.m.;

W, 5 a.m.-Th, 10 p.m.; F, 5 a.m.-Sa, 10 p.m.

Information ..... **323-783-5579**

or **323-783-5580**

### Neurogenetics Clinic *By referral only*

Regional Metabolic Center

4700 W. Sunset Blvd., 1st Floor

**Hours:** M, 8:30 a.m.-noon

Information ..... **323-783-6970**

### Neurology/Sleep Medicine *By referral only*

1505 N. Edgemont St., 5th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/ Msgs. .... **1-800-954-8000**

### Neurosurgery *By referral only*

1505 N. Edgemont St., 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-800-954-8000**

### Nuclear Medicine *By referral only*

1526 N. Edgemont St., 5th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **323-783-2233**

After-hours cancel ..... **1-800-954-8000**

### Nurse Clinic

4950 W. Sunset Blvd.

Atrium level, Nurse Clinic

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-800-954-8000**

### Obstetrics-Gynecology

4900 W. Sunset Blvd.

3rd, 4th, and 5th Floors

**Hours:** M-F, 8:30 a.m.-5 p.m.

#### ▪ Obstetrics Education (Women's Center)

4900 W. Sunset Blvd., 5th Floor

**Hours:** M-F, 8:50 a.m.-4:30 p.m.

Appts./Info./Msgs. .... **1-800-954-8000**

### Occupational Health Center

(Kaiser On-the-Job®)

1526 N. Edgemont St., 1st Floor

**Hours:** M-F, 7:30 a.m.-5 p.m.

Advice/Info./Msgs. .... **323-783-6621**

Medical treatment for work-related injuries and illnesses.

### Occupational Therapy *By referral only*

1526 N. Edgemont St., 4th Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Appts./Cancel..... **1-800-954-8000**

### Oncology

See Hematology/Oncology.

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.



**Orthopedics** *By referral only*

4760 W. Sunset Blvd., 1st Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-800-954-8000**

**Palliative Medicine**

See Geriatrics/Palliative Medicine/  
Continuing Care.

**Pediatrics/Teenage Medicine**

*Appointments preferred*

4700 W. Sunset Blvd.

Pediatrics, 3rd and 4th Floors

Teenage Medicine, 1st Floor

**Office hours:** M-F, 8:45 a.m.-4:30 p.m.

**After-hours Care:** M-F, 5-8:30 p.m.;

Sa, Su, holidays, 9 a.m.-4:30 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

School/camp forms, fees may apply.

**Pharmacies**

Mail-order Pharmacy ..... **1-866-206-2982**

Online refills ..... [kp.org/refill](http://kp.org/refill)

Call 48 hours in advance for refills.

▪ **1505 N. Edgemont Ave.**

Infectious Disease Clinic Pharmacy  
1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.;

closed holidays

Info./Refills by phone ..... **1-866-352-8649**

▪ **4700 W. Sunset Blvd.**

Pediatrics Pharmacy  
1st Floor

**Hours:** M-F, 8:30 a.m.-8:30 p.m.;

Sa, Su, 9 a.m.-4 p.m.; closed holidays

Info./Refills by phone ..... **1-866-352-8725**

▪ **4867 W. Sunset Blvd.**

**Hours:** 7 days, 24 hours

Info./Refills by phone ..... **1-866-879-3408**

▪ **4900 W. Sunset Blvd.**

Home Infusion Pharmacy

**Hours:** M-F, 9 a.m.-5:30 p.m.;

closed holidays

Information ..... **323-783-4014**

▪ **4904 W. Sunset Blvd.**

Building M Pharmacy  
1st Floor

**Hours:** M-F, 8:30 a.m.-6 p.m.;

closed holidays

Info./Refills by phone ..... **1-866-352-8690**

▪ **4950 W. Sunset Blvd.**

Building M Pharmacy  
Level M

**Hours:** M-F, 8:30 a.m.-6 p.m.;

closed holidays

Info./Refills by phone ..... **1-866-352-8669**

▪ **1515 N. Vermont Ave.**

2nd Floor

**Hours:** M-F, 8:30 a.m.-6 p.m.;

closed holidays

Info./Refills by phone ..... **1-866-352-9095**

**Physical Medicine and Rehabilitation**

*By referral only*

1526 N. Edgemont St., 3rd Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

**Physical Therapy** *By referral only*

1526 N. Edgemont St., 4th Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Advice/Appts./Cancel ..... **1-800-954-8000**

**Plastic Surgery**

4760 W. Sunset Blvd., 3rd Floor  
(Register on the 1st Floor)

**Hours:** M-F, 9 a.m.-5 p.m.

Information ..... **1-800-954-8000**

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### Psychiatry

4700 W. Sunset Blvd., 5th and 6th Floors

**Hours:** M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5 p.m.; Sa, 8:30 a.m.-12:30 p.m.

First-time appointments ..... **323-783-2621**

Advice/Cancel/Msgs. .... **323-783-2600**

#### ▪ Behavioral Health Care

##### Member Help Line

7 days, 24 hours ..... **1-800-900-3277**

### Pulmonary Function Testing (PFT)

*By referral only*

1526 N. Edgemont St.

**Hours:** M-F, 7 a.m.-5 p.m.

Advice/Msgs. .... **1-800-954-8000**

Appts./Cancel ..... **323-783-2972**

### Pulmonary Rehabilitation *By referral only*

1515 N. Vermont Ave., 1st Floor

**Hours:** M, W, F, 1:30-3:30 p.m.

Advice/Cancel ..... **1-800-954-8000**

### Pulmonology *By referral only*

1515 N. Vermont Ave., 1st Floor

**Hours:** M, W, F, 8:30 a.m.-5 p.m.;

Tu, 8:30 a.m.-noon

Information ..... **323-783-4858**

### Radiation Oncology *By referral only*

#### ▪ 4950 W. Sunset Blvd.

**Office hours:** M-F, 7:30 a.m.-7 p.m.

**Treatment hours:** M-F, 8 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. .... **323-783-2841**

#### ▪ Ontario Medical Center

2295 Vineyard Ave.

Ontario, CA 91761

**Office hours:** M-F, 7:30 a.m.-7 p.m.

**Treatment hours:** M-F, 8 a.m.-7 p.m.

Advice/Appts./

Cancel/Msgs. .... **909-724-2022**

### Radiology/Diagnostic Imaging

*By referral only*

#### ▪ 1505 N. Edgemont St., Ground Floor

**Hours:** M-F, 7:30 a.m.-5 p.m.

Appts./Cancel ..... **323-783-2662**

#### ▪ 4760 W. Sunset Blvd., 1st Floor

**Hours:** M-F, 8 a.m.-5:30 p.m.

Appts./Cancel ..... **323-783-4567**

#### ▪ 4867 W. Sunset Blvd., 2nd Floor

**Hours:** 7 days, 24 hours

Main number ..... **323-783-5384**

Lead Tech ..... **323-783-7662**

#### ▪ 4950 W. Sunset Blvd., 3rd Floor

**Hours:** M-F, 8 a.m.-6 p.m.

Appts./Cancel ..... **323-783-3853**

#### ▪ 1515 N. Vermont Ave., 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Main number ..... **323-783-8547**

Lead Tech ..... **323-783-7662**

#### ▪ CT and Ultrasound *By referral only*

1526 N. Edgemont St., basement

**Hours:** 7 days, 7 a.m.-11 p.m.

Advice/Appts./Msgs. .... **323-783-2662**

Automated cancel ..... **1-800-954-8000**

#### ▪ Mammography

1505 N. Edgemont St., Ground Floor

**Hours:** M-F, 8 a.m.-6 p.m.;

Sa, 8 a.m.-3:30 p.m.

Appts./Msgs. .... **323-783-7880**

Automated cancel ..... **1-800-954-8000**

#### ▪ MRI *By referral only*

1526 N. Edgemont St., basement

1559 N. Edgemont St.

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Msgs. .... **323-783-2662**

### Renal Genetics Clinic *By referral only*

Regional Metabolic Center

4700 W. Sunset Blvd., 1st Floor

**Hours:** M, 8:30 a.m.-noon

Information ..... **323-783-6970**

### Rheumatology

See Endocrinology/Diabetes/Rheumatology.

## Security

- **Security Services and Command Center Operations**  
4715 W. Sunset Blvd.  
**Hours:** 7 days, 24 hours  
For security emergencies, please dial **911**, then call the Security Command Center at **323-783-7777**.
- **Security Leadership/Administration**  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information.....**323-783-5965**

## Sigmoidoscopy

1526 N. Edgemont St.  
Gastroenterology (GI), 6th Floor  
**Hours:** M-F, 7:30 a.m.-4 p.m.  
Cancel/Msgs. ....**323-783-8898**  
If you're 50 or younger, you'll need a referral.

## Social Medicine

1505 N. Edgemont St., 1st Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
**After-hours (on-site social worker):**  
Social Workers are available in the hospital 7 days, 24 hours  
Social Worker Office .....**323-783-1358**  
Information .....**323-783-4371**

## Speech and Language Pathology

*By referral only*  
1505 N. Edgemont St., 4th Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
Advice/Appts./Cancel..... **1-800-954-8000**

## Spine Surgery *By referral only*

1505 N. Edgemont St., 4th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-800-954-8000**

## Sports Medicine

4760 W. Sunset Blvd., 1st Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-800-954-8000**

## Surgery *By referral only*

4760 W. Sunset Blvd., 3rd Floor  
(Register on the 1st Floor)  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Msgs. .... **1-800-954-8000**

- **Ambulatory Surgery**  
4760 W. Sunset Blvd., 2nd Floor  
**Hours:** M-F, 5 a.m.-6 p.m.  
Information ..... **1-800-954-8000**

- **Discharge**  
4760 W. Sunset Blvd., 2nd Floor  
**Recovery:** M-F, 7:30 a.m.-5:30 p.m.  
**Discharge:** M-F, 9:30 a.m.-6 p.m.  
Information.....**323-783-3741**

- **Preadmission Center (PAC)**  
1505 N. Edgemont St., 1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information.....**323-783-2555**

## Teenage Medicine

See Pediatrics/Teenage Medicine.

## Transplant Services *By referral only*

- **Blood and marrow**  
1515 N. Vermont Ave., 8th Floor  
Information.....**323-783-1958**

- **Heart**  
4733 W. Sunset Blvd.  
1526 N. Edgemont St., 2nd Floor  
Information.....**323-783-8945**

- **Liver**  
1526 N. Edgemont St., 7th Floor  
Information.....**323-783-5138**

- **Lung**  
4733 W. Sunset Blvd, 1st Floor  
Information.....**323-783-8945**

After-hours call **323-783-2712** for transplant coordinator or on-call transplant physician.

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### Travel Advisory

4950 W. Sunset Blvd.  
Atrium level, Nurse Clinic  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **1-800-954-8000**

### Urgent Care/After-Hours Care

#### ▪ Adult Medicine

1526 N. Edgemont St., 1st Floor  
**Hours:** 7 days, 8 a.m.-10 p.m.;  
includes holidays; will see medical  
and surgical walk-ins

#### ▪ Pediatrics

4700 W. Sunset Blvd., 4th Floor  
**Hours:** M-F, 5-8:30 p.m.;  
Sa, Su, holidays, 9 a.m.-4:30 p.m.  
Advice/ Appts./Cancel/Msgs.  
(M-F, 9 a.m.-5 p.m.) ..... **1-800-954-8000**  
After-hours advice  
(M-F, 7 p.m.-7 a.m.; Sa, Su, holidays,  
24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Urology *By referral only*

4900 W. Sunset Blvd., 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-800-954-8000**

#### ▪ Urology Nurse Walk-in Clinic

**Hours:** M-F, 8:30 a.m.-noon  
and 1:30-4:30 p.m.

### Utilization Management

4867 W. Sunset Blvd., 4th Floor  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Information ..... **323-783-7156**

### Vision Essentials by Kaiser Permanente

#### ▪ Ophthalmology

1515 N. Vermont Ave., 6th and 7th Floors  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Advice/ Appts./  
Cancel/Msgs. .... **1-800-954-8000**

#### ▪ Optical Center

Eyeglasses  
1515 N. Vermont Ave., 6th Floor  
**Hours:** M-Th, 8 a.m.-6 p.m.;  
F, 8 a.m.-5:30 p.m.; Sa, 8 a.m.-4 p.m.  
**Contact lenses:** M-F, 8:30 a.m.-5 p.m.  
Advice/Msgs. .... **323-783-4118**  
Website..... **kp2020.org**

#### ▪ Optometry

1515 N. Vermont Ave., 6th Floor  
**Hours:** M-Th, 7:30 a.m.-5:30 p.m.;  
F, 7:30 a.m.-5 p.m.; Sa, 8 a.m.-4 p.m.  
Advice/ Appts./  
Cancel/Msgs. .... **1-800-954-8000**

### Volunteer Services

4715 W. Sunset Blvd.  
Basement, Security Office  
**Hours:** M-F, 8 a.m.-4 p.m.  
Information ..... **323-783-8109**  
or **323-783-8119**



### Mental Health Center

765 W. College St.  
Los Angeles, CA 90012  
**kp.org/losangeles**

*By referral only*

**Visiting hours:** M-F, 7:30-8:30 p.m.;  
Sa, Su, holidays, 1-3 p.m. and 7:30-8:30 p.m.  
Information ..... **213-580-7200**

We don't encourage children younger  
than 14 to visit.

10

**Pasadena Medical Offices**

**Urgent Care**

3280 E. Foothill Blvd.  
Pasadena, CA 91107  
[kp.org/losangeles](http://kp.org/losangeles)

**Advice Nurse**

Advice  
(M-F, 7 a.m.-7 p.m.) ..... **1-800-954-8000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Allergy** *By referral only*

**Hours:** Tu, Th, 9 a.m.-4:30 p.m.,  
appointment recommended  
Appts./Info. .... **1-800-954-8000**

**Conservative Spine Back Care Clinic**

*By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **626-583-2322**

**Dermatology** *By referral only*

**Hours:** Tu, 8:30 a.m.-5 p.m.  
Appts./Info. .... **1-800-954-8000**

**Family Medicine** *By appointment only*

4th Floor  
**Hours:** M-Th, 8:30 a.m.-7 p.m.;  
F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-noon  
Appts./Info. .... **1-800-954-8000**

**Gynecology**

See Obstetrics-Gynecology.

**Laboratory**

**Hours:** M-Th, 8 a.m.-7 p.m.;  
F, 8 a.m.-5 p.m.; Sa, 8-11:45 a.m.  
Information ..... **1-800-954-8000**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Mammography**

See Radiology/Diagnostic Imaging.

**Nurse Clinic**

*Walk-in or by appointment*  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.;  
Sa, 8:30-11:30 a.m.  
Appts./Info. .... **1-800-954-8000**

**Obstetrics-Gynecology** *By appointment only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Registration..... **1-800-954-8000**

**Orthopedics** *By referral only*

**Hours:** M-F, 8:30 a.m.-4 p.m.  
Appts./Info. .... **1-800-954-8000**

**Pediatrics** *By appointment only*

4th Floor  
**Hours:** M-Th, 8:30 a.m.-7 p.m.;  
F, 8:30 a.m.-5 p.m.; Sa, 8:30 a.m.-noon  
Appts./Info. .... **1-800-954-8000**

**Pharmacy**

**Hours:** M-F, 8 a.m.-9 p.m.;  
Sa, Su, holidays, 8 a.m.-4 p.m.  
Info./Refills by phone ..... **1-866-248-1408**  
Mail-order Pharmacy..... **1-866-206-2982**  
Online refills..... [kp.org/refill](http://kp.org/refill)  
Call 48 hours in advance for refills.

**Physical Medicine** *By referral only*

**Hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **626-583-3435**

**Physical Therapy** *By referral only*

**Hours:** M-F, 7:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **626-583-3435**

**Podiatry** *By referral only*

**Hours:** Tu, 1:30-5 p.m.  
Information ..... **1-800-954-8000**

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## Psychiatry

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Cancel/Msgs. .... **323-783-2600**

First time appt. .... **323-783-2621**

### ▪ Behavioral Health Care

#### Member Help Line

7 days, 24 hours..... **1-800-900-3277**

## Radiology/Diagnostic Imaging

Appts./Cancel/Msgs. .... **1-800-954-8000**

### ▪ Bone Density *By referral only*

**Hours:** M-F, 10:30 a.m.-4:30 p.m.

### ▪ CT Scan *By referral only*

**Hours:** 7 days, 8 a.m.-8:30 p.m.

### ▪ Mammography

**Hours:** M, 9:30 a.m.-5:15 p.m.;

Tu-F, 8:30 a.m.-5:15 p.m.;

Sa, Su 8:30 a.m.-4 p.m.

### ▪ Radiology/X-ray

*By referral only; Walk-in or by appointment*

**Hours:** 7 days, 8 a.m.-8:30 p.m.

### ▪ Ultrasound *By referral only*

**Hours:** 7 days, 8 a.m.-8:30 p.m.

## Urgent Care

*Walk-in only*

**Hours:** 7 days, 8 a.m.-8:30 p.m.;

includes holidays

Advice/Appts./

Cancel/Msgs. .... **1-800-954-8000**

After-hours advice ..... **1-888-576-6225**

## ● 11 Playa Vista Medical Offices

5620 Mesmer Ave.

Culver City, CA 90230

[kp.org/westlosangeles](http://kp.org/westlosangeles)

## Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-800-954-8000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

## Family Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **1-800-954-8000**

Information ..... **310-737-4800**

## Internal Medicine

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **1-800-954-8000**

## Laboratory

Clinical laboratory

**Hours:** M-F, 7:30 a.m.-5 p.m.

Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

## Obstetrics-Gynecology

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **1-800-954-8000**

## Pharmacy

**Hours:** M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone ..... **1-866-391-2679**

Mail-order Pharmacy..... **1-866-206-2982**

Online refills..... [kp.org/refill](http://kp.org/refill)

Call 48 hours in advance for refills.

## Radiology/Diagnostic Imaging

*By referral only*

**Hours:** M-F, 8 a.m.-12:30 p.m.

and 1:30-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-954-8000**

## 12 Santa Monica Medical Offices

1450 10th St.  
 Santa Monica, CA 90401  
*Scheduled to open 2016.*  
**1-800-954-8000**

### Services will include:

- Dermatology
- Laboratory
- Nurse Clinic
- Pediatrics
- Pharmacy
- Podiatry
- Primary care

## 13 South Los Angeles Medical Offices

1550 W. Manchester Ave.  
 Los Angeles, CA 90047  
**kp.org/westlosangeles**

### Advice Nurse

Advice  
 (M-F, 7 a.m.-7 p.m.) ..... **1-800-954-8000**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine *By appointment only*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel ..... **1-800-954-8000**

### Laboratory *Walk-in available*

Clinical laboratory  
**Hours:** M-F, 7:30 a.m.-4:30 p.m.  
 Results..... **1-888-4 KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Pediatrics

**Hours:** M-F, 8:30 a.m.-4:15 p.m.  
 Appts./Cancel ..... **1-800-954-8000**

### Pharmacy

**Hours:** M-F, 9 a.m.-5:30 p.m.  
 Info./Refills by phone ..... **1-866-699-9744**  
 Mail-order Pharmacy ..... **1-866-206-2982**  
 Online refills ..... **kp.org/refill**  
 Call 48 hours in advance for refills.

### Radiology/Diagnostic Imaging

- **Mammography**  
**Hours:** M, Tu, Th, F, 8:30 a.m.-12:30 p.m.  
 and 1:30-4:45 p.m.;  
 W, 9:15 a.m.-12:30 p.m.  
 and 1:30-4:45 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-800-954-8000**
- **Radiology *By referral only***  
**Hours:** M, Tu, Th, F, 8:30 a.m.-12:30 p.m.  
 and 1:30-4:45 p.m.;  
 W, 9:15 a.m.-12:30 p.m.  
 and 1:30-4:45 p.m.  
 Appts./Cancel/  
 Info./Msgs. .... **1-800-954-8000**

▲ 14 | **Vision Essentials by Kaiser Permanente, Inglewood**

The Marketplace at  
Hollywood Park  
3451 W. Century Blvd., Ste. B-3  
Inglewood, CA 90303  
**kp2020.org**

**Optical Center**

Eyeglasses

**Hours:** M-F, 7 a.m.-5:15 p.m.;

Sa, 7-11:30 a.m. and 12:30-3 p.m.

Appts./Cancel ..... **1-800-954-8000**

Eyeglasses status ..... **310-419-3365**

Website ..... **kp2020.org**

**Optometry**

**Hours:** M-F, 7 a.m.-5 p.m.;

Sa, 7-11:30 a.m. and 12:30-3 p.m.

Appts./Cancel ..... **1-800-954-8000**

▲ 15 | **Vision Essentials by Kaiser Permanente, La Cienega**

1843½ La Cienega Blvd.  
Los Angeles, CA 90035  
**kp2020.org**

**Optical Center**

Contact lenses, eyeglasses

**Hours:** M-Th, 7 a.m.-6:15 p.m.;

F, 7 a.m.-5 p.m.; Sa, 7-11:30 a.m.

and 12:30-3 p.m.

Appts./Cancel ..... **1-800-954-8000**

Contact lenses ..... **323-857-2836**

Eyeglasses status ..... **323-857-2673**

Website ..... **kp2020.org**

No contact lens service on Saturdays.

**Optometry**

**Hours:** M-Th, 7 a.m.-6:30 p.m.;

F, 7 a.m.-5 p.m.;

Sa, 7-11:30 a.m. and 12:30-3 p.m.

Appts./Cancel ..... **1-800-954-8000**

▲ 16 | **Vision Essentials by Kaiser Permanente, Pasadena**

1055 E. Colorado Blvd.  
Ste. 100  
Pasadena, CA 91106  
**kp2020.org**

**Optical Center**

Contact lenses, eyeglasses

**Hours:** M-F, 7:30 a.m.-5:30 p.m.;

Sa, 7:30 a.m.-3:30 p.m.

**Contact lenses:** M-F, 8 a.m.-5 p.m.

Eyeglasses status ..... **626-440-5659**

Website ..... **kp2020.org**

**Optometry**

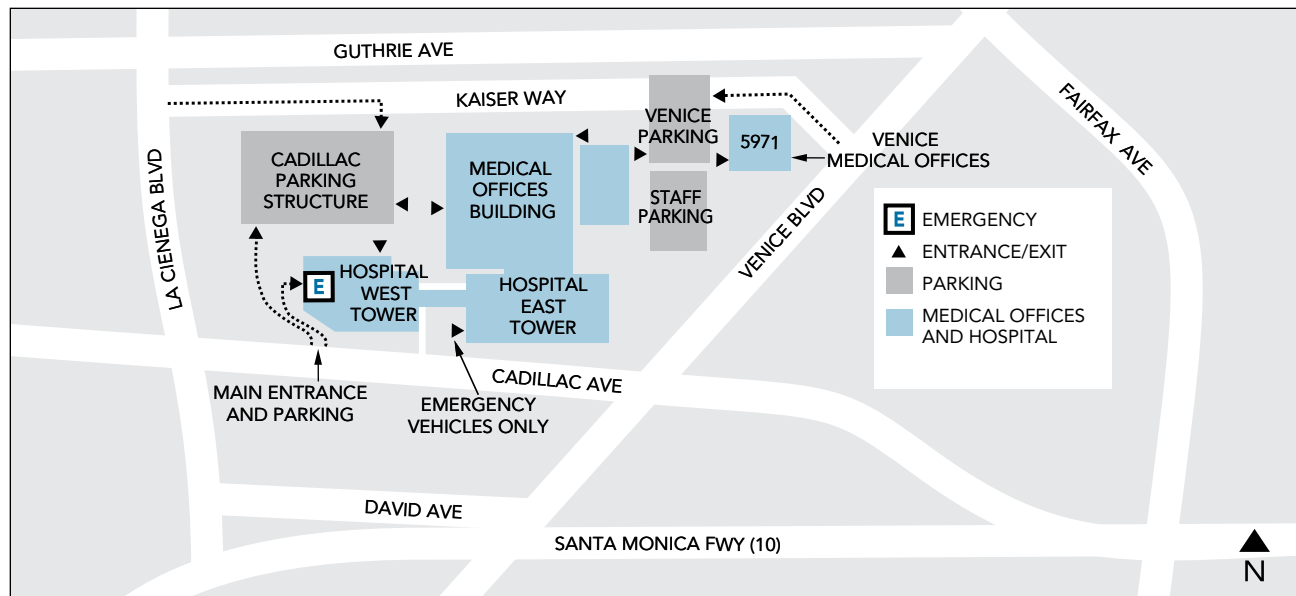
**Hours:** M-F, 7:30 a.m.-6 p.m.;

Sa, 7:30 a.m.-3 p.m.

Appts./Cancel ..... **626-440-5659**



## West Los Angeles Medical Center (hospital and medical offices)



Map not to scale

### 17 West Los Angeles Medical Center

Hospital and Medical Offices  
6041 Cadillac Ave.  
Los Angeles, CA 90034

[kp.org/westlosangeles](http://kp.org/westlosangeles)

#### Emergency

Hospital West Tower, 1st Floor

- **Adult Urgent Care**

Medical Offices Building  
1st Floor

- **Pediatric After-hours Care**

Venice Medical Offices, 1st Floor

#### Emergency

Hospital West Tower, 1st Floor

**Hours:** 7 days, 24 hours

Information ..... **323-857-2000**

#### Urgent Care/After-Hours

Adult Medicine, Pediatrics

Medical Offices Building

Information ..... **323-857-2000**

**Poison Control** ..... **1-800-222-1222**

Some services are also available at the following location:

- **Venice Medical Offices**

5971 Venice Blvd.

Parking available at

Venice Parking Structure

#### Admitting

**Hours:** 7 days, 24 hours

Information ..... **323-857-2141**

#### Advice Nurse

Advice

(M-F, 7 a.m.-7 p.m.) ..... **1-800-954-8000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**

**(1-888-576-6225)**

#### After-Hours Care

See Urgent Care/After-Hours.

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### **Ambulatory Treatment Center**

*By referral only*

Medical Offices Building, 3rd Floor  
Department 332

**Hours:** M-Sa, 7:30 a.m.-5 p.m.

Appointments.....**323-857-2475**

### **Audiology** *Self-referrals accepted*

Venice Medical Offices  
4th Floor, Department 462

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. ....**323-857-5505**

### **Cafeteria**

Hospital West Tower, basement

**Full service hours:** M-F, 7-9:30 a.m.,  
11 a.m.-2 p.m. and 4:30-6:45 p.m.

**Grab-n-Go service hours:** M-F, 3-4:30 p.m.

**Grill hours:** M-F, 11 a.m.-2 p.m.;

M, W, F, 5:30-6:30 p.m.

**Self-service hours:** Sa, Su, 7:30-9:30 a.m.,  
11:30 a.m.-1:15 p.m. and 5-6:45 p.m.

Information .....**323-857-4336**

### **Cardiology** *By referral only*

Medical Offices Building  
2nd Floor, Ste. 240

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./

Msgs. (routine).....**1-800-954-8000**

Appts./Cancel/

Info. (procedures).....**323-857-3290**

### **Dermatology** *By referral only*

Venice Medical Offices  
4th Floor, Department 460

**Hours:** M-Th, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.; F, 8:30 a.m.-12:30 p.m.

Appts./Cancel/Msgs. ....**1-800-954-8000**

### **Durable Medical Equipment**

**Phone hours:** M-F, 8:30 a.m.-5 p.m.

Information .....**1-855-80KPDME**  
**(1-855-805-7363)**

### **EEG**

See Neurology.

### **Endocrinology** *By referral only*

Medical Offices Building, 1st Floor, Ste. 154

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/

Info./Msgs. ....**1-800-954-8000**

Fax .....**323-900-7663**

### **Family Medicine**

Medical Offices Building, 1st Floor  
Department 150

**Hours:** M-F, 7:30 a.m.-4:30 p.m.

Appts./Cancel/

Info./Msgs. ....**1-800-954-8000**

### **Financial Counselor**

**Hours:** 7 days, 5 a.m.-11:30 p.m.

Information .....**323-857-3804**

### **Gastroenterology (GI)** *By referral only*

Medical Offices Building, 2nd Floor  
Ste. 220 and 230

**Hours:** M-F, 8:30 a.m.-5:30 p.m.

Appts./Msgs./

Cancel (routine).....**1-800-954-8000**

Appts./Cancel

(procedures)\* .....**323-857-2067**

\*Please note your physician's office may call the above number to book routine appointments for you.

### **Genetic Counseling** *Referral preferred*

Medical Offices Building, 4th Floor  
Department 447

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Cancel/Msgs. ....**323-857-2074**

### **Gift Shop**

Medical Offices Building, 1st Floor  
Department 147

**Hours:** M-F, 9 a.m.-6 p.m.; Sa, noon-4 p.m.

Information .....**323-857-4022**

**Gynecology**

See Obstetrics-Gynecology.

**Head and Neck Surgery** *By referral only*

Medical Offices Building, 4th Floor  
Department 450

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Advice/Info./Msgs. .... **323-857-2735**  
Appts./Cancel ..... **323-857-5505**  
Surgery scheduling..... **323-857-4200**

**Health Education**

Medical Offices Building, 1st Floor  
Department 148

**Hours:** M-Th, 9 a.m.-1 p.m.  
and 2-4 p.m.; F, 9 a.m.-2 p.m.  
Information ..... **323-857-2414**

**Healthy Living Store**

Hospital West Tower, 1st Floor

**Hours:** M-F, 9 a.m.-5 p.m.  
Information ..... **323-857-4065**

**HearUSA/HEARx West Hearing Care Centers**

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and weekends, by appointment only

- **Marina Del Rey**  
4345 Glencoe Ave., Ste. C-12A  
Los Angeles, CA 90292  
Information..... **310-881-6597**
- **West Los Angeles**  
1268 S. La Cienega Blvd.  
Los Angeles, CA 90066  
Information..... **310-854-0473**

**Hematology/Oncology** *By referral only*

Medical Offices Building, 4th Floor  
Department 420

**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel ..... **323-857-4141**  
Messages ..... **1-800-954-8000**

**Immunizations (Adult)**

Venice Medical Offices, 1st Floor  
Department 131

**Hours:** M-F, 8-11:45 a.m.  
and 1-3:45 p.m.  
Appointments..... **1-800-954-8000**  
Travel injections and medications by  
appointment only. Walk-ins are available  
for all other shots. Please note that some  
injections may require a Physician’s order.  
Please check with your Physician prior to  
coming to the Adult Immunization clinic.

**Immunizations (Child)**

*No appointment needed*

Venice Medical Offices, 1st Floor

**Hours:** M-F, 8:30-11:30 a.m.  
and 1:30-4:30 p.m.  
Information ..... **1-800-954-8000**

**Infectious Disease/HIV Clinic**

*By referral and self-referral*

Medical Offices Building, 2nd Floor  
Internal Medicine 2C

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-800-954-8000**  
Fax ..... **323-857-2474**

**Insurance**

Medical Offices Building, basement  
Department B52

**Hours:** M-F, 9 a.m.-noon and 1:30-4:45 p.m.  
Information ..... **323-857-2751**

**Internal Medicine**

Medical Offices Building, 2nd Floor  
Venice Medical Offices, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/  
Info./Msgs. .... **1-800-954-8000**

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### Laboratory

Clinical laboratory, outpatient services  
Medical Offices Building, basement  
Department B45

**Hours:** M-F, 6:30 a.m.-7 p.m.;

Sa, 6:30 a.m.-noon

Information ..... **323-857-2792**

#### ▪ Venice Laboratory

Venice Medical Offices

**Hours:** M-F, 8:30 a.m.-5 p.m.

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Medical Library

Medical Offices Building, basement  
Department B55

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **323-857-3925**

Email ..... **wla.library@kp.org**

The Medical Library offers educational and  
informational materials and resources.

### Member Services Office

Medical Offices Building, 2nd Floor  
Department 239

**Hours:** M-F, 9 a.m.-5 p.m.

#### ▪ Member Service Contact Center

**Phone hours:** 7 days, 24 hours  
(closed holidays)

English ..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects ..... **1-800-757-7585**

TTY ..... **711**

### Mohs Surgery *By referral only*

Venice Medical Offices  
4th Floor, Department 460

**Hours:** Tu-Th, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.

Msgs. only ..... **1-800-954-8000**

### Nephrology *By referral only*

Kidney specialist  
Medical Offices Building, 4th Floor  
Department 435

**Hours:** M-F, 8:30 a.m.-4 p.m.

Information ..... **1-800-954-8000**

### Neurology *By referral only*

Medical Offices Building, 4th Floor  
Ste. 444

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel ..... **1-800-954-8000**

#### ▪ EEG *By referral only*

Messages ..... **323-857-2443**

Fax ..... **323-857-3721**

### Obstetrics-Gynecology

Medical Offices Building, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **1-800-954-8000**

See also Women's Health Center.

### Occupational Health Center (Kaiser On-the-Job®)

Venice Medical Offices  
4th Floor, Department 462

**Hours:** M-F, 8:30 a.m.-5 p.m.

Advice/Appts./Cancel/

Info./Msgs. .... **310-202-3030**

Medical treatment for work-related  
injuries and illnesses.

### Occupational Therapy *By referral only*

Medical Offices Building, 1st Floor  
Department 140

**Hours:** M-F, 7:30 a.m.-5:45 p.m.

Advice/Info./Msgs. .... **323-857-2458**

Appts./Cancel (24 hours) ..... **323-857-2476**

## Oncology

See Hematology/Oncology.

## Ophthalmology *By referral only*

Medical Offices Building, basement  
Department B25

**Office hours:** M-F, 7:30 a.m.-5 p.m.

**Phone hours:** M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **323-857-1163**

## Optical Center/Optomety

See Vision Essentials by Kaiser Permanente on page 172.

## Orthopedics *By referral only*

Medical Offices, 1st Floor  
Department 144

**Office hours:** M-F, 8 a.m.-4:30 p.m.

**Phone hours:** M-F, 8 a.m.-4:15 p.m.

Appts./Cancel/Msgs. .... **323-857-2731**

## Pediatrics

Venice Medical Offices, 1st Floor

**Office hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info. .... **1-800-954-8000**

**After-hours Care:** M-F, 5-8:30 p.m.;

Sa, Su, holidays, 9 a.m.-6:30 p.m.

For care after these hours, call the  
Emergency Department at **323-857-2000**.

## Pharmacies

Mail-order Pharmacy..... **1-866-206-2982**

Online refills..... **kp.org/refill**

Call 48 hours in advance for refills.

### ■ 24-hour Pharmacy

Medical Offices Building, 1st Floor  
Department 155

**Hours:** 7 days, 24 hours

Info./Refills by phone..... **1-866-391-2673**

### ■ Venice Pharmacy

Venice Medical Offices  
1st Floor, Department 165

**Hours:** M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone..... **1-866-391-2676**

## Physical Medicine and Rehabilitation

*By referral only*

Medical Offices Building, 1st Floor  
Department 142 and 103

**Hours:** M-F, 8:30 a.m.-4:45 p.m.

Cancel/Msgs. .... **323-857-3373**

After-hours cancel ..... **323-857-3682**

## Physical Therapy *By referral only*

Medical Offices Building, 1st Floor  
Department 140

**Hours:** M-F, 7:30 a.m.-5:45 p.m.

Advice/Info./Msgs. .... **323-857-2458**

Appts./Cancel (24 hours)..... **323-857-2476**

## Plastic Surgery *By referral only*

Medical Offices Building, 1st Floor  
Department 156

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Advice/Info./Msgs. .... **323-857-2758**

Appts./Cancel ..... **323-857-2763**

Surgery scheduling..... **323-857-2777**

## Podiatry *By referral only*

**Phone hours:** M-F, 8 a.m.-4:15 p.m.

Appts./Cancel/Info./Msgs. .... **323-857-4034**

## Pulmonary *By referral only*

Medical Offices Building, 2nd Floor  
Department 248

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/  
Info./Msgs. .... **1-800-954-8000**

Fax ..... **323-857-2296**

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### Radiology/Diagnostic Imaging

- **Bone Densitometry/X-ray** *By referral only*  
Venice Medical Offices  
Basement, Department 062  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information.....**323-857-2421**
- **Breast Imaging/Mammography**  
*By referral only*  
Medical Offices Building, 1st Floor  
Department 120  
**Hours:** M-F, 7:30 a.m.-6:45 p.m.  
Appts./Cancel/  
Info./Msgs. ....**323-857-2421**
- **Interventional Radiology** *By referral only*  
Medical Offices Building, 1st Floor  
Department 120  
**Phone hours:** M-F, 8 a.m.-5:30 p.m.,  
outpatient scheduling  
Appts./Cancel/Info. ....**323-857-2248**
- **Nuclear Medicine** *By referral only*  
Hospital East Tower, 1st Floor  
Department 105  
**Hours:** M-F, 8 a.m.-5:30 p.m.  
Appts./Cancel/  
Info./Msgs. ....**323-857-2741**
- **Radiology** *By referral only*  
CT Scan, Fluoroscopy, general X-ray,  
MRI, Ultrasound  
Medical Offices Building, 1st Floor  
Department 120  
**Hours:** Hours may vary  
Appts./Cancel/Info. ....**323-857-2421**

### Release of Medical Information/Subpoena

Medical Offices Building  
Basement, Department B51  
**Hours:** M-F, 8 a.m.-5 p.m.  
Information .....**323-857-2695**

### Respiratory Care

*By referral only*

Medical Offices Building, 2nd Floor  
Department 248  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Respiratory Care/  
Sleep Lab ..... **1-800-954-8000**

### Rheumatology

*By referral only*

Medical Offices Building, 2nd Floor  
**Hours:** M, W-F, 8:30 a.m.-4:45 p.m.;  
Tu, 8:30 a.m.-12:30 p.m.  
Appts./Cancel/  
Info./Msgs. .... **1-800-954-8000**  
Fax ..... **323-857-2926**

### Security (Lost and Found)

Cadillac Parking Structure, 1st Floor  
**Hours:** 7 days, 24 hours  
Information ..... **323-857-3379**

### Social Medicine

Medical Offices Building, 2nd Floor  
Department 239  
**Office/phone hours:** M-F, 8:30 a.m.-5 p.m.  
**After-hours (on-site social worker):**  
M-F, 5-11 p.m.; Sa, Su, 9 a.m.-11 p.m.;  
holidays, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **323-857-2329**

### Speech Therapy

*By referral only*

Venice Medical Offices  
Basement, Department 066  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
Appts./Cancel (24 hours)..... **323-857-2476**  
Messages ..... **323-857-2815**

### Subpoena

See Release of Medical  
Information/Subpoena.

### Surgery (General)

*By referral only*

Medical Offices Building, 3rd Floor  
Department 356  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Advice/Info. .... **323-857-2171**  
Appts./Cancel ..... **323-857-1218**

### Surgery Scheduling

Medical Offices Building, 3rd Floor  
Department 347

**Hours:** M-F, 8 a.m.-4:30 p.m.

Scheduler ..... **323-857-3919**

General Surgery ..... **323-857-2046**  
or **323-857-3919**

Gynecology ..... **323-857-4200**

Head and Neck ..... **323-857-4200**

Ophthalmology ..... **323-857-3525**

Orthopedics/Podiatry ..... **323-857-4186**

Plastic Surgery ..... **323-857-2777**

Pre-op day surgery ..... **323-857-2842**

Urology ..... **323-857-2643**

Vascular Surgery ..... **323-857-3340**

### Urgent Care/After-Hours

Medical Offices Building, 1st Floor  
Department 132

**Hours:** M-F, 9 a.m.-9 p.m.;

Sa, Su, 8 a.m.-9 p.m.

For care after these hours, call the Emergency  
Department at **323-857-2000**.

### Urology *By referral only*

Medical Offices Building, 3rd Floor  
Department 344

**Office hours:** M-F, 9 a.m.-5 p.m.

**Phone hours:** M-F, 8:30 a.m.-4:50 p.m.

Appts./Cancel/Msgs. .... **323-857-2371**

### Volunteer Services

Hospital East Tower  
Basement, Department B03

**Hours:** M-F, 8 a.m.-4 p.m.

Information ..... **323-857-2240**

Call us for hospital volunteer information,  
including pet therapy patient visit teams.

### Women's Health Center (Ob-Gyn)

Medical Offices Building, 4th Floor  
Department 447

**Hours:** M-F, 7:30 a.m.-4:30 p.m.

Appts./Info./Msgs. .... **1-800-954-8000**

Emergency contraception, pregnancy testing,  
and prenatal registration.

- **High Risk Perinatal Services**

Medical Offices Building, 4th Floor  
Department 446

Information ..... **323-857-2044**

- **Lactation Clinic**

**Hours:** M-F, 9 a.m.-4:30 p.m.

Appts./Breastfeeding/

Info./Msgs. .... **323-857-4121**

Prenatal and postpartum lactation  
consultations. For childbirth, Lamaze,  
and breastfeeding classes, call Health  
Education at **323-298-3300**.

### Wound Care Clinic *By referral only*

Medical Offices Building, 1st Floor  
Department 154

**Hours:** M-Th, 7 a.m.-3:30 p.m.;

F, 7-11 a.m.

Advice/Info./Msgs. .... **323-857-3306**







Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

## Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

- English..... **1-800-464-4000**
- Spanish..... **1-800-788-0616**
- Chinese dialects ..... **1-800-757-7585**
- TTY..... **711**

## Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

- Information ..... **1-888-956-1616**
- Website ..... **kp.org/finddoctors**

## TTY for the Hearing or Speech Impaired

- California Relay Service..... **711**



## CONNECT TO YOUR HEALTH

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App Store<sup>SM</sup> or Google Play®.



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# Orange County Area



# Area Locations

- 1 Aliso Viejo Medical Offices** .....186  
 24502 Pacific Park Dr.  
 Aliso Viejo, CA 92656  
 ♿ DHCS survey results: Limited and medical equipment access (P, E, EB, T)
- 2 Alton/Sand Canyon Medical Offices** .....186  
 6650 and 6670 Alton Pkwy.  
 Irvine, CA 92618  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 3 Anaheim Hills Medical Offices** .....190  
 5475 E. La Palma Ave., Ste. 201  
 Anaheim, CA 92807  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 4 Anaheim Kraemer Medical Offices** .....190  
 3430 and 3460 E. La Palma Ave.  
 Anaheim, CA 92806  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 5 Barranca Medical Offices** .....193  
 6 Willard  
 Irvine, CA 92604  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 6 Brea Medical Offices** .....194  
 1900 E. Lambert Rd.  
 Brea, CA 92821  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 7 East Street Offices** .....195  
 1011 S. East St.  
 Anaheim, CA 92805
- 8 Euclid Medical Offices** .....195  
 1188 N. Euclid St.  
 Anaheim, CA 92801  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 9 Foothill Ranch Medical Offices** .....197  
 26882 Towne Centre Dr.  
 Foothill Ranch, CA 92610  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | See page 293 for further explanation of abbreviations.

- **10 Garden Grove Medical Offices** .....197  
**Urgent Care (walk-in)**  
 12100 Euclid St.  
 Garden Grove, CA 92840  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **11 Harbor Corporate Park**.....199  
 3601 S. Harbor Blvd.  
 Santa Ana, CA 92704  
 ♿ DHCS survey results: Limited access (P, E, EB, IB, R)
- **12 Harbor-MacArthur Medical Offices** .....199  
**Urgent Care (walk-in)**  
 3401 S. Harbor Blvd.  
 Santa Ana, CA 92704  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **13 Health Pavilion** .....201  
 200 N. Lewis St.  
 Orange, CA 92868  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **14 Huntington Beach Medical Offices** .....201  
 18081 Beach Blvd.  
 Huntington Beach, CA 92648  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **15 La Palma Medical Offices** .....202  
 5 Centerpointe Dr.  
 La Palma, CA 90623  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ **16 Laguna Hills Offices** .....203  
 23041 Avenida De La Carlota  
 Laguna Hills, CA 92653  
*Scheduled to open fall 2016.*
- **17 Lakeview Medical Offices** .....204  
 411 N. Lakeview Ave.  
 Anaheim, CA 92807  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **18 Mission Viejo Medical Offices** .....205  
**Urgent Care (walk-in)**  
 23781 Maquina Ave.  
 Mission Viejo, CA 92691  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- **19 Orange County-Anaheim Medical Center**...207  
**Emergency**  
 3440 E. La Palma Ave.  
 Anaheim, CA 92806

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P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | **See page 293 for further explanation of abbreviations.**

■ 20 **Orange County-Irvine Medical Center**.....210  
**Emergency**  
 6640 Alton Pkwy.  
 Irvine, CA 92618

▲ 21 **Radiation Oncology Center**.....212  
 3410 E. La Palma Ave.  
 Anaheim, CA 92806

▲ 22 **Rehabilitation Pavilion**.....212  
 4201 W. Chapman Ave.  
 Orange, CA 92868  
 ♿ DHCS survey results: Limited access (P, E, EB, R)

● 23 **San Juan Capistrano Medical Offices** .....213  
 30400 Camino Capistrano  
 San Juan Capistrano, CA 92675  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

● 24 **Santa Ana Medical Offices** .....214  
 1900 E. 4th St.  
 Santa Ana, CA 92705  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

▲ 25 **Target Clinic, Care provided by Kaiser Permanente West Fullerton Target**.....215  
**No emergency services**  
 1893 W. Malvern Ave.  
 Fullerton, CA 92833

▲ 26 **Tustin Executive Center**.....216  
 17542 E. 17th St.  
 Tustin, CA 92780

● 27 **Tustin Ranch Medical Offices** .....216  
 2521 Michelle Dr.  
 Tustin, CA 92780  
 ♿ DHCS survey results: Limited and medical equipment access (P, E, IB, R, T)

▲ 28 **Xerox Centre Administrative Offices**.....218  
 1851 E. 1st St.  
 Santa Ana, CA 92705

● 29 **Yorba Linda Medical Offices** .....218  
 22550 Savi Ranch Pkwy.  
 Yorba Linda, CA 92887  
 ♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

# Location Details

## ● 1

### Aliso Viejo Medical Offices

24502 Pacific Park Dr.  
Aliso Viejo, CA 92656  
[kp.org/orangecounty](http://kp.org/orangecounty)

#### Administration

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **949-425-3211**

#### Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) ..... **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

#### Family Medicine/Internal Medicine

3rd Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** M-F, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

#### Laboratory

Blood-draw only

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

#### Pharmacy

2nd Floor

**Hours:** M-F, 9 a.m.-12:30 p.m.

and 1:30-5:30 p.m.

Info./Refills by phone ..... **1-866-352-9101**

Online refills ..... [kp.org/refill](http://kp.org/refill)

#### Psychiatry

2nd Floor

**Hours:** M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **714-644-6480**

#### Behavioral Health Care

##### Member Help Line

7 days, 24 hours ..... **1-800-900-3277**

## ● 2

### Alton/Sand Canyon Medical Offices

6670 Alton Pkwy., Building 1

6650 Alton Pkwy., Building 2

Irvine, CA 92618

[kp.org/orangecounty](http://kp.org/orangecounty)

#### Administration

Information ..... **949-932-5488**

#### Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) ..... **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

#### Audiology *Self-referrals accepted*

Building 1, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

#### Cardiology Consultations *By referral only*

Building 2, 6th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Cardiology Procedures** *By referral only*

Building 2  
**Hours:** M-F, 8 a.m.-5:45 p.m.  
 Appts./Cancel/Msgs. .... **949-932-5300**

**Chemotherapy Infusion Center (Adult)**

*By referral only*  
 Building 2, 4th Floor  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Appts./Cancel/Msgs. .... **949-932-2520**

**Gastroenterology (GI)** *By referral only*

Building 2, 6th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

**Gastrointestinal (GI) Procedures**

*By referral only*  
 Building 2, 6th Floor  
**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7:30 a.m.-6 p.m.  
 Appts./Cancel/Info. .... **714-644-2440**

**General Surgery**

See Surgery (General).

**Gynecology**

See Women’s Health.

**Head and Neck Surgery** *By referral only*

Building 1, 3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

**Healthy Bones Care Management**

*By referral only*  
 Building 2, 1st Floor  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Appts./Cancel/Msgs. .... **949-932-5112**

**Health Education**

Building 2, 5th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**  
 Perinatal Education..... **949-932-2576**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**

**Healthy Living Store**

1st Floor  
**Hours:** M-F, 9:30 a.m.-noon  
 and 1-4:30 p.m.  
 Information ..... **949-932-2707**

**Hematology/Oncology Clinic** *By referral only*

Building 2, 4th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

**Internal Medicine**

- **Infectious Disease** *By referral only*  
 Building 1, 3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**
- **Pre-operative Clearance Clinic**  
 Building 2, 4th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

**Laboratory**

Building 2, 1st Floor  
**Hours:** M-F, 7 a.m.-7 p.m.;  
 Sa, Su, 7 a.m.-3 p.m.  
 Information ..... **1-888-988-2800**  
 Results..... **1-888-4KPTEST**  
 (**1-888-457-8378**)

Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

**Mammography**

See Radiology/Diagnostic Imaging.

**Member Services Office**

Building 2, 1st Floor  
**Office hours:** M-F, 9 a.m.-12:15 p.m.  
 and 1:30-5 p.m.

- **Member Service Contact Center**  
**Phone hours:** 7 days, 24 hours  
 (closed holidays)  
 English..... **1-800-464-4000**  
 Spanish ..... **1-800-788-0616**  
 Chinese dialects..... **1-800-757-7585**  
 TTY ..... **711**

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**Nephrology** *By referral only*

Building 2, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Neurodiagnostics (EEG)** *By referral only*

Building 2, 2nd Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Neurology** *By referral only*

Building 2, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Nutrition Education (Outpatient)**

*By referral only*

Building 2, 1st Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **949-932-6757**

Individual appointments with a dietitian.

**Obstetrics-Gynecology**

See Women's Health.

**Occupational Health Center  
(Kaiser On-the-Job®)**

Building 1, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours

can be seen in Urgent Care or Emergency

Advice/Appts./Info./Msgs. .... **714-644-6450**

Medical treatment for work-related injuries and illnesses and DOT physicals.

**Orthopedics** *By referral only*

Building 1, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Palliative Medicine** *By referral only*

Building 2, 2nd Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **949-932-7722**

**Pharmacies**

Online refills ..... **kp.org/refill**

▪ **Main pharmacy**

Building 2, 1st Floor

**Hours:** 7 days, 24 hours

Info./Refills by phone ..... **1-866-353-5093**

▪ **Oncology Infusion Pharmacy**

Building 2, 4th Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Information ..... **949-932-2530**

**Physical Medicine** *By referral only*

Building 1, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Physical/Occupational Therapy**

*By referral only*

Building 1, 1st Floor

**Hours:** M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Msgs. .... **1-855-881-0752**

**Plastic Surgery**

See Surgery (Plastic).

**Pulmonary Function Testing (PFT)**

*By referral only*

Building 2, 1st Floor

**Hours:** M-F, 8:15 a.m.-4:15 p.m.

Appts./Cancel/Msgs. .... **949-932-5300**

6-minute walks and home oxygen needs.

Call your practitioner's office for test results.

**Pulmonology** *By referral only*

Building 1, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Radiology/Diagnostic Imaging**

Building 2, 1st Floor

▪ **Bone Density** *By referral only*

**Hours:** M-F, 7:30 a.m.-4 p.m.

Information ..... **949-932-5112**

▪ **CT Scan** *By referral only*

**Hours:** M-F, 6:30 a.m.-6:30 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**



- **Fluoroscopy** *By referral only*  
Hours: M-F, 9 a.m.-2 p.m.  
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **Mammography**  
Hours: M-F, 7:30 a.m.-4:30 p.m.  
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **MRI** *By referral only*  
Hours: M-F, 7 a.m.-8:30 p.m.;  
Sa, Su, 8 a.m.-6 p.m.  
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **Nuclear Medicine** *By referral only*  
Hours: M-F, 8 a.m.-4:30 p.m.  
Appts./Cancel/Info./Msgs. ... **714-223-3028**
- **Ultrasound** *By referral only*  
Hours: M-F, 8 a.m.-4:30 p.m.  
Appts./Cancel/Info./Msgs. ... **714-223-3028**  
Call your practitioner's office  
for test results.

**Respiratory Therapy** *By referral only*  
Building 2, 1st Floor  
Hours: M-F, 8:15 a.m.-4:15 p.m.  
Appts./Cancel/Msgs. .... **949-932-5300**

**Speech Pathology** *By referral only*  
Building 1, 3rd Floor  
Hours: M-F, 9 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**SurgiCenter**  
Building 1, 2nd Floor  
Hours: M-F, 6 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. .... **949-932-5150**

**Surgery (General)** *By referral only*  
Building 1, 1st Floor  
Hours: M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Surgery (Plastic)** *By referral only*  
Building 1, 4th Floor  
Hours: M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Surgery (Vascular)** *By referral only*  
Building 2, 2nd Floor  
Hours: M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Urology** *By referral only*  
Building 1, 4th Floor  
Hours: M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Vascular Surgery**  
See Surgery (Vascular).

**Vascular Ultrasound Lab** *By referral only*  
Building 2, 2nd Floor  
Hours: M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Women's Health**  
Building 2, 3rd Floor  
Hours: M-F, 7 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

- **Antenatal Testing (non-stress)**  
*By referral only*
- **Gynecologic Oncology** *By referral only*
- **Maternal/Fetal Medicine** *By referral only*
- **Obstetrics-Gynecology**
- **Urogynecology** *By referral only*
- **Mother Infant Lactation Center (MILC)**  
*Self-referral and by appointment only*  
Hours: M-F, 9 a.m.-2:30 p.m.  
Appts./Info./Msgs. .... **949-932-5892**

**Women's Health**  
Building 2, 2nd Floor  
Hours: M-F, 7 a.m.-3 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

- **Genetics**  
Hours: M-F, 9 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **714-254-2704**
- **Infertility and Reproductive Endocrinology**  
*By referral only*

**Wound and Ostomy Care** *By referral only*  
Buildings 1 and 2  
Hours: M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

▲ 3

**Anaheim Hills  
Medical Offices**

5475 E. La Palma Ave., Ste. 201  
Anaheim, CA 92807  
[kp.org/orangecounty](http://kp.org/orangecounty)

**Dermatology** *By referral only*

2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

● 4

**Anaheim Kraemer  
Medical Offices**

3460 E. La Palma Ave., Building 1  
3430 E. La Palma Ave., Building 2  
Anaheim, CA 92806  
[kp.org/orangecounty](http://kp.org/orangecounty)

**Administration**

Building 2, 1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **714-644-2483**

**Advice Nurse**

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-888-988-2800**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Audiology** *Self-referral accepted*

Building 1, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Cancer Care Center**

- Building 2, 6th Floor
- **Adult Chemotherapy Infusion**  
**Hours:** M-F, 8 a.m.-10:30 p.m.  
Appts./Cancel/Msgs. .... **714-644-7903**
  - **Pediatric Hematology/Oncology**  
**Hours:** M-F, 7 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **714-644-4824**

**Cardiology Consultations** *By referral only*

Building 2, 5th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Cardiology Procedures** *By referral only*

Building 2, 5th Floor  
**Hours:** M-F, 8 a.m.-5:45 p.m.  
Appts./Cancel/Msgs. .... **949-932-5300**

**Gastroenterology (GI)** *By referral only*

Building 1, 4th Floor  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Gastrointestinal (GI) Procedures**

*By referral only*  
Building 1, 4th Floor  
**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-6 p.m.  
Appts./Cancel/Info. .... **714-644-2440**

**General Surgery**

See Surgery (General).

**Gynecology**

See Women's Health.

**Head and Neck Surgery** *By referral only*

Building 1, 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

**Healthy Bones Care Management**

*By referral only*  
Building 1, 3rd Floor  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Appts./Cancel/Msgs. .... **714-644-2139**

**Healthy Living Store**

Building 2, 1st Floor  
**Hours:** M-F, 9:30 a.m.-noon  
and 1-4:30 p.m.  
Information ..... **714-644-2708**

**Hematology/Oncology Clinic** *By referral only*

Building 2, 6th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Infectious Disease** *By referral only*

Building 1, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Laboratory**

Blood-draw only

- **Building 1, 1st Floor**

**Hours:** M-F, 9 a.m.-1 p.m. and 1:30-5 p.m.

- **Building 2, 1st Floor**

**Hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, 7 a.m.-3 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results or check lab results online at [kp.org](http://kp.org).

**Mammography**

See Radiology/Diagnostic Imaging.

**Maxillofacial Surgery** *By referral only*

Building 1, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Member Services Office**

Building 1, 1st Floor

**Office hours:** M-F, 9 a.m.-12:15 p.m. and 1:30-5 p.m.

- **Member Service Contact Center**

**Phone hours:** 7 days, 24 hours (closed holidays)

English ..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects ..... **1-800-757-7585**

TTY ..... **711**

**Nephrology and Peritoneal Dialysis**

*By referral only*

Building 1, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Neurodiagnostic Testing (EEG)**

*By referral only*

Building 1, 2nd Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Neurology** *By referral only*

Building 1, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Neurosurgery** *By referral only*

Building 1, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Nutrition Education (Outpatient)**

*By referral only*

Building 2, 6th Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **714-644-6738**

Individual appointments with a dietitian.

**Obstetrics-Gynecology**

See Women's Health.

**Occupational Health Center (Kaiser On-the-Job®)**

Building 1, 1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours can be seen in Urgent Care or Emergency Advice/Appts./Info./Msgs. .... **714-644-6450**

Medical treatment for work-related injuries and illnesses and DOT physicals.

**Orthopedics** *By referral only*

Building 1, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

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**Palliative Medicine** *By referral only*

Building 2, 6th Floor

**Hours:** M-F, 8 a.m.-4 p.m.

Information ..... **714-644-7722**

**Pediatric Hematology/Oncology Infusion**

*By referral only*

Building 2, 6th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **714-644-4824**

**Pharmacies**

Online refills ..... [kp.org/refill](http://kp.org/refill)

▪ **24-hour Outpatient Pharmacy**

Building 2, 1st Floor

Info./Refills by phone ..... **1-866-523-8007**

▪ **Oncology Infusion Pharmacy**

Building 2, 6th Floor

**Hours:** M-F, 8 a.m.-6 p.m.

Information ..... **714-644-2535**

**Physical/Occupational Therapy**

*By referral only*

Building 1, 1st Floor

**Physical Therapy hours:**

M-F, 7:30 a.m.-5 p.m.

**Occupational Therapy hours:**

M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-855-881-0752**

**Podiatry** *By referral only*

Building 1, 2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Pulmonary Function Testing (PFT)**

*By referral only*

Building 1, 3rd Floor

**Hours:** M-F, 8:15 a.m.-4:15 p.m.

Appts./Cancel/Info./Msgs. .... **949-932-5300**

6-minute walks and home oxygen needs.

Call your practitioner's office for test results.

**Pulmonology** *By referral only*

Building 1, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Radiation Oncology Center** *By referral only*

**Clinic hours:** M-F, 8:30 a.m.-5 p.m.

**Treatment hours:** M-F, 8 a.m.-6 p.m.

Appts./Cancel/Msgs. .... **714-644-6030**

**Radiology/Diagnostic Imaging**

▪ **Building 1, 3rd Floor**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **714-223-3028**

▪ **Building 2, 1st Floor**

**Hours:** M-F, 7 a.m.-9 p.m.;

Sa, Su, 7 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **714-223-3028**

▪ **Mammography**

Building 2, 1st Floor

**Hours:** M-F, 7:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **714-223-3028**

Call your practitioner's office

for test results.

**Speech Pathology** *By referral only*

Building 1, 3rd Floor

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**SurgiCenter**

Building 2, 2nd Floor

**Hours:** M-F, 6 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **714-644-2888**

**Surgery (General/Vascular)** *By referral only*

Building 2, 4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Urology** *By referral only*

Building 2, 3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Vascular Ultrasound Lab** *By referral only*  
 Building 2, 4th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

**Women's Health**  
 Building 2, 3rd Floor  
**Hours:** M-F, 7 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

- **Antenatal Testing (non-stress)**  
*By referral only*
- **Genetics**  
**Hours:** M-F, 9 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. ... **714-254-2704**
- **Gynecologic Oncology** *By referral only*
- **Maternal/Fetal Medicine** *By referral only*
- **Obstetrics-Gynecology**
- **Urogynecology** *By referral only*
- **Mother Infant Lactation Center (MILC)**  
*Self-referral and by appointment only*  
**Hours:** M-F, 8 a.m.-4 p.m.  
 Appts./Info./Msgs. .... **714-644-5604**

**5** | **Barranca Medical Offices**  
 6 Willard  
 Irvine, CA 92604  
 (Major cross streets are Jeffrey Rd. and Barranca Pkwy.)  
**kp.org/orangecounty**

**Administration**  
 2nd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **949-262-5780**

**Advice Nurse**  
 Advice (7 days a week, 7 a.m.-7 p.m.) ..... **1-888-988-2800**  
 After-hours advice (M-F, 7 p.m.-7 a.m.; Sa, Su, 24 hours) ..... **1-888-KPONCALL (1-888-576-6225)**

**Allergy** *By referral only*  
 1st Floor  
**Office hours:** M, W-F, 8:30 a.m.-5 p.m.; Tu, 8:30 a.m.-6 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**  
**Injection hours:** Tu, 10:30 a.m.-noon and 1:30-5:30 p.m.; Th, 10-11:30 a.m.  
 Information ..... **1-888-988-2800**

**Dermatology** *By referral only*  
 1st Floor  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

**Endocrinology** *By referral only*  
 2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

**Family Medicine/Internal Medicine**  
 2nd Floor  
**Office hours:** M, Tu, Th, 8:30 a.m.-7 p.m.; W, F, 8:30 a.m.-5 p.m.  
**Nurse Clinic hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
 Advice (routine)/Appts./Cancel/Msgs. .... **1-888-988-2800**  
 Advice (urgent/after-hours) ..... **1-888-KPONCALL (1-888-576-6225)**

**Laboratory**  
 Blood-draw only  
 1st Floor  
**Hours:** M-F, 7:30 a.m.-5 p.m.  
 Information ..... **1-888-988-2800**  
 Results ..... **1-888-4KPTEST (1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

**Mohs/Dermatology Services**  
*By referral only*  
 Microscopic skin cancer surgery  
 1st Floor  
**Hours:** M-F, 8 a.m.-4 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

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### Pediatrics

2nd Floor

**Office hours:** M, Tu, 8:30 a.m.–7 p.m.;

W–F, 8:30 a.m.–5 p.m.

**Nurse Clinic hours:** M–F, 8:30 a.m.–5 p.m.

**Phone hours:** 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

For school/camp forms, call Medical  
Correspondence at East Street Offices  
in Anaheim. Fees may apply.

### Pharmacy

1st Floor

**Hours:** M, Tu, 9 a.m.–7 p.m.;

W–F, 9 a.m.–5 p.m.

Info./Refills by phone ..... **1-866-353-5005**

Online refills ..... **kp.org/refill**

### Radiology/Diagnostic Imaging

1st Floor

**Hours:** M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

Call your practitioner's office for test results.

Mammography available at Alton/Sand  
Canyon, Anaheim Kraemer, Euclid,  
Garden Grove, Harbor–MacArthur, Mission  
Viejo, and Santa Ana Medical Offices.

### Rheumatology *By referral only*

2nd Floor

**Hours:** M–F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

## 6

### Brea Medical Offices

1900 E. Lambert Rd.

Brea, CA 92821

**kp.org/orangecounty**

### Administration

**Hours:** M–F, 7:30 a.m.–4:30 p.m.

Information ..... **714-672-5100**

### Advice Nurse

Advice (7 days a week,

7 a.m.–7 p.m.) ..... **1-888-988-2800**

After-hours advice (M–F, 7 p.m.–7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine

**Office hours:** M, Tu, 8 a.m.–7 p.m.;

W, Th, 8 a.m.–5 p.m.; F, 7 a.m.–5 p.m.

**Nurse Clinic hours:** M–F, 8:30 a.m.–4:30 p.m.

**Phone hours:** 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-576-6225**

### Laboratory

Blood-draw only

**Hours:** M, Tu, 7:30 a.m.–6:45 p.m.;

W, Th, 7:30 a.m.–5 p.m.; F, 7:15 a.m.–5 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

**Pediatrics**

**Office hours:** M, Tu, 8 a.m.-7 p.m.;  
 W, Th, 8 a.m.-5 p.m.; F, 7 a.m.-5 p.m.  
**Nurse Clinic hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
 Advice (routine)/Appts./  
 Cancel/Msgs. .... **1-888-988-2800**  
 Advice  
 (urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

For school/camp forms, call Medical Correspondence at East Street Offices in Anaheim. Fees may apply.

**Pharmacy**

**Hours:** M, Tu, 9 a.m.-7 p.m.;  
 W-F, 9 a.m.-5 p.m.  
 Info./Refills by phone ..... **1-866-352-9316**  
 Online refills..... **kp.org/refill**

**Radiology/Diagnostic Imaging**

**Hours:** M-F, 9 a.m.-12:30 p.m.  
 and 1:45-5 p.m.  
 Appts./Cancel/Info./Msgs. .... **714-223-3028**  
 Call your practitioner's office for test results.  
 Mammography available at Alton/Sand Canyon, Anaheim Kraemer, Euclid, Garden Grove, Harbor-MacArthur, Mission Viejo, and Santa Ana Medical Offices.

**▲ 7 East Street Offices**

1011 S. East St.  
 Anaheim, CA 92805  
**kp.org/orangecounty**

**Business Services**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Local business office ..... **714-284-6670**  
 Third-party billing..... **1-877-426-4173**  
 Third-party liens..... **1-877-426-4173**  
 ■ **Medical Financial Assistance (MFA) Program**  
 Information..... **1-866-399-7696**  
 Anaheim Admitting MFA ..... **714-644-2888**  
 Financial Counselors ..... **714-223-3355**  
 Irvine Admitting MFA..... **949-932-2881**

**Health Information Management**

**Hours:** M-F, 8 a.m.-4:30 p.m.  
 Information ..... **714-284-6900**  
 ■ **Decedent Affairs**  
**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
 Information..... **714-284-6635**

**Medical Correspondence/Release of Medical Information**

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 9 a.m.-5 p.m.  
 KP SCAL Centralized  
 Scanning Center..... **714-284-6600**  
 Release of medical  
 information ..... **714-284-6634**  
 For copies of medical records, disability and FMLA forms. Fees may apply.  
 This department does not accept or request outside records.

**● 8 Euclid Medical Offices**

1188 N. Euclid St.  
 Anaheim, CA 92801  
**kp.org/orangecounty**

**Administration**

2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **714-254-2747**

**Advice Nurse**

Advice (7 days a week,  
 7 a.m.-7 p.m.) ..... **1-888-988-2800**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Endocrinology** *By referral only*

4th Floor  
**Hours:** M, F, 8 a.m.-5 p.m.;  
 Tu-Th, 7 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**  
*Scheduled to move to Lakeview Medical Offices, summer 2016.*

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### Family Medicine/Internal Medicine

3rd Floor

**Office hours:** M, 8 a.m.-7 p.m.;

Tu-Th, 7 a.m.-7 p.m.; F, 8 a.m.-5 p.m.

**Nurse Clinic hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Genetics *Referral preferred*

2nd Floor

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **714-254-2704**

### Laboratory

Blood-draw only

1st Floor

**Hours:** M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-5 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Pediatric Cardiology *By referral only*

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatric Endocrinology *By referral only*

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatric Infectious Disease *By referral only*

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatrics

2nd Floor

**Office hours:** M, 8 a.m.-7 p.m.;

Tu-Th, 7 a.m.-7 p.m.; F, 8 a.m.-5 p.m.

**Nurse Clinic (4th Floor) hours:**

M-F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

For school/camp forms, call Medical  
Correspondence at East Street Offices  
in Anaheim. Fees may apply.

### Pharmacy

1st Floor

**Hours:** M, Tu, Th, 9 a.m.-7 p.m.;

W, F, 9 a.m.-5 p.m.

Info./Refills by phone ..... **1-866-352-9393**

Online refills ..... **kp.org/refill**

### Psychiatry

5th Floor

**Hours:** M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **714-644-6480**

#### Behavioral Health Care

**Member Help Line**

7 days, 24 hours ..... **1-800-900-3277**

### Radiology/Diagnostic Imaging

1st Floor

**Office hours:** M-Th, 8 a.m.-7 p.m.;

F, 8 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

**Mammography hours:** M-Th, 9 a.m.-5 p.m.;

F, 9 a.m.-2 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

Call your practitioner's office for test results.



● 9

**Foothill Ranch  
Medical Offices**

26882 Towne Centre Dr.  
Foothill Ranch, CA 92610  
[kp.org/orangecounty](http://kp.org/orangecounty)

**Administration**

Information ..... **949-455-8500**

**Advice Nurse**

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-888-988-2800**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Family Medicine**

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice (routine)/Appts./  
Cancel/Msgs. .... **1-888-988-2800**  
Advice  
(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Laboratory**

Blood-draw only  
**Hours:** M-F, 8:30 a.m.-1 p.m. and 2-5 p.m.  
Information ..... **1-888-988-2800**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**  
Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Pediatrics**

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice (routine)/Appts./  
Cancel/Msgs. .... **1-888-988-2800**  
Advice  
(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Pharmacy**

**Hours:** M-F, 9 a.m.-1 p.m. and 2 p.m.-5 p.m.  
Info./Refills by phone ..... **1-800-922-2000**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

**Psychiatry**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. .... **714-644-6480**  
▪ **Behavioral Health Care**  
**Member Help Line**  
7 days, 24 hours ..... **1-800-900-3277**

**Radiology/Diagnostic Imaging**

**Hours:** M-F, 8:30 a.m.-1 p.m. and 2-5 p.m.  
Appts./Cancel/Info./Msgs. .... **714-223-3028**  
Call your practitioner's office for test results.  
Mammography available at Alton/Sand  
Canyon, Anaheim Kraemer, Euclid,  
Garden Grove, Harbor-MacArthur, Mission  
Viejo, and Santa Ana Medical Offices.

● 10

**Garden Grove  
Medical Offices**

**Urgent Care (walk-in)**  
12100 Euclid St.  
Garden Grove, CA 92840  
[kp.org/orangecounty](http://kp.org/orangecounty)

**Administration**

1st Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
Information ..... **714-741-3580**

**Advice Nurse**

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-888-988-2800**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Allergy** *By referral only*

2nd Floor  
**Office hours:** M, 8:30 a.m.-6 p.m.;  
Tu-F, 8:30 a.m.-5 p.m.  
**Injections hours:** M, 10:30 a.m.-noon  
and 1:30-5:30 p.m.; W, 1:30-4:30 p.m.;  
F, 8:30 a.m.-noon and 1:30-4:30 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

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### **Dermatology** *By referral only*

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### **Extended Hours Clinic**

#### **(Family Medicine and Pediatrics)**

2nd and 3rd Floors

**Hours:** M-F, 6-9 p.m.;

Sa, Su, holidays, 9 a.m.-9 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### **Family Medicine/Internal Medicine**

**Office hours:** M-F, 8 a.m.-5 p.m.

**Nurse Clinic (3rd Floor) hours:**

M-F, 8 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### **Gynecology**

See Women's Health.

### **Laboratory**

1st Floor

**Hours:** M-F, 7 a.m.-9 p.m.;

Sa, 7 a.m.-9 p.m.; Su, 8:30 a.m.-9 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### **Mammography**

See Radiology/Diagnostic Imaging.

### **Member Services Office**

1st Floor

**Office hours:** M-F, 9 a.m.-12:15 p.m.

and 1:30-5 p.m.

#### ▪ **Member Service Contact Center**

**Phone hours:** 7 days, 24 hours

(closed holidays)

English ..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects ..... **1-800-757-7585**

TTY ..... **711**

### **Obstetrics-Gynecology**

See Women's Health.

### **Pediatrics**

**Office hours:** M-F, 8 a.m.-5 p.m.

**Nurse Clinic (2nd Floor) hours:**

M-F, 8 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

For school/camp forms, call Medical  
Correspondence at East Street Offices  
in Anaheim. Fees may apply.

### **Pharmacy**

1st Floor

**Hours:** 7 days, 9 a.m.-9 p.m.;

includes holidays

Info./Refills by phone ..... **1-866-352-9934**

Online refills ..... **kp.org/refill**

### **Podiatry** *By referral only*

2nd Floor

**Hours:** M-F, 7:30 a.m.-3:30 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Radiology/Diagnostic Imaging**

1st Floor

**Office hours:** M-F, 8 a.m.-9 p.m.;

Sa, Su, 9 a.m.-9 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

**Mammography hours:** M-F, 8 a.m.-6:30 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

Call your practitioner’s office for test results.

**Urgent Care** *Walk-in*

1st Floor

**Hours:** 7 days, 9 a.m.-9 p.m.

**Women’s Health (Ob-Gyn)**

2nd Floor

**Hours:** M-F, 7 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**▲ 11 Harbor Corporate Park**

3601 S. Harbor Blvd.  
 Santa Ana, CA 92704  
[kp.org/orangeounty](http://kp.org/orangeounty)

**Physical Therapy** *By referral only*

1st Floor

**Hours:** M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Info./Msgs. .... **1-855-881-0752**

**Psychiatry**

1st Floor

**Hours:** M-Th, 7:30 a.m.-7 p.m.;

F, 7:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **714-644-6480**

▪ **Behavioral Health Care**

**Member Help Line**

7 days, 24 hours..... **1-800-900-3277**

**● 12 Harbor-MacArthur Medical Offices**

**Urgent Care (walk-in)**

3401 S. Harbor Blvd.

Santa Ana, CA 92704

[kp.org/orangeounty](http://kp.org/orangeounty)

**Administration**

2nd Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Information ..... **714-830-6500**

**Advice Nurse**

Advice (7 days a week,

7 a.m.-7 p.m.) ..... **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**

**(1-888-576-6225)**

**Extended Hours Clinic (Family Medicine and Pediatrics)**

2nd Floor

**Hours:** M-F, 6-9 p.m.;

Sa, Su, holidays, 9 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Family Medicine**

2nd Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours)..... **1-888-KPONCALL**

**(1-888-576-6225)**

**Gynecology**

See Women’s Health.

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### Laboratory

1st Floor

**Hours:** M-F, 7 a.m.-9 p.m.;

Sa, Su, 8:30 a.m.-9 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Member Services Office

2nd Floor

**Office hours:** M-F, 9 a.m.-12:15 p.m.  
and 1:30-5 p.m.

#### ▪ Member Service Contact Center

**Phone hours:** 7 days, 24 hours

(closed holidays)

English ..... **1-800-464-4000**

Spanish ..... **1-800-788-0616**

Chinese dialects ..... **1-800-757-7585**

TTY ..... **711**

### Obstetrics-Gynecology

See Women's Health.

### Occupational Health Center (Kaiser On-the-Job®)

1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours can

be seen in Urgent Care or Emergency

Advice/ Appts./Info./Msgs. .... **714-644-6450**

Medical treatment for work-related injuries  
and illnesses and DOT physicals.

### Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatrics

3rd Floor

**Office hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Pharmacy

1st Floor

**Hours:** 7 days, 9 a.m.-9 p.m.;

includes holidays

Info./Refills by phone ..... **1-866-352-9941**

Online refills ..... **kp.org/refill**

### Radiology/Diagnostic Imaging

1st Floor

**Hours:** M-F, 8 a.m.-9 p.m.

#### ▪ CT Scan *By referral only*

**Hours:** M-F, 7:30 a.m.-8:30 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

#### ▪ Fluoroscopy *By referral only*

**Hours:** M-F, 8:30-10:30 a.m.

Information ..... **714-223-3028**

#### ▪ Mammography

**Hours:** M-F, 8:30 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

#### ▪ MRI *By referral only*

**Hours:** M-F, 7 a.m.-8:30 p.m.;

Sa, Su, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

#### ▪ Ultrasound *By referral only*

**Hours:** M-F, 7:30 a.m.-8:30 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

Call your practitioner's office  
for test results.

### Urgent Care *Walk-in*

1st Floor

**Hours:** 7 days, 9 a.m.-9 p.m.

Information ..... **1-888-988-2800**

### Vision Essentials by Kaiser Permanente

2nd Floor

- **Ophthalmology** *By referral only*  
**Hours:** M-F, 7:30 a.m.-4 p.m.;  
 Sa, 8 a.m.-noon  
 Appts./Cancel/Msgs. .... **1-888-988-2800**
- **Optical Center**  
 Eyeglasses, contact lenses  
**Hours:** M-F, 7:30 a.m.-6 p.m.;  
 Sa, 9 a.m.-5 p.m.  
 Information.....**714-427-7863**  
 Website..... **kp2020.org**
- **Optometry**  
**Hours:** M-F, 7:30 a.m.-6 p.m.;  
 Sa, 9 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

### Women's Health (Ob-Gyn)

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

## ▲ 13 Health Pavilion

200 N. Lewis St.  
 Orange, CA 92868  
**kp.org/orangecounty**

### Administration

1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **714-748-2643**

### Health Education

1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info. .... **1-888-988-2800**  
 Wellness Coaching  
 by Phone..... **1-866-862-4295**

### ▪ Healthy Living Store

**Hours:** M-Th, 9:30 a.m.-5 p.m.  
 Information..... **714-748-2775**

### Healthy Bones Care Management

*By referral only*

1st Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

### Orthopedics *By referral only*

1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

## ● 14 Huntington Beach Medical Offices

18081 Beach Blvd.  
 Huntington Beach, CA 92648  
**kp.org/orangecounty**

### Administration

2nd Floor

**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **714-841-7293**

### Advice Nurse

Advice (7 days a week,  
 7 a.m.-7 p.m.) ..... **1-888-988-2800**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine

1st Floor

**Office hours:** M, Tu, Th, 8:30 a.m.-7 p.m.;  
 W, 7 a.m.-5 p.m.; F, 8:30 a.m.-5 p.m.

**Nurse Clinic hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./  
 Cancel/Msgs. .... **1-888-988-2800**

Advice  
 (urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

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### Laboratory

Blood-draw only

1st Floor

**Hours:** M, Tu, Th, 8 a.m.-7 p.m.;

W, 7 a.m.-5 p.m.; F, 8 a.m.-5 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Pediatrics

1st Floor

**Office hours:** M, Tu, Th, 8:30 a.m.-7 p.m.;

W, 7 a.m.-5 p.m.; F, 8:30 a.m.-5 p.m.

**Nurse Clinic hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

For school/camp forms, call Medical  
Correspondence at East Street Offices  
in Anaheim. Fees may apply.

### Pharmacy

1st Floor

**Hours:** M, Tu, Th, 9 a.m.-7 p.m.;

W, F, 9 a.m.-5 p.m.

Info./Refills by phone ..... **1-866-353-5003**

Online refills ..... **kp.org/refill**

### Radiology/Diagnostic Imaging

1st Floor

**Hours:** M, Tu, Th, 8:30 a.m.-7 p.m.;

W, 7 a.m.-5 p.m.; F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

Call your practitioner's office for test results.

Mammography available at Alton/Sand

Canyon, Anaheim Kraemer, Euclid,

Garden Grove, Harbor-MacArthur, Mission

Viejo, and Santa Ana Medical Offices.

## 15 La Palma Medical Offices

5 Centerpointe Dr.

La Palma, CA 90623

**kp.org/orangecounty**

### Administration

1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **714-562-3420**

### Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) ..... **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Depression Care Management

*By referral only*

2nd Floor

**Hours:** M-F, 8 a.m.-4:30 p.m.

### Family Medicine

3rd Floor

**Office hours:** M-Th, 7 a.m.-7 p.m.;

F, 7 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

**Nurse Clinic hours:** M-F, 8:30 a.m.-noon  
and 1:30-5 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Farmers Market

**Hours:** Every other Friday, 9 a.m.-1 p.m.

Information ..... **714-644-6761**

### Laboratory

Blood-draw only  
2nd Floor  
**Hours:** M-Th, 7:30 a.m.-7 p.m.;  
F, 7:30 a.m.-5 p.m.  
Information ..... **1-888-988-2800**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Ophthalmology/ Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatric Learning and Behavior/ADHD

*By referral only*  
1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatrics

1st Floor  
**Office hours:** M, 8:30 a.m.-7 p.m.;  
Tu-Th, 7 a.m.-7 p.m.; F, 7 a.m.-5 p.m.  
**Nurse Clinic (3rd Floor) hours:**  
M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Advice (routine)/Appts./  
Cancel/Msgs. .... **1-888-988-2800**  
Advice  
(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

For school/camp forms, call Medical  
Correspondence at East Street Offices  
in Anaheim. Fees may apply.

### Pharmacy

1st Floor  
**Hours:** M-Th, 9 a.m.-7 p.m.;  
F, 9 a.m.-5 p.m.  
Info./Refills by phone ..... **1-800-963-2068**  
Online refills..... **kp.org/refill**

### Podiatry *By referral only*

1st Floor  
**Hours:** M-F, 7:30 a.m.-6 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

### Radiology/Diagnostic Imaging

2nd Floor  
**Hours:** M-Th, 8:30 a.m.-7 p.m.;  
F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. .... **714-223-3028**  
Call your practitioner's office for test results.  
Mammography available at Alton/Sand  
Canyon, Anaheim Kraemer, Euclid,  
Garden Grove, Harbor-MacArthur, Mission  
Viejo, and Santa Ana Medical Offices.

### Vision Essentials by Kaiser Permanente

2nd Floor

- **Ophthalmology** *By referral only*  
**Hours:** M-F, 7:30 a.m.-4 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**
- **Optical Center**  
Eyeglasses, contact lenses  
**Hours:** M-F, 7:30 a.m.-6 p.m.  
Information..... **714-562-3308**  
Website..... **kp2020.org**
- **Optometry**  
**Hours:** M-F, 7:30 a.m.-6 p.m.  
Appts./Cancel/Msgs. .... **1-888-988-2800**

## ▲ 16 Laguna Hills Offices

23041 Avenida De La Carlota  
Laguna Hills, CA 92653  
**kp.org/orangecounty**  
*Scheduled to open fall 2016.*

### Behavioral Health, Psychiatry, and Addiction Medicine

4th Floor  
**Hours:** M-Th, 7:30 a.m.-7 p.m.;  
F, 7:30 a.m.-5 p.m.; Sa, 9 a.m.-2 p.m.  
Appts./Cancel/Info./Msgs. .... **714-644-6480**

- **Behavioral Health Care**  
**Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

## ● 17 Lakeview Medical Offices

411 N. Lakeview Ave.  
Anaheim, CA 92807  
[kp.org/orangecounty](http://kp.org/orangecounty)

### Administration

2nd Floor

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Information ..... **714-279-4675**

### Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) ..... **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Endocrinology *By referral only*

**Hours:** M, F, 8 a.m.-5 p.m.;

Tu-Th, 7 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

*Scheduled to open summer 2016.*

### Family Medicine

2nd Floor

**Office hours:** M, Tu, Th, 8:30 a.m.-7 p.m.;

W, F, 8:30 a.m.-5 p.m.

**Nurse Clinic hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Laboratory

1st Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Pediatrics

2nd Floor

**Office hours:** M, Tu, Th, 8:30 a.m.-7 p.m.;

W, 8:30 a.m.-5 p.m.; F, 7 a.m.-5 p.m.

**Nurse Clinic hours:** M-F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

For school/camp forms, call Medical  
Correspondence at East Street Offices  
in Anaheim. Fees may apply.

### Pharmacy

1st Floor

**Hours:** M, Tu, 9 a.m.-7 p.m.;

W-F, 9 a.m.-5 p.m.

Info./Refills by phone ..... **1-866-353-5029**

Online refills ..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

3rd Floor

**Hours:** M-F, 9 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

Call your practitioner's office for test results.

Mammography available at Alton/Sand

Canyon, Anaheim Kraemer, Euclid,

Garden Grove, Harbor-MacArthur, Mission

Viejo, and Santa Ana Medical Offices.

### Rheumatology *By referral only*

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Sleep Clinic *By referral only*

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Travel Immunizations *By appointment only*

**Hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**



## 18 Mission Viejo Medical Offices

**Urgent Care (walk-in)**  
 23781 Maquina Ave.  
 Mission Viejo, CA 92691  
[kp.org/orangecounty](http://kp.org/orangecounty)

### Administration

2nd Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **949-455-4320**

### Advice Nurse

Advice (7 days a week,  
 7 a.m.-7 p.m.) ..... **1-888-988-2800**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
 (**1-888-576-6225**)

### Dermatology *By referral only*

2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

### Family Medicine

2nd Floor  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Nurse Clinic (1st Floor) hours:**  
 M-Sa, 8:30 a.m.-4:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
 Advice (routine)/Appts./  
 Cancel/Msgs. .... **1-888-988-2800**  
 Advice  
 (urgent/after-hours) ..... **1-888-KPONCALL**  
 (**1-888-576-6225**)

### Laboratory

1st Floor  
**Hours:** M-F, 7:45 a.m.-9 p.m.;  
 Sa, Su, holidays, 8:15 a.m.-9 p.m.  
 Information ..... **1-888-988-2800**  
 Results ..... **1-888-4KPTEST**  
 (**1-888-457-8378**)

Call requesting practitioner for test results  
 or check lab results online at [kp.org](http://kp.org).

### Mammography

See Radiology/Diagnostic Imaging.

### Member Services Telepresence Office

2nd Floor  
**Office hours:** M-F, 9 a.m.-12:15 p.m.  
 and 1:30-5 p.m.

#### Member Service Contact Center

**Phone hours:** 7 days, 24 hours  
 (closed holidays)  
 English ..... **1-800-464-4000**  
 Spanish ..... **1-800-788-0616**  
 Chinese dialects ..... **1-800-757-7585**  
 TTY ..... **711**

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

### Pediatrics

2nd Floor  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Nurse Clinic hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
 Advice (routine)/Appts./  
 Cancel/Msgs. .... **1-888-988-2800**  
 Advice  
 (urgent/after-hours) ..... **1-888-KPONCALL**  
 (**1-888-576-6225**)

For school/camp forms, call Medical  
 Correspondence at East Street Offices  
 in Anaheim. Fees may apply.

### Pharmacy

1st Floor  
**Hours:** 7 days, 9 a.m.-9 p.m.;  
 includes holidays  
 Info./Refills by phone ..... **1-866-353-5046**  
 Online refills ..... [kp.org/refill](http://kp.org/refill)

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### Radiology/Diagnostic Imaging

1st Floor

**Hours:** 7 days, 9 a.m.-9 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

- **Mammography**

**Hours:** M-F, 8 a.m.-4 p.m.

Appts./Cancel/Info./Msgs. ... **714-223-3028**

Call your practitioner's office  
for test results.

### Urgent Care *Walk-in*

1st Floor

**Hours:** 7 days, 9 a.m.-9 p.m.

Information ..... **1-888-988-2800**

### Vision Essentials by Kaiser Permanente

1st Floor

- **Ophthalmology** *By referral only*

**Hours:** M-F, 7:30 a.m.-4 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

- **Optical Center**

Eyeglasses, contact lenses

**Hours:** M-F, 7:30 a.m.-6 p.m.

Information..... **949-455-4225**

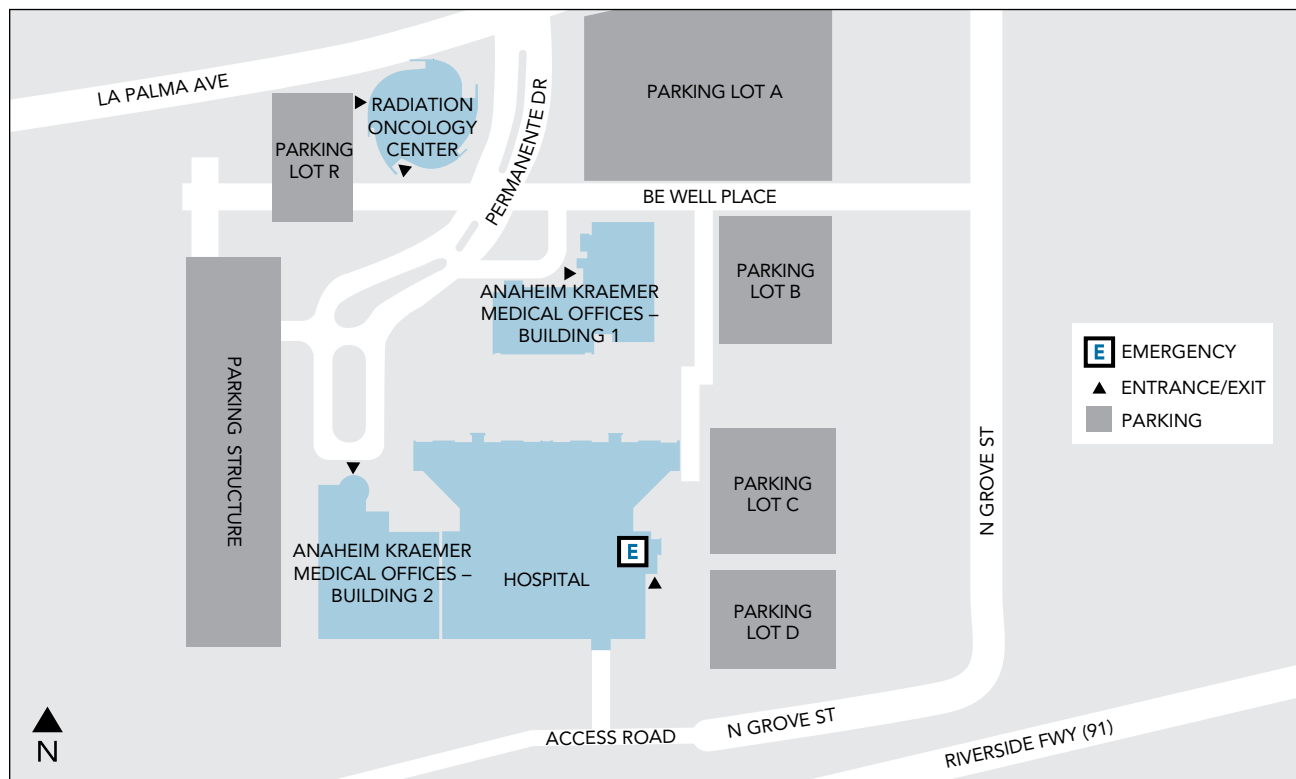
Website..... **kp2020.org**

- **Optometry**

**Hours:** M-F, 7:30 a.m.-6 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

## Orange County-Anaheim Medical Center (hospital and medical offices)



Map not to scale

### 19 Orange County-Anaheim Medical Center

#### Emergency

3440 E. La Palma Ave.  
 Anaheim, CA 92806  
[kp.org/orangecounty](http://kp.org/orangecounty)

#### Advice

Advice (routine)/  
 Appts./Msgs. .... **1-888-988-2800**  
 Advice  
 (urgent/after-hours) .. **1-888-KPONCALL**  
 (1-888-576-6225)

#### Emergency

**Hours:** 7 days, 24 hours  
 Information ..... **714-644-2800**

#### Information

Operator ..... **714-644-2000**

**Poison Control** ..... **1-800-222-1222**

#### Administration

Anaheim Kraemer  
 Medical Offices – Building 2, 5th Floor  
 Orange County Service Area  
 hospital administrator ..... **714-644-4100**  
 Medical Group administrator... **714-644-4975**

#### Admitting

1st Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **714-644-2888**

#### Advice Nurse

Advice (7 days a week,  
 7 a.m.-7 p.m.) ..... **1-888-988-2800**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
 (1-888-576-6225)

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### Cafe

1st Floor

**Hours:** M-F, 7 a.m.-7 p.m.;

Sa, Su, holidays, 11 a.m.-7 p.m.

Information ..... **714-644-6750**

### Cardiology Testing *By referral only*

**Hours:** M-F, 8:15 a.m.-4:15 p.m.

Appts./Cancel/Msgs. .... **949-932-5300**

Echocardiogram stress testing,  
Echocardiograms (including Transthoracic  
and Transesophageal), EKG, Event  
monitoring stress testing (including regular  
and nuclear treadmills), Holter monitor,  
Pharmacological stress testing.

### Continuing Care

**Hours:** M-F, 8 a.m.-5 p.m.

Discharge Planning ..... **714-644-5474**

### Ethics Committee

Consultations and information

5th Floor

**Hours:** M-F, 8 a.m.-5 p.m.

After-hours/weekends ..... **714-644-2000**

### Farmers Market

**Hours:** F, 9 a.m.-2 p.m.

Information ..... **714-644-6761**

### Gift Shop

Anaheim Kraemer

Medical Offices – Building 2, 1st Floor

**Hours:** M-F, 9 a.m.-7 p.m.;

Sa, Su, 10 a.m.-6 p.m.

Information ..... **714-644-2710**

### HearUSA/HEARx West Hearing Care Centers

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and weekends, by appointment only

#### ▪ Anaheim

1801 W. Romneya Dr., Ste. 605  
Anaheim, CA 92801

Information ..... **714-956-2881**

#### ▪ Huntington Beach

16490 Beach Blvd.  
Westminster, CA 92683

Information ..... **714-843-9797**

#### ▪ Lake Forest

24352 Rockfield Blvd.  
Lake Forest, CA 92630

Information ..... **949-461-0166**

#### ▪ Yorba Linda

1041 E. Yorba Linda Blvd., Ste. 202  
Placentia, CA 92870

Information ..... **714-579-0717**

#### ▪ Yorba Linda East

18220 Yorba Linda Blvd., Ste. 312  
Yorba Linda, CA 92886

Information ..... **714-993-5652**

### Mammography

See Radiology/Diagnostic Imaging.

### Medical Correspondence

East Street Offices

1011 S. East St.

Anaheim, CA 92805

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **714-284-6634**

For copy of records. Fees may apply.

### Medical Records (Inpatient)

Information ..... **714-284-6900**

Birth certificates ..... **714-644-6740**

Decedent Affairs ..... **714-284-6635**

**Neonatal Intensive Care Unit (NICU)**

3rd Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **714-644-7040**

**Newborn Nursery (Inpatient)**

3rd Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **714-644-7010**

**Notary Services**

For hospital patients with Advance Directives  
**Hours:** M-F, 8 a.m.-4 p.m.  
 Information ..... **714-644-4137**

**Pediatrics (Inpatient)**

4th Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **714-644-4300**  
 For school/camp forms, call Medical  
 Correspondence at East Street Offices  
 in Anaheim. Fees may apply.

**Pharmacy**

Anaheim Kraemer  
 Medical Offices – Building 2, 1st Floor  
**Hours:** 7 days, 24 hours  
 Info./Refills by phone ..... **1-866-523-8007**  
 Online refills ..... **kp.org/refill**

**Physical/Occupational Therapy (Inpatient)**

4th Floor  
**Hours:** 7 days, 8:30 a.m.-5 p.m.  
 Messages ..... **714-644-2960**

**Postpartum (Inpatient)**

3rd Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **714-644-7000**

**Pulmonary Function Testing (PFT)**

*By referral only*  
 4th Floor  
**Hours:** M-F, 8:15 a.m.-4:15 p.m.  
 Cancel/Info./Msgs. .... **949-932-5300**  
 Call your practitioner’s office for test results.

**Radiology/Diagnostic Imaging**

1st Floor  
**Office hours:** M-F, 8 a.m.-9 p.m.  
 Appts./Cancel/Info./Msgs. .... **714-223-3028**  
**Mammography hours:** M-F, 8 a.m.-4 p.m.  
 Appts./Cancel/Info./Msgs. .... **714-223-3028**  
 Call your practitioner’s office for test results.

**Security (Lost and Found)**

Anaheim Kraemer  
 Medical Offices – Building 2, 1st Floor  
**Hours:** 7 days, 24 Hours  
 Information ..... **714-644-5511**

**Social Medicine**

**Hours:** 7 days, 8 a.m.-4:30 p.m.;  
 after-hours and holidays, on-call through  
 hospital operator  
 Info./Msgs. .... **714-644-2970**

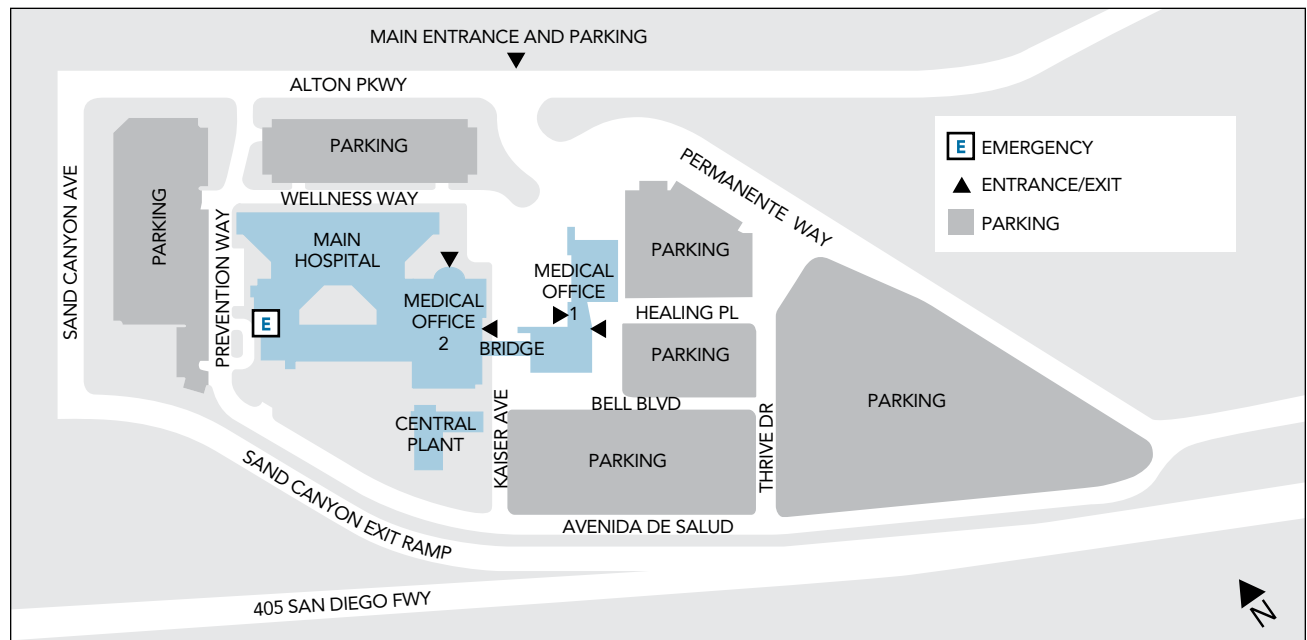
**Spiritual Care/Chaplain**

**Hours:** M-F, 8:30 -5 p.m  
 Information ..... **714-644-6241**

**Volunteer Services**

1st Floor  
 For information  
 to become a volunteer ..... **714-644-2704**

## Orange County-Irvine Medical Center (hospital and medical offices)



Map not to scale

### 20 Orange County-Irvine Medical Center

#### Emergency

Hospital and Medical Offices  
6640 Alton Pkwy.  
Irvine, CA 92618  
[kp.org/orangecounty](http://kp.org/orangecounty)

#### Advice

Advice (routine)/  
Appts./Msgs. .... **1-888-988-2800**  
Advice  
(urgent/after-hours)... **1-888-KPONCALL**  
**(1-888-576-6225)**

#### Emergency

**Hours:** 7 days, 24 hours ..... **949-932-2800**

#### Information

Hospital operator..... **949-932-5000**

**Poison Control**..... **1-800-222-1222**

#### Administration

Medical Office 2, 5th Floor  
Orange County Service Area  
hospital administrator ..... **714-644-4100**  
Medical Group administrator... **714-644-4975**

#### Admitting

1st Floor  
**Hours:** 7 days, 24 hours  
Information ..... **949-932-2888**

#### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.)..... **1-888-988-2800**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

#### Cafe

1st Floor  
**Hours:** M-F, 7-10 a.m., 11 a.m.-4 p.m.  
and 5-7 p.m.;  
Sa, Su, 11 a.m.-4 p.m. and 5-7 p.m.

**Cardiology Testing** *By referral only*

**Hours:** M-F, 8:15 a.m.-4:15 p.m.  
 Appts./Cancel/Msgs. .... **949-932-5300**  
 Echocardiogram stress testing,  
 Echocardiograms (including Transthoracic  
 and Transesophageal), EKG, Event  
 monitoring stress testing (including regular  
 and nuclear treadmills), Holter monitor,  
 Pharmacological stress testing.

**Continuing Care**

4th Floor  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Discharge Planning..... **949-932-5474**

**Ethics Committee**

Consultations and information  
**Hours:** M-F, 8 a.m.-5 p.m.  
 Information ..... **949-932-5000**  
 After-hours/Weekends..... **714-644-2000**

**Farmers Market**

**Hours:** W, 9 a.m.-1 p.m.  
 Information ..... **949-932-6760**

**Gift Shop**

Medical Office 2, 1st Floor  
**Hours:** M-F, 9 a.m.-7 p.m.;  
 Sa, Su, 10 a.m.-6 p.m.  
 Information ..... **949-932-2727**

**HearUSA/HEARx West Hearing Care Centers**

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
 and weekends, by appointment only

- **Anaheim**  
 1801 W. Romneya Dr., Ste. 605  
 Anaheim, CA 92801  
 Information..... **714-956-2881**
- **Huntington Beach**  
 16490 Beach Blvd.  
 Westminster, CA 92683  
 Information ..... **714-843-9797**
- **Lake Forest**  
 24352 Rockfield Blvd.  
 Lake Forest, CA 92630  
 Information ..... **949-461-0166**

- **Yorba Linda**  
 1041 E. Yorba Linda Blvd., Ste. 202  
 Placentia, CA 92870  
 Information ..... **714-579-0717**
- **Yorba Linda East**  
 18220 Yorba Linda Blvd., Ste. 312  
 Yorba Linda, CA 92886  
 Information..... **714-993-5652**

**Mammography**

See Radiology/Diagnostic Imaging.

**Medical Correspondence**

East Street Offices  
 1011 S. East St.  
 Anaheim, CA 92805  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Information ..... **714-284-6634**  
 For copy of records. Fees may apply.

**Medical Records (Inpatient)**

4th Floor  
 Information ..... **714-284-6900**  
 Birth certificates..... **949-932-6740**  
 Decedent affairs ..... **714-284-6635**

**Neonatal Intensive Care Unit (NICU)**

3rd Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **949-932-7040**

**Newborn Nursery**

3rd Floor  
**Hours:** 7 days, 24 hours  
 Information ..... **949-932-7010**

**Notary Services**

For hospital patients with Advance Directives  
**Hours:** M-F, 8 a.m.-4 p.m.  
 Information ..... **949-932-5592**

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### Pharmacy

1st Floor  
Medical Office Building 2, 1st Floor  
**Hours:** 7 days, 24 hours  
Info./Refills by phone ..... **1-866-353-5093**  
Online refills ..... **kp.org/refill**

### Physical/Occupational Therapy (Inpatient)

4th Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Messages ..... **949-932-2960**

### Pulmonary Function Testing (PFT)

*By referral only*  
2nd Floor  
**Hours:** M-F, 8:15 a.m.-4:15 p.m.  
Cancel/Info./Msgs. .... **949-932-5300**  
Call your practitioner's office for test results.

### Radiology/Diagnostic Imaging

1st Floor  
**Hours:** 7 days, 24 hours  
Cancel/Info./Msgs. .... **714-223-3028**

#### ▪ Mammography

Medical Office Building 2  
**Hours:** M-F, 8 a.m.-4:30 p.m.  
Cancel/Info./Msgs. .... **714-223-3028**  
Call your practitioner's office  
for test results.

### Security (Lost and Found)

Medical Office Building 2, 1st Floor  
**Hours:** 7 days, 24 Hours  
Information ..... **949-932-5511**

### Social Medicine

4th Floor  
**Hours:** 7 days, 8 a.m.-4:30 p.m.;  
after-hours and holidays, on-call through  
hospital operator  
Info./Msgs. .... **949-932-2970**

### Spiritual Care/Chaplain

2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **949-932-6241**

### Volunteer Services

1st Floor  
For information  
to become a volunteer ..... **949-932-2704**

## ▲ 21 Radiation Oncology Center

3410 E. La Palma Ave.  
Anaheim, CA 92806  
**kp.org/orangecounty**

### Radiation Oncology Center

*By referral only*  
**Clinic hours:** M-F, 8:30 a.m.-5 p.m.  
**Treatment hours:** M-F, 8 a.m.-6 p.m.  
Appts./Cancel/Msgs. .... **714-644-6030**

## ▲ 22 Rehabilitation Pavilion

4201 W. Chapman Ave.  
Orange, CA 92868  
**kp.org/orangecounty**

### Addiction Medicine/Chemical Dependency

2nd Floor  
**Hours:** M, W, 8 a.m.-8 p.m.;  
Tu, Th, 8 a.m.-8:30 p.m.;  
F, 8 a.m.-5:30 p.m.; Sa, 9 a.m.-2 p.m.  
Appts./Cancel/Info./Msgs. .... **714-748-6226**

#### ▪ Behavioral Health Care

**Member Help Line**  
7 days, 24 hours ..... **1-800-900-3277**

### Care Management *By referral only*

3rd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **714-748-6391**



### Chronic Pain Management Program

By referral only

3rd Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information .....714-748-6288

### Home Infusion Pharmacy

3rd Floor

Hours: M-F, 8:30 a.m.-6 p.m.

Information .....714-748-6333

### Physical Medicine *By referral only*

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... 1-888-988-2800

### Physical Medicine and Rehabilitation

By referral only

1st Floor

- Occupational Therapy

Office hours: M-F, 8:30 a.m.-6 p.m.

Phone hours: M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info. .... 1-855-881-0752

- Physical Therapy and Sports Physical Therapy

Hours: M-F, 7:30 a.m.-6:30 p.m.

Appts./Cancel/Info. .... 1-855-881-0752

## 23 San Juan Capistrano Medical Offices

30400 Camino Capistrano  
San Juan Capistrano, CA 92675  
[kp.org/orangecounty](http://kp.org/orangecounty)

### Administration

2nd Floor

Hours: M-F, 8 a.m.-5 p.m.

Information .....949-234-2139

### Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) ..... 1-888-988-2800

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... 1-888-KPONCALL

(1-888-576-6225)

### Family Medicine

2nd Floor

Office hours: M, W-F, 8:15 a.m.-5 p.m.;

Tu, 8:15 a.m.-6:45 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... 1-888-988-2800

Advice

(urgent/after-hours) ..... 1-888-KPONCALL

(1-888-576-6225)

### Gynecology

See Women's Health.

### Laboratory

Blood-draw only

1st Floor

Hours: M-F, 8:30 a.m.-5 p.m.

Information ..... 1-888-988-2800

Results ..... 1-888-4KPTEST

(1-888-457-8378)

Call requesting practitioner for test results or check lab results online at [kp.org](http://kp.org).

### Obstetrics-Gynecology

See Women's Health.

### Pediatrics

2nd Floor

Office hours: M, W-F, 8:15 a.m.-5 p.m.;

Tu, 8:15 a.m.-6:45 p.m.

Phone hours: M-F, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... 1-888-988-2800

Advice

(urgent/after-hours) ..... 1-888-KPONCALL

(1-888-576-6225)

For school/camp forms, call Medical Correspondence at East Street Offices in Anaheim. Fees may apply.

### Pharmacy

1st Floor

Hours: M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone ..... 1-866-353-5054

Online refills ..... [kp.org/refill](http://kp.org/refill)

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### Physical Therapy *By referral only*

1st Floor

**Hours:** M-F, 8:30 a.m.-5:30 p.m.

Appts./Cancel/Info./Msgs. ... **1-855-881-0752**

### Radiology/Diagnostic Imaging

1st Floor

**Hours:** M-F, 8:45 a.m.-1 p.m. and 2-5 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

Call your practitioner's office for test results.

Mammography available at Alton/Sand Canyon, Anaheim Kraemer, Euclid, Garden Grove, Harbor-MacArthur, Mission Viejo, and Santa Ana Medical Offices.

### Women's Health (Ob-Gyn)

2nd Floor

**Hours:** M-F, 8:15 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

## ● 24 Santa Ana Medical Offices

1900 E. 4th St.

Santa Ana, CA 92705

**kp.org/orangecounty**

### Administration

1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **714-967-4792**

### Advice Nurse

Advice (7 days a week,

7 a.m.-7 p.m.) ..... **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**

**(1-888-576-6225)**

### Family Medicine

**Office hours:** M-Th, 8:30 a.m.-7 p.m.;

F, 8:30 a.m.-5 p.m.

**Nurse Clinic hours:** M-F, 8:30 a.m.-4:30 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**

**(1-888-576-6225)**

### Gynecology

See Women's Health.

### Laboratory

Blood-draw only

1st Floor

**Hours:** M-Th, 8 a.m.-5:30 p.m.;

F, 8 a.m.-5 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**

**(1-888-457-8378)**

Call requesting practitioner for test results

or check lab results online at **kp.org**.

### Mammography

See Radiology/Diagnostic Imaging.

### Obstetrics-Gynecology

See Women's Health.

### Pediatric Learning and Behavior/ADHD

*By referral only*

2nd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Pediatrics**

**Office hours:** M–Th, 8:30 a.m.–7 p.m.;  
 F, 8:30 a.m.–5 p.m.  
**Phone hours:** 7 days, 7 a.m.–7 p.m.  
 Advice (routine)/Appts./  
 Cancel/Msgs. .... **1-888-988-2800**  
 Advice  
 (urgent/after-hours) ..... **1-888-KPONCALL**  
 (**1-888-576-6225**)

For school/camp forms, call Medical  
 Correspondence at East Street Offices  
 in Anaheim. Fees may apply.

**Pharmacy**

1st Floor  
**Hours:** M–Th, 9 a.m.–7 p.m.;  
 F, 9 a.m.–5 p.m.  
 Info./Refills by phone ..... **1-866-353-5060**  
 Online refills..... **kp.org/refill**

**Psychiatry**

2nd Floor  
**Office hours:** M–Th, 7:30 a.m.–7 p.m.;  
 F, 7:30 a.m.–5 p.m.  
**Phone hours:** M–F, 8 a.m.–5 p.m.  
 Appts./Cancel/Info./Msgs. .... **714-644-6480**  
 ▪ **Behavioral Health Care**  
**Member Help Line**  
 7 days, 24 hours..... **1-800-900-3277**

**Radiology/Diagnostic Imaging**

1st Floor  
**Office hours:** M–Th, 8 a.m.–5:45 p.m.;  
 F, 8 a.m.–4:30 p.m.  
 Appts./Cancel/Info./Msgs. .... **714-223-3028**  
**Mammography hours:** M–F, 9 a.m.–4 p.m.  
 Appts./Cancel/Info./Msgs. .... **714-223-3028**  
 Call your practitioner’s office for test results.

**Women’s Health (Ob-Gyn)**

1st Floor  
**Hours:** M–F, 8:30 a.m.–5 p.m.  
 Appts./Cancel/Msgs. .... **1-888-988-2800**

**▲ 25 Target Clinic,**

**Care provided by**  
**Kaiser Permanente**  
**West Fullerton Target**  
**No emergency services**  
 1893 W. Malvern Ave.  
 Fullerton, CA 92833  
**kp.org/scal/targetclinic**

**Hours:** M–F, 9 a.m.–7 p.m.;  
 Sa, Su, 11 a.m.–4 p.m.

**Walk-in care available for over 85 services**  
**for you and your family, including:**

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

**▲ 26 Tustin Executive Center**

17542 E. 17th St.  
Tustin CA, 92780  
[kp.org/orangecounty](http://kp.org/orangecounty)

**Home Health Care**

3rd Floor, Ste. 300  
**Hours:** 7 days, 8:30 a.m.-5 p.m.  
Information ..... **714-734-4500**

**Hospice**

3rd Floor, Ste. 300  
**Hours:** 7 days, 8:30 a.m.-5 p.m.,  
including after-hours calls  
Information ..... **1-877-896-3560**

**Long-Term Care**

3rd Floor, Ste. 320  
**Hours:** M-F, 8 a.m.-5 p.m.  
Information ..... **714-734-5500**

**Senior Care Connection**

3rd Floor, Ste. 320  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **714-734-5524**

**Special Needs Program**

3rd Floor, Ste. 320  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **714-734-4590**  
or **1-877-317-6080**

**● 27 Tustin Ranch Medical Offices**

2521 Michelle Dr.  
Tustin, CA 92780  
[kp.org/orangecounty](http://kp.org/orangecounty)

**Administration**

2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **714-430-2521**

**Advice Nurse**

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-888-988-2800**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Depression Care Management**

*By referral only*  
2nd Floor  
**Hours:** M-W, 7 a.m.-3:30 p.m.;  
Th, 7:20-11:20 a.m.

**Developmental Pediatrics**

2nd Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **714-430-2605**

**Family Medicine** *By appointment only*

2nd Floor  
**Office hours:** M-F, 8:30 a.m.-5 p.m.; some  
evenings to 7 p.m. by appointment only  
**Nurse Clinic Hours:** M-F, 9 a.m.-5:30 p.m.  
Advice (routine)/Appts./  
Cancel/Msgs. .... **1-888-988-2800**  
Advice  
(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Laboratory

1st Floor

**Hours:** M, Tu, Th, 7:15 a.m.–7 p.m.;

W, F, 7:15 a.m.–6 p.m.

Information ..... **1-888-988-2800**

Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

### Pediatric Cardiology

*By referral and appointment only*

2nd Floor

**Hours:** M-F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatric Endocrinology

*By referral and appointment only*

2nd Floor

**Hours:** M-F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatric Gastroenterology (GI)

*By referral and appointment only*

2nd Floor

**Hours:** M-F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatric Learning and Development

*By referral and appointment only*

2nd Floor

**Hours:** M-F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatric Nephrology

*By referral and appointment only*

2nd Floor

**Hours:** M-F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatric Rheumatology

*By referral and appointment only*

2nd Floor

**Hours:** M-F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Pediatrics *By appointment only*

2nd Floor

**Hours:** M-F, 8:30 a.m.–5 p.m.; some evenings  
to 7 p.m. by appointment only

Advice (routine)/

Appts./Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Pharmacy

1st Floor

**Hours:** M-F, 9 a.m.–5:30 p.m.;

closed major holidays

Info./Refills by phone ..... **1-855-238-5632**

Mail-order Pharmacy..... **1-866-206-2983**

Online refills..... **kp.org/refill**

### Podiatry

*By referral and appointment only*

1st Floor

**Hours:** M-F, 7:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Radiology/Diagnostic Imaging

1st Floor

**Hours:** M–Th, 7:30 a.m.–7 p.m.;

F, 7:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

### Vision Essentials by Kaiser Permanente

1st Floor

- **Ophthalmology** *By referral only*

**Hours:** M-F, 7:30 a.m.–4 p.m.

Appts./Cancel/

Info./Msgs. .... **1-888-988-2800**

- **Optical Center**

Eyeglasses, contact lenses

**Hours:** M-F, 7:30 a.m.–6 p.m.

Information..... **714-430-2650**

Website..... **kp2020.org**

- **Optometry**

**Hours:** M-F, 7:30 a.m.–6 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**▲ 28 Xerox Centre  
Administrative Offices**

1851 E. 1st St.  
Santa Ana, CA 92705  
[kp.org/orangecounty](http://kp.org/orangecounty)

**Medicare Senior Advantage**

11th Floor

**Hours:** M-F, by appointment only

Fax ..... **714-796-2689**

Information ..... **1-800-921-2900**  
or **714-393-8183**

**Outside Medical Services**

12th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Fax ..... **714-564-4167**

Information ..... **714-564-4150**

**Public Affairs and Brand Communications**

11th Floor

**Hours:** M-F, 8:30 a.m.-5:30 p.m.

Fax ..... **714-796-2687**

Information ..... **oc-public-affairs-dept@kp.org**

**● 29 Yorba Linda  
Medical Offices**

22550 Savi Ranch Pkwy.  
Yorba Linda, CA 92887  
[kp.org/orangecounty](http://kp.org/orangecounty)

**Administration**

1st Floor

**Hours:** M-F, 8 a.m.-5 p.m.

Information ..... **714-685-3520**

**Advice Nurse**

Advice (7 days a week,

7 a.m.-7 p.m.) ..... **1-888-988-2800**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Family Medicine**

2nd Floor

**Office hours:** M, Tu, W, 8:30 a.m.-7 p.m.;

Th, F, 8:30 a.m.-5 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Gynecology**

See Women's Health.

**Laboratory**

Blood-draw only

1st Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Information ..... **1-888-988-2800**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

**Obstetrics-Gynecology**

See Women’s Health.

**Ophthalmology/Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

**Pediatrics**

1st Floor

**Office hours:** M, Tu, 8:30 a.m.–7 p.m.;

W-F, 8:30 a.m.–5 p.m.

**Phone hours:** 7 days, 7 a.m.–7 p.m.

Advice (routine)/Appts./

Cancel/Msgs. .... **1-888-988-2800**

Advice

(urgent/after-hours) ..... **1-888-KPONCALL  
(1-888-576-6225)**

For school/camp forms, call Medical Correspondence at East Street Offices in Anaheim. Fees may apply.

**Pharmacy**

1st Floor

**Hours:** M-F, 9 a.m.–5:30 p.m.

Info./Refills by phone ..... **1-866-353-5061**

Online refills..... **kp.org/refill**

**Physical Therapy** *By referral only*

1st Floor

**Hours:** M-F, 8 a.m.–5:30 p.m.

Appts./Cancel/Info./Msgs. ... **1-855-881-0752**

**Radiology/Diagnostic Imaging**

1st Floor

**Hours:** M-W, 9:30 a.m.–1 p.m. and 2–6 p.m.;

Th, F, 9 a.m.–1 p.m. and 2–5:30 p.m.

Appts./Cancel/Info./Msgs. .... **714-223-3028**

Call your practitioner’s office for test results.

Mammography available at Alton/Sand

Canyon, Anaheim Kraemer, Euclid,

Garden Grove, Harbor-MacArthur, Mission

Viejo, and Santa Ana Medical Offices.

**Vision Essentials by Kaiser Permanente**

2nd Floor

- **Ophthalmology** *By referral only*

**Hours:** M-F, 7:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

- **Optical Center**

Eyeglasses, contact lenses

**Hours:** M-F, 7:30 a.m.–6 p.m.

Information ..... **714-685-3649**

Website ..... **kp2020.org**

- **Optometry**

**Hours:** M-F, 7:30 a.m.–6 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**

**Women’s Health (Ob-Gyn)**

1st Floor

**Hours:** M-F, 8:30 a.m.–5 p.m.

Appts./Cancel/Msgs. .... **1-888-988-2800**







# San Diego

Whether you have the sniffles or something more serious, our facilities offer a full range of services for you and your family. You can look them up alphabetically or by their corresponding numbers on the maps on the following pages.

## Member Service Contact Center

Want to know more about your health plan? Need a new ID card? The Member Service Contact Center is open 24 hours a day, 7 days a week (closed holidays). If you have questions or concerns, we're here for you.

- English..... **1-800-464-4000**
- Spanish..... **1-800-788-0616**
- Chinese dialects ..... **1-800-757-7585**
- TTY..... **711**

## Personal Physician Selection

Select or change a personal physician or get information about practitioners and services.

- Information ..... **1-888-956-1616**
- Website ..... **kp.org/finddoctors**

## TTY for the Hearing or Speech Impaired

- California Relay Service..... **711**



### Connect to your health

Get all the facility info right from your smartphone with our free mobile app for the iPhone® or Android™ from the App Store<sup>SM</sup> or Google Play®.











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# San Diego County Area



Map not to scale

# Area Locations





- 1 Bonita Medical Offices** .....226  
 3955 Bonita Rd.  
 Bonita, CA 91902  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 5 Clairemont Mesa Medical Offices** .....230  
 7060 Clairemont Mesa Blvd.  
 San Diego, CA 92111  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 2 Bostonia Medical Offices** ...227  
 1630 E. Main St.  
 El Cajon, CA 92021  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 6 El Cajon Medical Offices** ....231  
 250 Travelodge Dr.  
 El Cajon, CA 92020  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 3 Carlsbad Medical Offices** .....228  
 6860 Avenida Encinas  
 Carlsbad, CA 92011  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 7 Escondido Medical Offices** .....232  
 732 N. Broadway  
 Escondido, CA 92025  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 4 Carmel Valley Medical Offices** .....229  
 3851 Shaw Ridge Rd.  
 San Diego, CA 92130  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 8 Garfield Specialty Center** .....232  
 5893 Copley Dr.  
 San Diego, CA 92111  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

**P** = Parking | **E** = Exam Room | **EB** = Exterior (outside) Building | **IB** = Interior (inside) Building  
**R** = Restroom | **T** = Exam Table/Scale | **See page 293 for further explanation of abbreviations.**

- ▲ 9 **Kearny Mesa Rehabilitation Center** .....234  
4510 Viewridge Ave.  
San Diego, CA 92123  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 10 **La Mesa Medical Offices** ....234  
**Urgent Care**  
8080 Parkway Dr.  
La Mesa, CA 91942  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 11 **Oceanside Medical Offices** .....235  
1302 Rocky Point Dr.  
Oceanside, CA 92056  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 12 **Otay Mesa Medical Offices** .....236  
**Urgent Care**  
4650 and 4660 Palm Ave.  
San Diego, CA 92154  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 13 **Palomar Health Downtown Campus** .....238  
555 E. Valley Pkwy.  
Escondido, CA 92025
- 14 **Palomar Medical Center**.....239  
**Emergency**  
2185 Citracado Pkwy.  
Escondido, CA 92029
- 15 **Point Loma Medical Offices** .....239  
3250 Fordham St.  
3420 Kenyon St.  
San Diego, CA 92110  
♿ DHCS survey results: 3250 Fordham St., basic and medical equipment access (P, E, EB, IB, R, T)  
3420 Fordham St., basic access (P, E, EB, IB, R, T)
- ▲ 16 **Positive Choice Integrative Wellness Center** .....240  
7035 Convoy Ct.  
San Diego, CA 92111
- 17 **Rancho Bernardo Medical Offices** .....241  
Excel Centre  
17140 Bernardo Center Dr.  
San Diego, CA 92128  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- 18 **Rancho San Diego Medical Offices** .....242  
3875 Avocado Blvd.  
La Mesa, CA 91941  
♿ DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

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P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
R = Restroom | T = Exam Table/Scale | **See page 293 for further explanation of abbreviations.**

- 19 Kaiser Permanente San Diego Medical Center** .....242  
**Emergency**  
 9455 Clairemont Mesa Blvd.  
 San Diego, CA 92123  
*Scheduled to open April 2017.*
- ▲ 20 San Diego Mission Road** .....243  
 10990 San Diego Mission Rd.  
 San Diego, CA 92108
- 21 San Marcos Medical Offices** .....243  
**Urgent Care**  
 400 Craven Rd.  
 San Marcos, CA 92078  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 22 Scripps Medical Office** .....246  
 HM Poole Building  
 9834 Genesee Ave., Ste. 114  
 San Diego, CA 92037
- ▲ 23 Target Clinic, Care provided by Kaiser Permanente San Diego Mission Valley Target** .....246  
**No emergency services**  
 1288 Camino Del Rio N.  
 San Diego, CA 92108
- ▲ 24 Target Clinic, Care provided by Kaiser Permanente Vista Target** .....246  
**No emergency services**  
 1751 University Dr.  
 Vista, CA 92083
- 25 Vandever Medical Offices** .....247  
 4405 Vandever Ave.  
 San Diego, CA 92120  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)
- ▲ 26 Vista Medical Offices** .....248  
 780 Shadowridge Dr.  
 Vista, CA 92083  
 DHCS survey results: Basic access (P, E, EB, IB, R, T)
- 27 Kaiser Permanente Zion Medical Center** .....249  
**Emergency**  
 4647 Zion Ave.  
 San Diego, CA 92120  
 DHCS survey results: Basic and medical equipment access (P, E, EB, IB, R, T)

P = Parking | E = Exam Room | EB = Exterior (outside) Building | IB = Interior (inside) Building  
 R = Restroom | T = Exam Table/Scale | See page 293 for further explanation of abbreviations.

# Location Details

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## ● 1 Bonita Medical Offices

3955 Bonita Rd.  
Bonita, CA 91902  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Endocrinology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

### Family Medicine/Internal Medicine

**Office hours:** M, Tu, Th, 8 a.m.-7 p.m.;  
W, 8 a.m.-12:30 p.m.; F, 8 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### HearUSA/HEARx West Hearing Care Center

2220 Otay Lakes Rd., Ste. 503  
Chula Vista, CA 91915  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and weekends, by appointment only  
Information ..... **619-691-1108**

### Information

Operator ..... **619-528-5000**

### Laboratory

Building B  
**Office hours:** M, Tu, Th, F, 7:30 a.m.-5 p.m.;  
W, 7:30 a.m.-12:30 p.m.  
**EKG hours:** M, Tu, Th, F, 8:30 a.m.-4:30 p.m.;  
W, 8:30 a.m.-noon  
Appointments..... **619-528-7722**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

See Radiology/Diagnostic Imaging.

### Nurses Clinic

Building A, 1st Floor  
**Hours:** M, Tu, Th, F, 8:30 a.m.-12:15 p.m.  
and 1:30-4:30 p.m.;  
W, 8:30 a.m.-12:15 p.m.  
Information ..... **1-800-290-5000**

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatrics

Building E, 1st Floor  
**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Pharmacy

Main Pharmacy, Building C  
**Hours:** M-F, 8:30 a.m.-6:30 p.m.;  
Sa, 9 a.m.-5 p.m.  
Info./Refills by phone ..... **1-866-370-1959**  
Mail-order Pharmacy..... **1-866-206-2985**  
Online refills..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

Building B, 1st Floor  
**Office hours:** M, Tu, Th, 8:45 a.m.-7 p.m.;  
W, 8:30 a.m.-12:30 p.m.;  
F, 8:45 a.m.-5 p.m.  
**Mammography hours:**  
M, W-F, 7 a.m.-3:30 p.m.;  
Tu, 7 a.m.-9 p.m.  
Appts./Cancel/Msgs. .... **1-866-628-2006**

## Vision Essentials by Kaiser Permanente

- **Optical Center**  
 Eyeglasses, Building B  
**Hours:** M, W-F, 8 a.m.-5:30 p.m.;  
 Tu, 8 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.  
 Information..... **619-409-9997**  
 Website..... **kp2020.org**
- **Optometry**  
 Building B, 2nd Floor  
**Hours:** M, W-F, 8 a.m.-5:30 p.m.;  
 Tu, 8 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.  
 Appointments ..... **619-409-9997**

## 2 Bostonia Medical Offices

1630 E. Main St.  
 El Cajon, CA 92021  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
 7 a.m.-7 p.m.) ..... **1-800-290-5000**  
 After-hours advice (M-F, 7 p.m.-7 a.m.;  
 Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Behavioral Health

**Hours:** M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.  
 Appts./Info./Msgs. .... **1-877-496-0450**

### Family Medicine/Internal Medicine

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Extended hours:**  
 Every Monday, 8:30 a.m.-7:30 p.m.;  
 1st and 3rd Thursday each month,  
 8:30 a.m.-7:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
 Appts./Cancel/Info./Msgs. .... **1-800-290-5000**

### Information

Operator ..... **619-528-5000**

## Laboratory

**Office hours:** M-F, 7 a.m.-5 p.m.  
**EKG hours:** M-F, 8:30 a.m.-4:30 p.m.  
**Extended hours:**  
 Every Monday, 7 a.m.-7:30 p.m.; 1st and  
 3rd Thursday each month, 7 a.m.-7:30 p.m.  
 Appointments..... **619-528-7722**  
 Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
 or check lab results online at **kp.org**.

## Mammography

**Hours:** M-F, 7:30 a.m.-3:15 p.m.  
 Appts./Cancel/Msgs. .... **1-800-290-5000**

## Nurses Clinic

2nd Floor  
**Hours:** M-F, 8:30 a.m.-12:15 p.m.  
 and 1:30-4:30 p.m.  
 Information ..... **1-800-290-5000**

## Pediatrics

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
 W, 8:30 a.m.-12:30 p.m.  
**Extended hours:**  
 Every Monday, 8:30 a.m.-7:30 p.m.;  
 1st and 3rd Thursday each month,  
 8:30 a.m.-7:30 p.m.  
 Appts./Cancel/Msgs. .... **1-866-628-2006**  
 Pediatric Nurse's Clinic  
 appts. .... **1-800-290-5000**

## Pharmacy

**Hours:** M-F, 8:30 a.m.-6:30 p.m.  
 Info./Refills by phone ..... **1-866-385-2630**  
 Mail-order Pharmacy..... **1-866-206-2985**  
 Online refills..... **kp.org/refill**

## Positive Choice Integrative Wellness Center

Information ..... **858-573-0090**  
 Weight management programs, pre and post  
 bariatric surgery services, biofeedback  
 therapy, creative arts therapy, exercise  
 classes, fitness testing, personal training,  
 healthy cooking, metabolic rate and VO-2  
 max testing. Some classes may require a fee.

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### Radiology/Diagnostic Imaging

**Hours:** M, Tu, Th, F, 8:30 a.m.–5 p.m.;  
W, 8:30 a.m.–12:30 p.m.

#### Extended hours:

Every Monday, 8:30 a.m.–7:30 p.m.;  
1st and 3rd Thursday each month,  
8:30 a.m.–7:30 p.m.  
Appts./Cancel/Msgs. .... **1-866-628-2006**

## 3 Carlsbad Medical Offices

6860 Avenida Encinas  
Carlsbad, CA 92011  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
7 a.m.–7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.–7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine/Internal Medicine

**Office hours:** M-F, 8:30 a.m.–5 p.m.  
**Phone hours:** 7 days, 7 a.m.–7 p.m.  
Appts./Cancel/Info./Msgs. .... **1-800-290-5000**

### Information

Operator ..... **619-528-5000**

### Laboratory

**Office hours:** M-F, 7 a.m.–5 p.m.;  
by appt. only, 7–8 a.m.  
**EKG hours:** M-F, 8:30 a.m.–4:30 p.m.  
Appointments..... **619-528-7722**  
North County..... **760-510-5374**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

**Hours:** M-F, 7 a.m.–3:30 p.m.  
Appointments..... **1-800-290-5000**

### Nurses Clinic

**Hours:** M-F, 8:30 a.m.–12:15 p.m.  
and 1:30–4:30 p.m.  
Information ..... **1-800-290-5000**

### Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

### Pediatrics

**Office hours:** M, Tu, Th, F, 8:30 a.m.–5 p.m.;  
W, 8:30 a.m.–noon  
**Phone hours:** 7 days, 7 a.m.–7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Pharmacy

**Hours:** M-F, 8:30 a.m.–6:30 p.m.  
Info./Refills by phone ..... **1-866-385-2631**  
Mail-order Pharmacy..... **1-866-206-2985**  
Online refills..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

**Hours:** M-F, 9 a.m.–12:45 p.m.  
and 1:45–5 p.m.  
Appts./Cancel/Info. .... **1-866-628-2006**

### Vision Essentials by Kaiser Permanente

- **Optical Center**  
Eyeglasses, contact lenses  
**Hours:** M, Tu, Th, F, 8:30 a.m.–5:30 p.m.;  
W, 7:30 a.m.–8 p.m.; Sa, 8 a.m.–4:30 p.m.  
Information..... **760-931-0180**  
Website..... [kp2020.org](http://kp2020.org)
- **Optometry**  
**Hours:** M, Tu, Th, F, 8:30 a.m.–5:30 p.m.;  
W, 7:30 a.m.–8 p.m.; Sa, 8 a.m.–4:30 p.m.  
Appts./Cancel (24 hours)..... **760-931-0180**



● 4

**Carmel Valley Medical Offices**

3851 Shaw Ridge Rd.  
San Diego, CA 92130  
[kp.org/sandiego](http://kp.org/sandiego)

**Advice Nurse**

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Cardiology** *By referral only*

**Hours:** M-Th, 8 a.m.-4:30 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

**Dermatology** *By referral only*

**Hours:** Tu, Th, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

**Endocrinology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

**Family Medicine**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-800-290-5000**  
After-hours advice ..... **1-888-576-6225**  
**(1-888-KPONCALL)**

**Internal Medicine**

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info. .... **1-800-290-5000**  
After-hours advice ..... **1-888-576-6225**  
**(1-888-KPONCALL)**

**Laboratory**

**Office hours:** M-F, 7 a.m.-5 p.m.;  
by appointment only, 7:30-8:30 a.m.  
**EKG hours:** M-F, 8:30 a.m.-1 p.m.  
and 1:30-4:30 p.m.  
Appointments ..... **619-528-7722**  
Results (24 hours) ..... **1-888-457-8378**  
**(1-888-4KPTEST)**

Call requesting physician for test results  
or check most lab results online.

**Mammography**

**Hours:** M-F, 8 a.m.-12:30 p.m.  
and 1:30-4 p.m.  
Appointments ..... **1-800-290-5000**

**Neurology** *By referral only*

**Hours:** M, Tu, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

**Nurses Clinic**

**Hours:** M, Tu, Th, F, 8:30 a.m.-12:15 p.m.  
and 1:30-4:30 p.m.; W, 8:30 a.m.-12:15 p.m.  
Information ..... **1-800-290-5000**  
After-hours advice ..... **1-888-576-6225**  
**(1-888-KPONCALL)**

**Obstetrics-Gynecology**

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m. to 12:30 p.m.;  
closed major holidays  
Appts./Info. .... **1-800-290-5000**  
After-hours advice ..... **1-888-576-6225**  
**(1-888-KPONCALL)**

**Pediatrics**

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m. to 12:30 p.m.;  
closed major holidays  
Advice/Appts. .... **1-800-290-5000**  
After-hours advice ..... **1-888-576-6225**  
**(1-888-KPONCALL)**

**Pharmacy**

**Hours:** M-F, 9 a.m.-5:30 p.m.  
Refills by phone ..... **1-855-777-8072**  
Mail-order Pharmacy ..... **1-866-206-2985**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

**Radiology/Diagnostic Imaging**

**Hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-5 p.m.  
Appts./Cancel/Msgs. .... **1-866-628-2006**

● 5

## Clairemont Mesa Medical Offices

7060 Clairemont Mesa Blvd.  
San Diego, CA 92111  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Allergy *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/  
Info./MD msgs. .... **1-877-236-0333**

### Dermatology *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/  
Info./MD msgs. .... **1-800-290-5000**

### Family Medicine/Internal Medicine

**Office hours:** M-Th, 8:30 a.m.-7 p.m.;  
F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Advice/Appts./  
Cancel/Info. .... **1-800-290-5000**

### Family Medicine Residency Center

Family care: obstetrics-gynecology,  
pediatrics, family practice, and geriatrics  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Advice/Appts./  
Cancel/Info. .... **1-800-290-5000**

### Information

Operator ..... **619-528-5000**

### Laboratory

**Office hours:** M-F, 7 a.m.-5 p.m.  
**Extended hours:** M-Th, 5-7:30 p.m.;  
F, no extended hours  
**EKG hours:** M-F, 8:30 a.m.-4:30 p.m.  
Appointments ..... **619-528-7722**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Mammography

See Radiology/Diagnostic Imaging.

### Nurses Clinic

**Hours:** M-F, 8:30 a.m.-12:15 p.m.  
and 1:30-4:30 p.m.  
Information ..... **1-800-290-5000**

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

### Pediatric Endocrinology/Diabetes Clinic

*By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-940-2218**

### Pediatric—John Richards Learning Center

*By referral only*  
**Hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-940-2218**

### Pediatrics

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Pharmacy

**Hours:** M-Th, 8 a.m.-7:30 p.m.;  
F, 8 a.m.-6:30 p.m.  
Info./Refills by phone ..... **1-866-385-2632**  
Mail-order Pharmacy ..... **1-866-206-2985**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

**Office hours:** M–Th, 8:30 a.m.–8 p.m.;  
F, 8:30 a.m.–3:30 p.m.  
Non-mammography  
appts. .... **1-866-628-2006**

**Mammography hours:** M–Th, 7 a.m.–8 p.m.;  
F, 7 a.m.–3:30 p.m.  
Appointments ..... **1-800-290-5000**

### Vision Essentials by Kaiser Permanente

- **Optical Center**  
Eyeglasses  
**Hours:** M, W–F, 8 a.m.–5:30 p.m.;  
Tu, 7:30 a.m.–8 p.m.  
Information ..... **858-573-0399**  
Website ..... **kp2020.org**
- **Optometry**  
**Hours:** M, W–F, 8 a.m.–5:30 p.m.;  
Tu, 7:30 a.m.–8 p.m.  
Appointments ..... **858-573-0399**

## 6 El Cajon Medical Offices

250 Travelodge Dr.  
El Cajon, CA 92020  
**kp.org/sandiego**

### Advice Nurse

Advice (7 days a week,  
7 a.m.–7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M–F, 7 p.m.–7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Information

Operator ..... **619-528-5000**

### Gynecology

See Obstetrics-Gynecology.

### Laboratory

Collection only  
**Hours:** M–F, 8:30 a.m.–12:30 p.m.  
Appointments ..... **619-528-7722**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Obstetrics-Gynecology

**Office hours:** M, Tu, Th, F, 8:30 a.m.–5 p.m.;  
W, 8:30 a.m.–12:30 p.m.  
**Phone hours:** 7 days, 7 a.m.–7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Ophthalmology/Optometry

See Vision Essentials by Kaiser Permanente.

### Orthopedic Surgical Care *By referral only*

**Hours:** M, Tu, Th, F, 8:30 a.m.–5 p.m.;  
W, 7 a.m.–3 p.m.  
Appts./Cancel/  
Info. (24 hours)/Msgs. .... **1-866-459-2912**

### Pharmacy

**Hours:** M–F, 8:30 a.m.–6 p.m.  
Info./Refills by phone ..... **1-866-385-2634**  
Mail-order Pharmacy ..... **1-866-206-2985**  
Online refills ..... **kp.org/refill**

### Physical/Occupational Therapy

*By referral only*  
**Hours:** M–F, 7:30 a.m.–5:30 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

### Radiology/Diagnostic Imaging

**Hours:** M, Tu, Th, F, 8:30 a.m.–5:15 p.m.;  
W, 7 a.m.–4 p.m.  
Appts./Cancel/Msgs. .... **1-866-628-2006**

### Vision Essentials by Kaiser Permanente

- **Ophthalmology *By referral only***  
**Hours:** M–F, 8:30 a.m.–5 p.m.  
Appts./Info./Msgs. .... **1-844-424-1867**
- **Optometry**  
**Hours:** M–F, 8:30 a.m.–5 p.m.  
Appts./Cancel ..... **619-589-7500**  
Website ..... **kp2020.org**

## 7

### Escondido Medical Offices

732 N. Broadway  
Escondido, CA 92025  
[kp.org/sandiego](http://kp.org/sandiego)

#### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
(**1-888-576-6225**)

#### Family Medicine/Internal Medicine

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Advice/ Appts./  
Cancel/Info. .... **1-800-290-5000**

#### Information

Operator ..... **619-528-5000**

#### Laboratory

**Office hours:** M-F, 8 a.m.-5 p.m.  
**EKG hours:** M, Tu, Th, F, 8:30 a.m.-4:30 p.m.  
Appointments..... **619-528-7722**  
North County..... **760-510-5374**  
Results..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

#### Nurses Clinic

**Hours:** M-F, 8:30 a.m.-12:15 p.m.  
and 1:30-4:30 p.m.  
Information ..... **1-800-290-5000**

#### Nutrition

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **619-641-4194**

#### Pediatrics

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

#### Pharmacy

**Hours:** M-F, 8:30 a.m.-6:30 p.m.  
Info./Refills by phone ..... **1-866-385-2640**  
Mail-order Pharmacy..... **1-866-206-2985**  
Online refills..... [kp.org/refill](http://kp.org/refill)

#### Radiology/Diagnostic Imaging

**Hours:** M-F, 8:30 a.m.-12:45 p.m.  
and 1:45-5 p.m.  
Appts./Cancel/Info. .... **1-866-628-2006**

#### Vision Essentials by Kaiser Permanente

- **Optical Center**  
Eyeglasses, contact lenses  
**Hours:** M, W-F, 8 a.m.-5:30 p.m.;  
Tu, 8 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.  
Information..... **760-839-0899**  
Website..... [kp2020.org](http://kp2020.org)
- **Optometry**  
**Hours:** M, W-F, 8 a.m.-5:30 p.m.;  
Tu, 8 a.m.-8 p.m.; Sa, 8 a.m.-4:30 p.m.  
Appts./Cancel (24 hours) ..... **760-839-0899**

## 8

### Garfield Specialty Center

5893 Copley Dr.  
San Diego, CA 92111  
[kp.org/sandiego](http://kp.org/sandiego)

#### Audiology

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **858-616-5100**

#### Comprehensive Pain (General)

*By referral only*  
4th Floor  
**Office hours:** M-F, 8 a.m.-5 p.m.  
**Phone hours:** M-F, 8:30 a.m.-12:30 p.m.  
and 1:30-4:30 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

**Gastroenterology (GI)** *By referral only*

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-877-236-0333**

**General Surgery**

See Surgery (General).

**Head and Neck Surgery** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **858-616-5100**

**Information**

Operator ..... **619-528-5000**

**Interventional Anesthesiology**

**Pain Medicine** *By referral only*

2nd Floor

**Hours:** M-F, 8 a.m.-4 p.m.

Appts./Info./Msgs. .... **1-866-868-9022**

**Laboratory**

1st Floor

**Office hours:** M-F, 7:30 a.m.-5 p.m.

**EKG hours:** M-F, 8:30 a.m.-4:30 p.m.

Appts./Cancel/Info./Msgs. .... **619-528-7722**

Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

**Orthopedics** *By referral only*

1st Floor

**Hours:** M, Tu, Th, 8:30 a.m.-8:30 p.m.;

W, 7 a.m.-3 p.m. and 4-7 p.m.;

F, 7 a.m.-3 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

**Pharmacy**

1st Floor

**Hours:** M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone ..... **1-877-842-9584**

Mail-order Pharmacy ..... **1-866-206-2985**

Online refills ..... **kp.org/refill**

**Plastic Surgery** *By referral only*

4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **858-616-5001**

**Podiatry** *By referral only*

1st Floor

**Hours:** M, Tu, Th, 8:30 a.m.-8:30 p.m.;

W, 7 a.m.-3 p.m. and 4-7 p.m.;

F, 7 a.m.-3 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

**Radiology/Diagnostic Imaging**

1st Floor

**General Radiology hours:**

M-W, 8:30 a.m.-9 p.m.; Th, F, 8:30 a.m.-5 p.m.

**MRI hours:** M-F, 6:15 a.m.-2:30 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-628-2006**

**Surgery (General)** *By referral only*

4th Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **619-662-1222**

**Surgical Admitting**

*By referral only (if applicable)*

2nd Floor

**Office hours:** M-F, 6 a.m.-2:30 p.m.

**Phone hours:** M-F, 8 a.m.-2:30 p.m.

Info./Msgs. .... **619-528-0140**

**Urologic Surgery** *By referral only*

3rd Floor

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-888-694-7857**

▲ 9

## Kearny Mesa Rehabilitation Center

4510 Viewridge Ave.  
San Diego, CA 92123  
[kp.org/sandiego](http://kp.org/sandiego)

### Nephrology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-877-236-0333**

### Physical Medicine *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

### Physical/Occupational Therapy

*By referral only*  
**Hours:** M-F, 7:30 a.m.-5:30 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

### Speech Pathology *By referral only*

**Hours:** M-F, 7:30 a.m.-6 p.m.  
Appts./Cancel/Info./Msgs. .... **858-694-7100**

● 10

## La Mesa Medical Offices

**Urgent Care**  
8080 Parkway Dr.  
La Mesa, CA 91942  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### After-Hours Care (Adult Medicine)

**Hours:** M-F, 6-9 p.m.  
Advice/Appts. .... **1-800-290-5000**

### Dermatology *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Durable Medical Equipment

8010 Parkway Dr.  
La Mesa, CA 91942  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **1-855-80KPDME**  
**(1-855-805-7363)**

### Family Medicine/Internal Medicine

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### HearUSA/HEARx West Hearing Care Center

8066-68 La Mesa Blvd.  
La Mesa, CA 91941  
**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours  
and weekends, by appointment only  
Information ..... **619-644-9515**

### Information

Operator ..... **619-528-5000**

### Laboratory

**Office hours:** M-F, 7:30 a.m.-8:15 p.m.  
**EKG hours:** M, Tu, Th, F, 8:30 a.m.-4:30 p.m.  
**Phone hours:** M-F, 8 a.m.-5 p.m.  
Appointments ..... **619-528-7722**  
Results ..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Nurses Clinic

**Hours:** M-F, 8:30 a.m.-12:15 p.m.  
and 1:30-4:30 p.m.  
Information ..... **1-800-290-5000**

### Nutrition

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **619-641-4194**

### Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

**Pediatrics**

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

**Pharmacies**

▪ **Outpatient Pharmacy**  
**Hours:** M-F, 8:30 a.m.-9 p.m.;  
Sa, Su, 9 a.m.-1 p.m.  
Info./Refills by phone..... **1-866-385-2644**  
Mail-order Pharmacy ..... **1-866-206-2985**  
Online refills ..... **kp.org/refill**

▪ **Outpatient Anticoagulation  
Clinic Pharmacy**  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Fax.....**619-589-3266**  
Information..... **1-855-628-0554**

**Radiology/Diagnostic Imaging**

**Office hours:** M-F, 7:45 a.m.-9 p.m.;  
Sa, Su, 9 a.m.-5 p.m.  
**Mammography hours:** M-F, 7 a.m.-9 p.m.  
Appts./Cancel/Msgs. .... **1-866-628-2006**

**Vision Essentials by Kaiser Permanente**

▪ **Optical Center**  
Eyeglasses, contact lenses  
**Hours:** M, W, F, 8 a.m.-5:30 p.m.;  
Tu, Th, 7:30 a.m.-8:30 p.m.  
Contact lens information.....**619-528-3477**  
Eyeglasses .....**619-589-7500**  
Website..... **kp2020.org**

▪ **Optometry**  
**Hours:** M, W, F, 8 a.m.-5:30 p.m.;  
Tu, Th, 7:30 a.m.-8 p.m.  
Appointments .....**619-589-7500**

**Urgent Care Clinic**

*Walk-ins, no appointments necessary*  
**Hours:** M-F, 10 a.m.-8 p.m.;  
Sa, Su, holidays, 9 a.m.-5 p.m.  
Advice  
(7 days, 7 a.m.-7 p.m.)..... **1-800-290-5000**

**11 Oceanside  
Medical Offices**

1302 Rocky Point Dr.  
Oceanside, CA 92056  
**kp.org/sandiego**

**Advice Nurse**

Advice (7 days a week,  
7 a.m.-7 p.m.)..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**HearUSA/HEARx West Hearing Care Center**

3772 Mission Ave., Ste. 117  
Oceanside, CA 92058  
**Hours:** M-F, 9:30 a.m.-5 p.m.; after-hours  
and weekends, by appointment only  
Information ..... **760-721-1141**

**Information**

Operator.....**619-528-5000**

**Laboratory**

*Limited services; by appointment only*  
Appointments.....**619-528-7722**  
North County.....**760-510-5374**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

**Pediatrics**

**Hours:** M, Tu, Th, F, 8 a.m.-5 p.m.;  
W, 8 a.m.-noon  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

**Pharmacy**

**Hours:** M-F, 9 a.m.-5:30 p.m.  
Info./Refills by phone ..... **1-844-424-1871**  
Mail-order Pharmacy..... **1-866-206-2985**  
Online refills..... **kp.org/refill**

**Radiology/Diagnostic Imaging**

**Hours:** M-F, 8:45 a.m.-12:45 p.m.  
and 1:45-5 p.m.  
Appts./Cancel/Info. .... **1-866-628-2006**

## ● 12 Otay Mesa Medical Offices

### Urgent Care

4650 and 4660 Palm Ave.  
San Diego, CA 92154  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
7 a.m.–7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M–F, 7 p.m.–7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Audiology

**Hours:** Tu, 8:30 a.m.–5 p.m.  
Appts./Info./Msgs. .... **858-616-5100**

### Cardiology *By referral only*

**Hours:** M–F, 8:30 a.m.–5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

### Family Medicine/Internal Medicine

**Office hours:** M–Th, 8 a.m.–7 p.m.;  
F, 8 a.m.–5 p.m.; Sa, Su, 8:30 a.m.–noon  
**Phone hours:** 7 days, 7 a.m.–7 p.m.  
Advice/Appts./  
Cancel/Info. .... **1-800-290-5000**

### Gastroenterology (GI) *By referral only*

**Hours:** M–F, 8:30 a.m.–5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

### General Surgery

See Surgery (General).

### Gynecology

See Obstetrics-Gynecology.

### Hematology/Oncology *By referral only*

**Hours:** M–F, 8:30 a.m.–5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

### Information

Operator ..... **619-528-5000**

### Interventional Radiology

**Hours:** Vary  
Information ..... **1-866-868-9022**

### Laboratory

**Hours:** M–F, 7 a.m.–9 p.m.;  
Sa, Su, 8 a.m.–5 p.m.  
Appointments ..... **619-528-7722**  
Results ..... **1-888-4KPTEST**  
(**1-888-457-8378**)

Call requesting practitioner for test results  
or check lab results online at **kp.org**.

### Member Services Office

**Office hours:** M–F, 9 a.m.–12:30 p.m.  
and 1:30–5 p.m.

#### ▪ Member Service Contact Center

**Phone hours:** 7 days, 24 hours  
(closed holidays)  
English ..... **1-800-464-4000**  
Spanish ..... **1-800-788-0616**  
Chinese dialects ..... **1-800-757-7585**  
TTY ..... **711**

### Neurology *By referral only*

**Hours:** M–F, 8 a.m.–noon and 1–4:30 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

### Nurses Clinic

**Hours:** M–F, 8:30 a.m.–12:15 p.m.  
and 1:30–4:30 p.m.  
Information ..... **1-800-290-5000**

### Nutrition

**Hours:** M–F, 8:30 a.m.–5 p.m.  
Appts./Info. .... **619-641-4194**



### Obstetrics-Gynecology

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
**Phone hours:** M-F, 7 a.m.-7 p.m.  
Advice/Appts./Cancel/  
Info./Msgs. .... **1-800-290-5000**

### Occupational Health Center (Kaiser On-the-Job®)

**Hours:** M-F, 9 a.m.-5 p.m.  
Appts./Info./Msgs. .... **619-662-5006**  
Medical treatment for work-related  
injuries and illnesses.

### Ophthalmology/Optical Center/Optomety

See Vision Essentials by Kaiser Permanente.

**Orthopedic Surgical Care** *By referral only*  
**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 7 a.m.-3 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

### Pediatrics

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
**Urgent care hours:** M, Tu, Th, 6-9 p.m.;  
W, 1:30-9 p.m.  
Advice/Appts. .... **1-800-290-5000**

### Perioperative

- **Admitting**  
**Hours:** M-F, 5:30 a.m.-3 p.m.  
Information..... **619-662-5543**
- **Operating room**  
**Hours:** M-F, 7 a.m.-5:30 p.m.  
Information..... **619-662-5590**
- **Post-anesthesia care unit**  
**Hours:** M-F, 7:30 a.m.-7:30 p.m.  
Information..... **619-662-5596**
- **Preoperative**  
**Hours:** M-F, 6 a.m.-3:30 p.m.  
Information..... **619-662-5599**

### Pharmacy

**Hours:** M-F, 8:30 a.m.-9:30 p.m.;  
Sa, Su, 9 a.m.-5:30 p.m.  
Info./Refills by phone ..... **1-866-385-2645**  
Mail-order Pharmacy..... **1-866-206-2985**  
Online refills..... **kp.org/refill**

### Physical Medicine

*By referral only*

**Hours:** M-F, 8 a.m.-4:30 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

### Physical/Occupational Therapy

*By referral only*  
**Hours:** M-F, 7:30 a.m.-5:30 p.m.  
Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

### Positive Choice Integrative Wellness Center

Building 4, 1st Floor  
**Hours:** W, 3:30-7 p.m.  
Information ..... **858-573-0090**  
Weight management programs, pre and post  
bariatric surgery services, biofeedback  
therapy, creative arts therapy, exercise classes,  
fitness testing, personal training, healthy  
cooking, metabolic rate and VO-2 max testing.  
Some classes may require a fee.

### Psychiatry

4660 Palm Ave., Building 4, 2nd Floor  
**Hours:** M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.  
Appts./Info./Msgs. .... **1-877-496-0450**

- **Behavioral Health  
Care Member Help Line**  
7 days, 24 hours..... **1-800-900-3277**

### Pulmonology

*By referral only*

**Hours:** M-F, 8 a.m.-noon and 1-4:30 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

### Radiology/Diagnostic Imaging

**Hours:** M-F, 8:30 a.m.-9:30 p.m.;  
Sa, Su, 9 a.m.-5 p.m.  
Appts./Cancel/Msgs. .... **1-866-628-2006**

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**Surgery (General)** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **619-662-1222**

**Urgent Care Clinic**

*Walk-ins, no appointments necessary*

**Hours:** M-F, 10 a.m.-8 p.m.;

Sa, Su, holidays, 9 a.m.-5 p.m.

Advice

(7 days, 7 a.m.-7 p.m.)..... **1-800-290-5000**

**Urological Surgery** *By referral only*

**Hours:** Vary

Appts./Info./Msgs. .... **1-888-694-7857**

**Vision Essentials by Kaiser Permanente**

▪ **Ophthalmology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel ..... **1-844-424-1867**

▪ **Optical Center**

Eyeglasses, contact lenses

**Hours:** M-W, F, 8:30 a.m.-5:30 p.m.;

Th, 8:30 a.m.-8 p.m.

Information..... **619-662-5075**

Website..... **kp2020.org**

▪ **Optometry**

**Hours:** M-W, F, 8:30 a.m.-5 p.m.;

Th, 8:30 a.m.-8 p.m.

Appts./Cancel ..... **619-662-5075**

○ **13 Palomar Health  
Downtown Campus**

555 E. Valley Pkwy.

Escondido, CA 92025

**kp.org/sandiego/palomar**

**760-739-3000**

**Labor and Delivery**

Palomar Birth Center, 4th Floor

**Hours:** 7 days, 24 hours

Information ..... **760-739-2400**

Labor and Delivery care is provided by a Kaiser Permanente physician at this facility.

**Specialty Services**

Care is provided by a Kaiser Permanente physician at this facility for these specialties:

Acute Rehabilitation

Labor and Delivery

Inpatient Psychiatry

□ 14 | **Palomar Medical Center**

**Emergency**  
 2185 Citracado Pkwy.  
 Escondido, CA 92029  
[kp.org/sandiego/palomar](http://kp.org/sandiego/palomar)  
**442-281-5000**

**Specialty Services**

Care is provided by a Kaiser Permanente physician at this facility for these specialties:

- Cardiology
- Gastroenterology (GI)
- General Surgery
- Hospital Medicine
- Infectious Disease
- Nephrology
- Neurology
- Oncology
- Orthopedic Surgery
- Pulmonology
- Rheumatology
- Urology

Additional inpatient specialty services will continue to be added.

● 15 | **Point Loma Medical Offices**

3250 Fordham St.  
 3420 Kenyon St.  
 San Diego, CA 92110  
[kp.org/sandiego](http://kp.org/sandiego)

**Addiction Medicine**

3420 Kenyon St., 1st Floor

**Clinic hours:** M-Th, 8 a.m.-8 p.m.;  
 F, 9 a.m.-6 p.m.

**Phone hours:** M-Th 8 a.m.-6 p.m.;  
 F, 8 a.m.-5:30 p.m.

Appts./Info./

Msgs./New patient ..... **619-221-6550**

▪ **Behavioral Health Care**

**Member Help Line**

7 days, 24 hours..... **1-800-900-3277**

**Advice Nurse**

Advice (7 days a week,

7 a.m.-7 p.m.) ..... **1-800-290-5000**

After-hours advice (M-F, 7 p.m.-7 a.m.;

Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

**Family Medicine/Internal Medicine**

3250 Fordham St.

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
 W, 8:30 a.m.-12:30 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Advice/Appts./

Cancel/Info. .... **1-800-290-5000**

**Infectious Disease** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.;

hours and days may vary

Appts./Info./Msgs. .... **1-877-236-0333**

HIV patients may self-refer through  
 the call center.

**Information**

Operator ..... **619-528-5000**

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### Laboratory

3250 Fordham St.

Collection only

**Office hours:** M, Tu, Th, F, 8 a.m.-5 p.m.;

W, 8 a.m.-12:30 p.m.

**EKG hours:** M, Tu, Th, F, 8:30 a.m.-4:30 p.m.

Appointments..... **619-528-7722**

Results..... **1-888-4KPTEST**

**(1-888-457-8378)**

Call requesting practitioner for test results

or check lab results online at **kp.org**.

### Mammography

**Hours:** M, Tu, Th, F, 8 a.m.-noon

and 1:15-4 p.m.; W, 8 a.m.-noon

Appts./Cancel/Msgs. .... **1-866-628-2006**

### Nurses Clinic

3250 Fordham St.

**Hours:** M, Tu, Th, F, 8:30 a.m.-12:15 p.m.

and 1:30-4:30 p.m.; W, 8:30 a.m.-12:15 p.m.

Information ..... **1-800-290-5000**

### Obstetrics-Gynecology: (Infertility and Urogynecology)

3250 Fordham St.

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

Appts./Info./Msgs. .... **619-221-0350**

Cancel (24 hours)..... **619-528-3002**

### Pharmacy

3250 Fordham St.

**Hours:** M-F, 8:30 a.m.-6 p.m.

Info./Refills by phone ..... **1-866-385-2646**

Mail-order Pharmacy..... **1-866-206-2985**

Online refills..... **kp.org/refill**

### Psychiatry

3420 Kenyon St., 2nd Floor

**Hours:** M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.

Appts./Info./Msgs. .... **1-877-496-0450**

#### Behavioral Health Care

##### Member Help Line

7 days, 24 hours..... **1-800-900-3277**

### Radiology/Diagnostic Imaging

**Hours:** M, Tu, Th, F, 8:30 a.m.-12:45 p.m.

and 1:45-5 p.m.; W, 8:30 a.m.-12:30 p.m.

Appts./Cancel/Msgs. .... **1-866-628-2006**

### Travel Advisory

**Hours:** M-F, 8:30 a.m.-noon and 1-4 p.m.

Information ..... **1-800-517-5556**

## ▲ 16 Positive Choice Integrative Wellness Center

7035 Convoy Ct.

San Diego, CA 92111

**kp.org/sandiego**

### Positive Choice

**Hours:** M-Th, 8 a.m.-9 p.m.; F, 8 a.m.-4 p.m.

Information ..... **858-573-0090**

Weight management programs, pre and post bariatric surgery services, biofeedback therapy, creative arts therapy, exercise classes, fitness testing, personal training, healthy cooking, metabolic rate and VO-2 max testing. Some classes may require a fee.

## 17 Rancho Bernardo Medical Offices

Excel Centre  
17140 Bernardo Center Dr.  
San Diego, CA 92128  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine/Internal Medicine

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** M-F, 8 a.m.-5 p.m.  
Advice/ Appts./  
Cancel/Info. .... **1-800-290-5000**

### Gynecology

See Obstetrics-Gynecology.

### Information

Operator ..... **619-528-5000**

### Laboratory

**Office hours:** M-F, 7 a.m.-5 p.m.;  
by appointment only, 7-8:30 a.m.  
**EKG hours:** M-F, 8:30 a.m.-1 p.m.  
and 1:30-4:30 p.m.  
Appointments..... **619-528-7722**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Nurses Clinic

**Hours:** M-F, 8:30 a.m.-12:15 p.m.  
and 1:30-4:30 p.m.  
Information ..... **1-800-290-5000**

### Obstetrics-Gynecology

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
**Phone hours:** M-F, 8 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Pediatrics

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
Advice/ Appts. .... **1-800-290-5000**

### Pharmacy

**Hours:** M-F, 8:30 a.m.-6 p.m.  
Information ..... **1-866-385-2647**  
Mail-order Pharmacy..... **1-866-206-2985**  
Online refills ..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

**Hours:** M-F, 8:45 a.m.-12:45 p.m.  
and 1:45-5 p.m.  
Appts./Cancel/Info. .... **1-866-628-2006**

### Rheumatology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

## ● 18 | Rancho San Diego Medical Offices

3875 Avocado Blvd.  
La Mesa, CA 91941  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours)..... **1-888-KPONCALL**  
**(1-888-576-6225)**

### Family Medicine/Internal Medicine

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Information

Operator ..... **619-528-5000**

### Laboratory

**Office hours:** M, Tu, Th, F, 8 a.m.-4:30 p.m.;  
W, 8 a.m.-noon  
**EKG hours:** M, Tu, Th, F, 8:30 a.m.-4:30 p.m.  
Appointments..... **619-528-7722**  
Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results  
or check lab results online at [kp.org](http://kp.org).

### Nurses Clinic

**Hours:** M-F, 8:30 a.m.-12:15 p.m.  
and 1:30-4:30 p.m.  
Information ..... **1-800-290-5000**

### Pediatrics

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-12:30 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Pharmacy

**Hours:** M-F, 8:30 a.m.-6 p.m.  
Info./Refills by phone ..... **1-866-451-4956**  
Mail-order Pharmacy..... **1-866-206-2985**  
Online refills..... [kp.org/refill](http://kp.org/refill)

### Radiology/Diagnostic Imaging

**Hours:** M, Tu, Th, F, 8:30 a.m.-4:30 p.m.;  
W, 8:30 a.m.-noon  
Appts./Cancel/Msgs. .... **1-866-628-2006**

## ■ 19 | Kaiser Permanente San Diego Medical Center

### Emergency

Hospital and Medical Offices  
9455 Clairemont Mesa Blvd.  
San Diego, CA 92123  
*Scheduled to open April 2017.*

## ▲ 20 San Diego Mission Road

10990 San Diego Mission Rd.  
San Diego, CA 92108  
[kp.org/sandiego](http://kp.org/sandiego)

### Continuing Care

Family Violence Program ..... **619-641-4456**  
Long-term care ..... **619-528-1245**  
Senior/Geriatric services ..... **619-641-4456**  
Social Services ..... **619-641-4456**  
Website ..... [xnet.kp.org/sandiego/ccs/](http://xnet.kp.org/sandiego/ccs/)

### Health Education

**Hours:** M-F, 8:30 a.m.-4:45 p.m.  
Appts./Info./Msgs. .... **619-641-4194**  
Wellness Coaching  
by Phone ..... **1-866-862-4295**  
Depression, stress management, smoking cessation, and other programs. Information available online at [kp.org](http://kp.org).

### Home Health Care

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **619-641-4663**

### Hospice

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information (24 hours) ..... **619-641-4100**

### Information

Operator ..... **619-528-5000**

### Nutrition

Appts./Info. .... **619-641-4194**

### Surgery Scheduling

**Hours:** M-F, 8:30 a.m.-4:30 p.m.  
General Surgery ..... **619-662-5446**  
Head and Neck ..... **858-616-5103**  
Neurosurgery ..... **858-616-5103**  
Ob-Gyn ..... **619-641-2362**  
Ophthalmology ..... **619-662-5480**  
Orthopedics ..... **619-441-3140**  
Plastic Surgery ..... **858-616-5493**  
Thoracic ..... **619-662-5446**  
Urology ..... **619-662-5690**  
Vascular ..... **619-662-5884**

## ● 21 San Marcos Medical Offices

**Urgent Care**  
400 Craven Rd.  
San Marcos, CA 92078  
[kp.org/sandiego](http://kp.org/sandiego)

### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
(**1-888-576-6225**)

### Allergy

**Hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;  
W, 8:30 a.m.-noon  
Information ..... **1-877-236-0333**

### Audiology

1st Floor  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **760-591-4276**

### Cardiology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

### Dermatology *By referral only*

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

### Endocrinology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

### Family Medicine/Internal Medicine

**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Advice/Appts./  
Cancel/Info. .... **1-800-290-5000**

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**Gastroenterology (GI)** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**

**General Surgery**

See Surgery (General).

**Gynecology**

See Obstetrics-Gynecology.

**Head and Neck Surgery** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **760-591-4276**

**Hematology/Oncology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**

**Infectious Disease** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.;

hours and days may vary

Appts./Info./Msgs. .... **1-877-236-0333**

HIV patients may self-refer through the call center.

**Information**

Operator ..... **619-528-5000**

**Laboratory**

**Hours:** M-F, 7 a.m.-9 p.m.;

Sa, 7 a.m.-5 p.m.;

Su, 8 a.m.-5 p.m.

Appointments..... **619-528-7722**

North County..... **760-510-5374**

Results..... **1-888-4KPTEST**  
**(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

**Member Services Office**

**Office hours:** M-F, 9 a.m.-12:30 p.m. and 1:30-5 p.m.

▪ **Member Service Contact Center**

**Phone hours:** 7 days, 24 hours

(closed holidays)

English..... **1-800-464-4000**

Spanish..... **1-800-788-0616**

Chinese dialects..... **1-800-757-7585**

TTY ..... **711**

**Nephrology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**

**Neurology**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**

**Nurses Clinic**

**Hours:** M-F, 8:30 a.m.-12:15 p.m.

and 1:30-4:30 p.m.

Information ..... **1-800-290-5000**

**Obstetrics-Gynecology**

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.;

W, 8:30 a.m.-12:30 p.m.

**Phone hours:** 7 days, 7 a.m.-7 p.m.

Appts./Cancel/Info./Msgs. ... **1-800-290-5000**

**Occupational Health Center**  
**(Kaiser On-the-Job®)**

**Hours:** M-F, 9 a.m.-5 p.m.

Appts./Info./Msgs. .... **760-510-5350**

Medical treatment for work-related injuries and illnesses.

**Orthopedic Surgical Care** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. ... **1-866-459-2912**

**Outpatient Treatment Center (OTC)**

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**



**Pain Management** *By referral only*  
**Office hours:** M-F, 8:30 a.m.-5:30 p.m.;  
 days and hours may vary  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

**Pediatrics**  
**Office hours:** M-F, 8:30 a.m.-5 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
 Advice/Appts./  
 Cancel/Msgs. .... **1-800-290-5000**

**Pharmacy**  
**Hours:** M-F, 8:30 a.m.-9:30 p.m.;  
 Sa, Su, holidays, 9 a.m.-5:30 p.m.  
 Info./Refills by phone ..... **1-866-385-2650**  
 Mail-order Pharmacy..... **1-866-206-2985**  
 Online refills..... **kp.org/refill**

**Physical Medicine** *By referral only*  
**Office hours:** M-F, 7 a.m.-5 p.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

**Physical/Occupational Therapy**  
*By referral only*  
 Office hours: M-F, 7 a.m.-5 p.m.  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. ... **1-866-413-1582**

**Plastic Surgery** *By referral only*  
 Building 4, 3rd Floor, Area 342  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. .... **858-616-5001**

**Pulmonology** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Info./Msgs. .... **1-877-236-0333**

**Radiology/Diagnostic Imaging**  
**Hours:** M-F, 8 a.m.-9 p.m.;  
 Sa, Su, 9 a.m.-5 p.m.  
 Appts./Cancel/Info. .... **1-866-628-2006**

**Rheumatology** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Info./Msgs. .... **1-877-236-0333**

**Sleep Clinic** *By referral only*  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Info./Msgs. .... **1-877-236-0333**

**Speech Pathology**  
*Limited services; by referral only*  
**Office hours:** M-F, 8:30 a.m.-5 p.m.;  
 days and hours may vary  
**Phone hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Info./Msgs. .... **858-694-7100**

**Surgery (General)** *By referral only*  
 Building 4, 3rd Floor, Area 342  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. .... **619-662-1222**

**Vascular Diagnostic Lab** *By referral only*  
 Building 4, 3rd Floor, Area 342  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. .... **619-662-1222**

**Vascular Surgery** *By referral only*  
 Building 4, 3rd Floor, Area 342  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
 Appts./Cancel/Info./Msgs. .... **619-662-1222**

**Urgent Care Clinic**  
*Walk-ins, no appointments necessary*  
**Hours:** M-F, 10 a.m.-8 p.m.;  
 Sa, Su, holidays, 9 a.m.-5 p.m.  
 Advice  
 (7 days, 7 a.m.-7 p.m.) .... **1-800-290-5000**

**▲ 22 | Scripps Medical Office**

HM Poole Building  
9834 Genesee Ave.  
Ste. 114  
San Diego, CA 92037  
[kp.org/sandiego](http://kp.org/sandiego)

**Cardiac Electrophysiology** *By referral only*

**Hours:** M-F, 8 a.m.-4 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**

**▲ 23 | Target Clinic,  
Care provided by  
Kaiser Permanente  
San Diego Mission Valley Target**

**No emergency services**  
1288 Camino Del Rio N.  
San Diego, CA 921083  
[kp.org/scal/targetclinic](http://kp.org/scal/targetclinic)

**Hours:** M-F, 9 a.m.-7 p.m.;

Sa, Su, 11 a.m.-4 p.m.

**Walk-in care available for over 85 services  
for you and your family, including:**

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

**▲ 24 | Target Clinic,**

**Care provided by  
Kaiser Permanente  
Vista Target**

**No emergency services**

1751 University Dr.  
Vista, CA 92083

[kp.org/scal/targetclinic](http://kp.org/scal/targetclinic)

**Hours:** M-F, 9 a.m.-7 p.m.;

Sa, Su, 11 a.m.-4 p.m.

**Walk-in care available for over 85 services  
for you and your family, including:**

- Chronic conditions
- Gynecology
- Minor illnesses
- Minor injuries
- Pediatrics and teens
- Physician telemedicine consultations
- Skin treatments
- Vaccinations
- Wellness services

**25 Vandever Medical Offices**

4405 Vandever Ave.  
San Diego, CA 92120  
[kp.org/sandiego](http://kp.org/sandiego)

Vandever Medical Offices closed at 5 p.m. the evening before a holiday.

**Advice Nurse**

Advice (7 days a week, 7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.; Sa, Su, 24 hours)..... **1-888-KPONCALL (1-888-576-6225)**

**Family Medicine/Internal Medicine**

**Office hours:** M-Th, 7:30 a.m.-7 p.m.; F, 7:30 a.m.-5 p.m.; Sa, Su, 8 a.m.-noon  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Advice/ Appts./ Cancel/Info. .... **1-800-290-5000**

**General Surgery**

See Surgery (General).

**Gynecology**

See Obstetrics-Gynecology.

**Information**

Operator ..... **619-528-5000**

**Laboratory**

**Office hours:** M-F, 7 a.m.-9 p.m.; Sa, Su, holidays, 7 a.m.-5 p.m.  
**EKG hours:** M-F, 8 a.m.-4:30 p.m.; Sa, Su, 8 a.m.-noon; closed holidays  
Appointments ..... **619-528-7722**  
Results ..... **1-888-4KPTEST (1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at [kp.org](http://kp.org).

**Member Services Office**

**Office hours:** M-F, 9 a.m.-5 p.m.

▪ **Member Service Contact Center**

**Phone hours:** 7 days, 24 hours (closed holidays)  
English..... **1-800-464-4000**  
Spanish ..... **1-800-788-0616**  
Chinese dialects..... **1-800-757-7585**  
TTY ..... **711**

**Neurology** *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

**Nurses Clinic**

**Hours:** M-F, 8:30 a.m.-12:15 p.m. and 1:30-4:30 p.m.  
Information ..... **1-800-290-5000**

**Obstetrics-Gynecology**

**Office hours:** M, Tu, Th, F, 8:30 a.m.-5 p.m.; W, 8:30 a.m.-12:30 p.m.  
**Phone hours:** 7 days, 7 a.m.-7 p.m.  
Appts./Cancel/Info./Msgs. .... **1-800-290-5000**

**Ophthalmology/Optical Center/Optomety**

See Vision Essentials by Kaiser Permanente.

**Pediatric Specialties**

Appts./Info./Msgs. .... **619-516-3627**  
Cardiology, Circumcision, Cystic Fibrosis, NICU follow-up, Pulmonology, Rheumatology, and Sports Medicine.

**Pediatrics**

**Hours:** M-F, 8:30 a.m.-9 p.m.; Sa, Su, 9 a.m.-5 p.m.  
Appts./Cancel/Info./Msgs. .... **1-800-290-5000**

**Pharmacy**

1st Floor Pharmacy  
**Hours:** M-F, 8:30 a.m.-10 p.m.; Sa, Su, 8:30 a.m.-7 p.m.  
Info./Refills by phone ..... **1-866-451-4942**  
Mail-order Pharmacy..... **1-866-206-2985**  
Online refills ..... **kp.org/refill**

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### Radiology/Diagnostic Imaging

**Office hours:** M-F, 8:30 a.m.-9 p.m.;

Sa, Su, 8:30 a.m.-5 p.m.

Appts./Cancel/Msgs. .... **1-866-628-2006**

### Mammography hours:

M, W, 7:15 a.m.-8:45 p.m.;

Th, F, 7:15 a.m.-3:15 p.m.;

Sa, 8:30 a.m.-5 p.m.

**CT Scan hours:** M-F, 8 a.m.-9 p.m.;

Sa, Su, 8:30 a.m.-4:30 p.m.

### Sleep Clinic *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**

### Surgery (General) *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **619-662-1222**

### Urology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... **1-888-694-7857**

### Vision Essentials by Kaiser Permanente

#### ▪ Ophthalmology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/

Info./Msgs. .... **1-844-424-1867**

#### ▪ Optical Center

Eyeglasses

**Hours:** M, W, 8 a.m.-8 p.m.;

Tu, Th, F, 8 a.m.-5:30 p.m.;

Sa, 8 a.m.-4:30 p.m.

Information..... **619-516-7190**

Website..... **kp2020.org**

#### ▪ Optometry

**Hours:** M, W, 7:30 a.m.-7:30 p.m.;

Tu, Th, F, 8:30 a.m.-5 p.m.;

Sa, 8 a.m.-4:30 p.m.

Appointments ..... **619-516-7190**

## ▲ 26 Vista Medical Offices

780 Shadowridge Dr.

Vista, CA 92083

**kp.org/sandiego**

### HearUSA/HEARx West Hearing Care Center

Melrose Village Plaza

1611 S. Melrose Dr.

Vista, CA 92081

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

Information ..... **760-597-0050**

### Information

Operator ..... **619-528-5000**

### Ophthalmology/Optical Center/Optometry

See Vision Essentials by Kaiser Permanente.

### Pharmacy

**Hours:** M-F, 9 a.m.-5:30 p.m.

Info./Refills by phone ..... **1-866-391-2672**

Mail-order Pharmacy..... **1-866-206-2985**

Online refills..... **kp.org/refill**

### Psychiatry

**Hours:** M-Th, 7 a.m.-7 p.m.; F, 7 a.m.-6 p.m.

Appts./Info./Msgs. .... **1-877-496-0450**

#### ▪ Behavioral Health Care

**Member Help Line**

7 days, 24 hours..... **1-800-900-3277**

### Vision Essentials by Kaiser Permanente

#### ▪ Ophthalmology *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/

Info./Msgs. .... **1-844-424-1867**

#### ▪ Optical Center

Eyeglasses

**Hours:** M, Tu, W, F, 8:30 a.m.-5:30 p.m.;

Th, 8:30 a.m.-8 p.m.

Information..... **760-599-2210**

Website..... **kp2020.org**

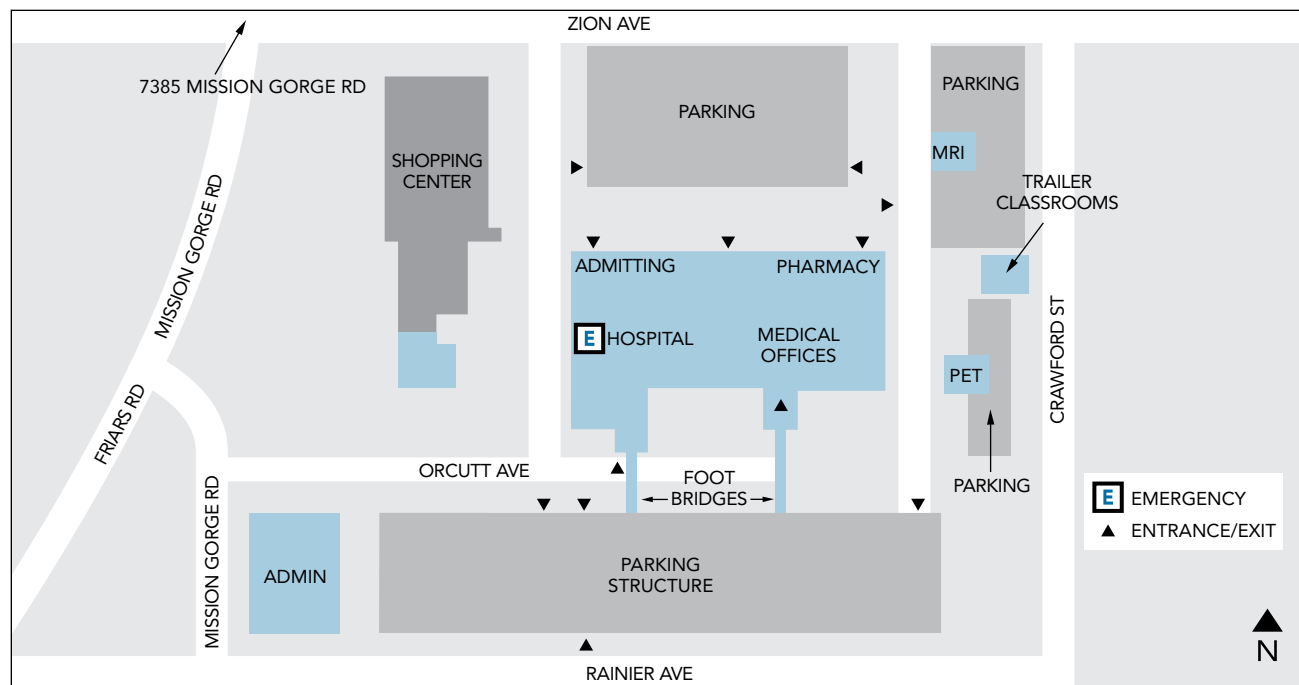
#### ▪ Optometry

**Hours:** M, Tu, W, F, 8:30 a.m.-5 p.m.;

Th, 8:30 a.m.-8 p.m.

Appts./Cancel ..... **760-599-2210**

## Kaiser Permanente Zion Medical Center (hospital and medical offices)



Map not to scale

### 27 Kaiser Permanente Zion Medical Center

#### Emergency

Hospital and Medical Offices  
4647 Zion Ave.  
San Diego, CA 92120  
[kp.org/sandiego](http://kp.org/sandiego)

Some departments are scheduled to move to San Diego Medical Center at 9455 Clairemont Mesa Blvd. in April 2017. Please check [kp.org/facilities](http://kp.org/facilities) for the latest updated information.

#### Emergency

**Hours:** 7 days, 24 hours

#### Hospital

Patient information ..... **619-528-5308**

#### Information

Operator ..... **619-528-5000**

**Poison Control** ..... **1-800-222-1222**

#### Admitting

Information ..... **619-528-0140**

#### Advice Nurse

Advice (7 days a week,  
7 a.m.-7 p.m.) ..... **1-800-290-5000**  
After-hours advice (M-F, 7 p.m.-7 a.m.;  
Sa, Su, 24 hours) ..... **1-888-KPONCALL**  
**(1-888-576-6225)**

#### Cardiology *By referral only*

**Hours:** M-F, 8:15 a.m.-6 p.m.  
Appts./Info./Msgs. .... **1-877-236-0333**

#### Continuing Care

See San Diego Mission Road offices.

#### Disability Claims

7385 Mission Gorge Rd.  
San Diego, CA 92120  
**Hours:** M-F, 8:30 a.m.-5 p.m.  
Information ..... **619-528-5280**  
Fax ..... **619-229-7542**

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**Gastroenterology (GI)** *By referral only*

**Hours:** M-F, 8:15 a.m.-6 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**

**General Surgery**

See Surgery (General).

**Genetics** *Referral preferred*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... **619-528-5409**

**Gynecology**

See Obstetrics-Gynecology.

**Healthy Living Store**

**Hours:** M, Tu, Th, F, 9 a.m.-4:30 p.m.;

W, 7 a.m.-4:30 p.m.

Information ..... **619-528-5153**

Breast pumps available for purchase.

**HearUSA/HEARx West Hearing Care Centers**

**Hours:** M-F, 8:30 a.m.-5 p.m.; after-hours and weekends, by appointment only

▪ **Chula Vista**

2220 Otay Lakes Rd., Ste. 503

Chula Vista, CA 91915

Information..... **619-691-1108**

▪ **Hillcrest**

1244 University Ave.

San Diego, CA 92103

Information..... **619-291-0030**

▪ **La Jolla**

8915 Towne Centre Dr., Ste. 2-116

San Diego, CA 92122

Information..... **858-260-5615**

▪ **La Mesa**

8066-68 La Mesa Blvd.

La Mesa, CA 91941

Information..... **619-644-9515**

▪ **Oceanside**

3772 Mission Ave., Ste. 117

Oceanside, CA 92058

Information..... **760-721-1141**

▪ **Poway**

14845 Pomerado Rd.

Poway, CA 92604

Information..... **858-435-0190**

▪ **San Diego**

7910 Frost St., Ste. 420

San Diego, CA 92123

Information..... **858-569-6090**

▪ **Vista**

1611 S. Melrose Dr.

Vista, CA 92081

Information..... **760-597-0050**

**Hematology/Oncology** *By referral only*

**Hours:** M-F, 8:15 a.m.-6 p.m.

Appts./Info./Msgs. .... **1-877-236-0333**

**Infectious Disease** *By referral only*

Appts./Info./Msgs. .... **1-877-236-0333**

**Information**

Operator ..... **619-528-5000**

**Labor and Delivery**

See Obstetrics-Gynecology.

**Laboratory**

**Hours:** M-F, 7 a.m.-7 p.m.;

Sa, 8 a.m.-4:30 p.m.

Appointments ..... **619-528-7722**

North County phone ..... **760-510-5374**

Results..... **1-888-4KPTEST**

**(1-888-457-8378)**

Call requesting practitioner for test results or check lab results online at **kp.org**.

**Medical Correspondence**

7385 Mission Gorge Rd.

San Diego, CA 92120

**Hours:** M-F, 8:30 a.m.-5 p.m.

▪ **Continuing Care Records**

Record copies ..... **619-583-4293**

Fax..... **619-229-7511**

Continuing Care records are processed at no cost to members.

▪ **Patient Records**

Record copies ..... **619-528-5195**

Copies of records for personal use. There is a clerical and per-page copying fee.

### Neonatology

Follow-up appts. .... 1-866-940-2218  
 Neonatal Intensive Care ..... 619-528-5323

### Neurosurgery *By referral only*

Appts./Info./Msgs. .... 619-528-0501

### Nuclear Medicine *By referral only*

Appts./Info./Msgs. .... 619-528-5067

### Obstetrics-Gynecology

Appts./Cancel/Info./Msgs. ... 1-800-290-5000

#### ▪ Labor and Delivery

**Hours:** 7 days, 24 hours

Information..... 619-528-5036

### Occupational Health Center (Kaiser On-the-Job®)

**Hours:** M-F, 7 a.m.-7 p.m.

Appts./Info./Msgs. .... 619-528-5062

Medical treatment for work-related injuries and illnesses.

### Oncology

See Hematology/Oncology.

### Orthopedic Surgical Care *By referral only*

Appts./Cancel/Info./Msgs. ... 1-866-459-2912

### Ostomy

Appts./Info./Msgs. .... 619-662-1222

### Patient Access

7385 Mission Gorge Rd.

San Diego, CA 92120

**Hours:** M-F, 9 a.m.-5 p.m.

Information ..... 619-583-4293

Copies of records for personal use.

### Pharmacy

**Hours:** 7 days, 24 hours

Info./Refills by phone ..... 1-866-370-1958

Mail-order Pharmacy..... 1-866-206-2985

Online refills..... [kp.org/refill](http://kp.org/refill)

### Psychiatry

Crisis intervention ..... 1-877-496-0450

#### ▪ Behavioral Health Care

##### Member Help Line

7 days, 24 hours..... 1-800-900-3277

### Pulmonology/INH Clinic *By referral only*

TB screening

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Info./Msgs. .... 1-877-236-0333

### Radiology/Diagnostic Imaging

Appointments..... 1-866-628-2006

### Surgery (General) *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... 619-662-1222

### TTY for the Hearing or Speech Impaired

Advice/Appts./Info. .... 619-528-5152

North County coastal..... 760-436-6031

North County inland ..... 760-741-8855

### Urology *By referral only*

Appts./Info./Msgs. .... 1-888-694-7857

### Vascular Lab Testing *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... 619-662-1222

### Vascular Surgery *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... 619-662-1222

### Wound Care *By referral only*

**Hours:** M-F, 8:30 a.m.-5 p.m.

Appts./Cancel/Info./Msgs. .... 619-662-1222



# Your Care

## Choose your doctor – and change anytime

### Select from a wide range of great doctors and change anytime, for any reason

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Even if you don't need to see your doctor right away, having a doctor you connect with is an important part of taking care of your health.

### Choose the right doctor

To help you find a personal doctor who's right for you, you can browse our online doctor profiles. There, you'll see information related to their education, credentials, specialties, and interest areas.

Keep in mind: Each covered family member may choose his or her own personal doctor. Teens 18 and older should choose a doctor from adult medicine or family medicine.

### You can choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Women 18 to 64 should choose an ob-gyn as well as a personal physician.

### Nurse practitioners/physician assistants/certified nurse-midwives

Your health care team includes other licensed

professionals who work with our doctors to care for members. Nurse practitioners and physician assistants diagnose and treat a wide variety of conditions, order prescriptions and tests, and answer questions about your care. Certified nurse-midwives provide women with obstetric and gynecologic care.

### Change your doctor anytime

You can choose and change your doctor at any time, for any reason. Go to [kp.org/finddoctors](https://kp.org/finddoctors), or call us for help. If the doctor you'd like isn't accepting new patients, you can call us for help (see the box below).

### See specialists, some without a referral

You can make an appointment with a provider in the following specialties without a referral:

- Most obstetrics-gynecology
- Optometry
- Most psychiatry
- Chemical dependency or addiction medicine

For specialty care, talk to your doctor about your care and in-plan referral. See page 273 for more on referrals for specialty care.



#### Choose by phone

Call the Member Outreach or physician selection service at the location where you plan to get most of your care. See the facility directory, starting on page 1.



#### Choose online

Go to [kp.org/finddoctors](https://kp.org/finddoctors) to browse our doctor profiles, and choose a doctor who matches your needs.



# Getting care

## No matter what kind of care you need, we've got you covered

As a Kaiser Permanente member, you have access to a full range of care and services, including:

### Routine care

For expected care needs, such as:

- Scheduled visits to your doctor
- Recommended preventive screenings
- Physical exams
- Well-child checkups

### Urgent care

For illness or injuries that require prompt medical attention but are not emergency medical conditions, such as:

- Minor injuries and cuts
- Sore throats and earaches
- Frequent or severe coughs
- Frequent urination or burning sensation when urinating

### Emergency care

For emergency medical or psychiatric conditions that require immediate medical attention to prevent serious risk to your health, such as:

- Chest pain or pressure that may move out to the arm, neck, back, shoulder, jaw, or wrist
- Severe stomach pain that comes on suddenly
- Sudden decrease in or loss of consciousness
- Severe shortness of breath

If you have an emergency medical condition, call **911** or go to the nearest hospital.\*

### **i** Advice whenever you need it

If you're not sure what kind of care you need, our advice nurses are available 24/7 to help you figure out what type of care is best for your symptom or condition. Just call the appointment and advice line for the facility that's convenient for you. For after-hours advice, call **1-888-KPONCALL (1-888-576-6225)**.

### **📞** To make an appointment

To make an appointment with your personal doctor in internal medicine, family medicine, obstetrics-gynecology, or pediatrics, or to get advice, call the appointment and advice line for the facility that's convenient for you. We can also tell you if a location accepts walk-ins or offers after-hours care, or if you can make a same-day or next-day appointment. In addition, you can schedule routine appointments online.†

\*An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of immediate medical attention would result in any of the following: (1) placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; or (3) serious dysfunction of any bodily organ or part. A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true: The person is an immediate danger to himself or herself or to others, or the person is immediately unable to provide for or use food, shelter, or clothing due to the mental disorder.

†This feature is available when you get care at a Kaiser Permanente facility.

# Care away from home

Plan ahead, travel well, and come home healthy. Visit [kp.org/travel](https://kp.org/travel) or call the Away from Home Travel Line at **951-268-3900\*** for 24/7 travel support anytime, anywhere.

Our website and travel line team can help you:

- Learn how to refill a prescription early or away from home.
- Find care in a Kaiser Permanente region.
- File a claim for reimbursement when you're back.

## Before you go

A little planning makes a big difference. Plan now for a healthy trip.

- **Register on [kp.org](https://kp.org)** to see your home area health information and email your Kaiser Permanente doctor at home or away from home anytime.
- **Get our KP app** to stay connected when you're on the go.
- **Consult your doctor** if you need to manage a condition during your trip.
- **Refill your eligible prescriptions** to have enough while you're away.
- **Print a summary of your online medical record** in case you don't have Internet access.
- **Make sure your immunizations are up-to-date**, including your yearly flu shot.

**Don't forget to bring your Kaiser Permanente ID card.** It has important phone numbers on the back.

\*This number can be dialed from inside and outside the United States. Outside, you must dial the U.S. country code "001" for land lines and "+1" for mobile before the phone number. Long-distance charges may apply and we cannot accept collect calls. This phone line is closed on major holidays.

# Get ready for your visit

Get the most out of your appointments. Know what to expect and be ready. These guidelines can help you get started.

## Before your visit

- ☑ **Make a list of your medications**  
Make a list of everything you take, including vitamins and herbal supplements. Have your list with you during your visit, or bring your original medication bottles.
- ☑ **Know your test results**  
Ask your doctor how and when to get your test results, and what the test results mean. You can also view recent test results at [kp.org/myhealthmanager](https://kp.org/myhealthmanager).
- ☑ **Write down your concerns**  
Talk to your doctor about any cultural, religious, or personal beliefs that could affect your care now or in the future.

## During your visit

- ☑ **Speak up if you have questions or concerns**  
It's a good idea to ask questions before a medical test, when you're prescribed medication, and before you get any treatment.
- ☑ **Make sure you understand**  
Before you leave, make sure you know which medications to take and how often, when your follow-up tests or appointments are scheduled, and when you can return to your regular diet and activities. Ask anyone on your care team if you're not sure about anything. You can also bring a friend or family member with you to help ask questions, remember answers, and speak for you if needed. If you don't get a printout of instructions for your care plan, ask for one.

## What to ask:\*

1. What is my main problem?
2. What do I need to do about it?
3. Why is it important for me to do this?

\*Adapted from the National Patient Safety Foundation "Ask Me 3" Campaign.

## When you check in

There are 2 ways to check in for appointments.

### 1. At the reception desk

Have your Kaiser Permanente ID card ready. We'll also ask you for a photo ID, like your driver's license. This helps keep your identity and medical information safe. (Learn more about how we protect your information on page 268.)

### 2. At a self-service kiosk

Insert your Kaiser Permanente ID card or enter your name.

You can pay for your visit with a debit or credit card, update certain personal information, and get directions to your appointment (available in several languages). Kiosks may not be available at all locations.

If your plan includes a copay, coinsurance, or deductible, you'll make a payment when you check in. You can pay by credit card or debit card at the reception desk or at the kiosk. Later, you'll get a statement that shows what services you got, how much you paid, and whether you still owe anything. Ask the receptionist for details or refer to your *Evidence of Coverage* or *Certificate of Insurance*.

# Timely access to scheduled appointments

Your health is our top priority. And we're committed to offering you a timely appointment when you need care.

The following standards for appointment availability were developed by the California Department of Managed Health Care (DMHC). This information can help you know what to expect when you request an appointment.

Type of appointment	Appointment offered
<b>Urgent care</b> (defined on page 253)	Within 48 hours
<b>Nonurgent primary care</b> (including adult/internal medicine, pediatrics, and family medicine)	Within 10 business days
<b>Nonurgent mental health care with a practitioner other than a physician</b>	Within 10 business days
<b>Nonurgent specialty care with a physician</b>	Within 15 business days

If you prefer to wait for a later appointment that will better fit your schedule or to see the practitioner of your choice, we'll respect your preference. In some cases, your wait may be longer than the time listed if a licensed health care professional decides that a later appointment won't have a negative effect on your health.

The standards for appointment availability don't apply to preventive care services. Your practitioner may recommend a specific schedule for these types of services, depending on your needs. Preventive care services may include physical exams, vision and hearing tests, immunizations, health education, and prenatal care. The standards

also do not apply to periodic follow-up care for ongoing conditions or standing referrals to specialists.

### Timely access to telephone assistance

In addition, the following standards for answering telephone inquiries require health plans to answer the following telephone inquiries within specified time frames.

- For telephone advice about whether you need to get care and where to get care, plans must answer within 30 minutes, 24 hours a day, 7 days a week.
- For customer service inquiries, plans must answer within 10 minutes during normal business hours.

## Getting your prescriptions

Your doctor may write a prescription for you during your appointment. In most cases, it will be sent to our pharmacy electronically, and you can usually pick it up at your preferred pharmacy after your appointment. You can also refill your prescriptions at any of our pharmacies. Find a pharmacy near you in the directory, starting on page 1.

### Refill prescriptions from home

Our mail-order service offers a convenient way to refill your prescriptions. We can mail most prescription drugs to your home within 10 days, at no extra cost for standard U.S. postage.\*

\*Please see your *Evidence of Coverage* or *Certificate of Insurance* for information about your drug coverage, or check with your local Kaiser Permanente pharmacy if you have a question about mailing.

To pay, you can use a credit card (American Express, Discover, MasterCard, or Visa) or a Visa or MasterCard debit card.

### Online

Visit [kp.org/refill](https://kp.org/refill) to see how easy it is to order refills and check the status of your orders. If it's your first online order, you'll need to register on our website, [kp.org](https://kp.org).

### Phone

Call the pharmacy refill number on your prescription label. Have your medical record number, prescription number, home phone number, and credit or debit card information ready when you call.

### RETHINK REFILLS.

When you get care at our facilities, you can have most prescription refills mailed to you at no extra charge. To order online, visit [kp.org/refill](https://kp.org/refill) or use the Kaiser Permanente app on your mobile device. To order by phone, call the number on your prescription label.

### Have questions?

Call the pharmacy number printed at the top of your prescription label or find a local pharmacy in the directory beginning on page 1.

For information about your benefits, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays):

**1-800-464-4000** English

**1-800-788-0616** Spanish

**1-800-757-7585** Chinese dialects

**711** TTY

## Need to transfer prescriptions?†

- **From a non-Kaiser Permanente pharmacy to a Kaiser Permanente pharmacy**  
Get the prescription number and phone number of the non-Kaiser Permanente pharmacy, then fill out our online form at [kp.org](https://kp.org), or call the Kaiser Permanente pharmacy you want to use. We'll handle the rest. Please allow 2 business days for us to transfer your prescription.
- **From one Kaiser Permanente pharmacy to another**  
Go to [kp.org/refill](https://kp.org/refill) and select your medication from your online list, or call the Kaiser Permanente pharmacy where you'd like to pick up your prescription. Enter your current prescription number when prompted. If you don't have any refills left, it may take 2 business days to complete your order.

†Some drugs, such as schedule II controlled substances, are not transferable due to their high potential for abuse and addiction.

## Prescription drug benefits

Most of our plans only cover prescriptions from:

- Kaiser Permanente or affiliated doctors and staff
- Doctors and staff we've referred you to
- Dentists

You'll generally pay full price for all other prescription drugs. If your coverage doesn't include a prescription drug benefit, you can still use a Kaiser Permanente pharmacy, but you'll need to pay the full price.

For new members, Kaiser Permanente will generally cover a temporary supply of non-formulary medication until you can transfer your care to a Kaiser Permanente or affiliated doctor or other provider. Transfer of care to a Kaiser Permanente or affiliated practitioner needs to be completed within the first 90 days of your membership.

Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information about your drug benefits.

## Prescription drug formulary

Our prescription drug formulary\* is a list of preferred drugs that have been carefully selected and approved by the Kaiser Permanente Pharmacy and Therapeutics Committee. For more information, see page 274.

\*The prescription drug formulary may vary depending on your health plan and is subject to change. For more information about which drug formulary applies to your plan, visit [kp.org/formulary](https://kp.org/formulary) or call the Member Service Contact Center.

## Over-the-counter offerings

Kaiser Permanente pharmacies also carry a variety of popular nonprescription medicines and supplements, including vitamins, antacids, and cough and cold medicines. You don't need prescriptions for any of these items.

### OUT OF REFILLS?

If you don't have any prescription refills left when you order, we can request extra refills from your doctor. Please allow 2 business days for us to process your order.

# Managing chronic conditions

The Complex Case Management program helps our members with hard-to-control chronic conditions get the care they need. For some members, managing more than one chronic condition may require specialized care, monitoring, and education.

Nurses and social workers work with you and your personal physician to address your specific needs. Specially trained case managers provide education, help you set up personal goals, and teach you self-care.

The Complex Case Management program is voluntary and complimentary for Kaiser Permanente members. If you or your caregiver thinks you qualify for the program, call **1-866-551-9619** (for more than one chronic condition that's hard to control).

## DID YOU KNOW?

At **kp.org**, you have powerful resources at your fingertips:

- Browse wellness guides and drug and health encyclopedias.
- Get facility locations and information.
- Use our health calculators.
- View health plan information.
- Have our *Partners in Health* e-newsletter sent right to your inbox each month, and get wellness tips, health news, recipes, and more.

## REGISTER AT **KP.ORG**. IT'S AS EASY AS 1-2-3.

1. Have your medical record number handy.
2. From your computer, go to **kp.org/registernow**.
3. Enter some basic information and answer security questions. In 5 minutes you'll be able to access all the great things My Health Manager on **kp.org** has to offer.



# Health Resources

## Healthy living resources

Choose from a wide variety of healthy living resources, including classes and programs – online, by phone, or in person. You'll find inspiration and tools to help you feel your best.

### Wellness Coaching by Phone

Whether you need support to quit tobacco or manage your weight, you can work with a wellness coach to set goals for healthy, lasting change. Together, you'll build a plan of action tailored just for you.

Sessions are offered in English and Spanish at no charge to Kaiser Permanente members. To schedule an appointment, call **1-866-862-4295** between 7 a.m. and 7 p.m., Monday through Friday.

### Get fit online

Whether you're 25 or 65, it's never too early – or too late – to start getting fit. Any physical activity – walking, gardening, even doing laundry – can help you look and feel your best, as long as you do it regularly. Learn more at [kp.org/fitness](https://kp.org/fitness).

### Healthy lifestyle programs

As a Kaiser Permanente member, you can choose from many personalized wellness programs to help you reach your health goals. These programs are offered at no cost to you. Take the Total Health Assessment\* and have your results included in your electronic health record.

- Lose weight with Balance.
- Lower stress with Relax.
- Eat healthier with Nourish.
- Quit smoking with Breathe.
- Manage chronic pain with Care for Pain.
- Manage diabetes with Care for Diabetes.
- Manage depression with Care for Depression.
- Sleep better with Dream.
- Manage back pain with Care for Your Back.

If you haven't registered on [kp.org](https://kp.org), you'll need to do so before starting one of these programs. Go to [kp.org/registernow](https://kp.org/registernow) to register. Then visit [kp.org/healthylifestyles](https://kp.org/healthylifestyles) to start your program.

### More health resources

Visit [kp.org/healthyliving](https://kp.org/healthyliving) to learn more about improving your health and well-being. You'll find our health encyclopedia, information on drugs and natural medicines, and classes for members. Some classes are open to the public. Classes may vary by location, and some may have a fee.

\*This program is also available in Spanish.

# Your immunization information

Your immunization information is shared with the California Immunization Registry (CAIR), as well as the Regional Immunization Data Exchange (RIDE) in Stanislaus and San Joaquin counties and the San Diego Regional Immunization Registry in San Diego County. These secure databases are managed by state and county government agencies. Any California health care provider can see most immunizations received at any participating provider. Go to [cairweb.org/forms](https://cairweb.org/forms) for more information.

Here are some benefits of sharing your information:

- You have a backup in case you lose your or your child's yellow immunization card.
- Participating schools can easily view your child's required immunizations.
- You'll keep a consistent immunization record if you ever need to change health plans.

If you don't want Kaiser Permanente to share your or your child's immunization information with other California health care providers or participating schools through these registries, you can opt out at any time. Visit [cairweb.org/forms](https://cairweb.org/forms) and click "CAIR Patient Forms" for information about opting out.

# Preventive care guidelines

Kaiser Permanente helps you to stay healthy by focusing on prevention. Use our preventive care guidelines to learn about what you can do to be healthier and when to get immunizations and routine screening tests.

These guidelines are for people who are generally healthy. If you have ongoing health problems, special health needs or risks, or if certain conditions run in your family, your preventive care guidelines may be different. Talk to your personal doctor about an approach that fits your needs. To learn about which preventive care services are covered under your health plan, consult your *Evidence of Coverage* or *Certificate of Insurance*, or call our Member Service Contact Center.



## Preventive care guidelines for adults

TOPIC	ADULT
<b>Recommended Lifestyle Practices</b>	
Dental health	Floss daily and use fluoride toothpaste. See a dentist regularly.
Diet and nutrition	Limit fats, especially saturated fat and cholesterol. Eat fruits, vegetables, and whole grains. Make sure you're getting enough vitamin D and calcium. Recommended intake for calcium: Total daily intake of 1,000 mg/day for premenopausal women; 1,200 mg/day for women and men age 50 and older (in some adults, adequate intake may require supplementation). Recommended intake for vitamin D: 1,000 IU/day (total daily intake) for all pre- or post-menopausal women and men over age 50. From menarche through menopause, women should take a daily folic acid supplement >400 mcg.
Emotional health	Talk to your personal physician or other health care professional to get help if you're depressed, anxious, or thinking of suicide, or are being threatened, abused, or hurt by someone. Loneliness and isolation increase your risk of illness. Spend time with your friends and family and participate in activities that interest you.
Exercise	Try to be physically active on most days. Walk and do weight-bearing and muscle-building exercises. For <b>adults 65 and older</b> , talk to your physician before starting a vigorous exercise program.
Medical care	Talk with your physician about an advance health care directive, which makes your health care wishes known if you're unable to speak for yourself.
Medication	Discuss with your physician all medications you're taking, to be sure that there are no dangerous interactions.
Safety	Use seat belts and helmets. If you drink, always have a designated driver. Install and check smoke detectors. Lock up guns and keep ammunition separate. Set water heater temperature between 120 and 130 degrees Fahrenheit. Learn CPR. Avoid climbing ladders if you have trouble walking or keeping your balance.
Sexual practices	Use birth control to prevent unintended pregnancies. To prevent sexually transmitted diseases (STDs), use condoms and avoid having sex with high-risk partners such as known drug users. Discuss with your physician how often you should be tested for STDs, based on your personal risk factors.
Shared decision-making	Part of healthy living includes planning ahead for your future health and health care needs. Talking with your loved ones and filling out an advance directive is important for people of all ages. This document supports the right treatment plan for you based on your values and health wishes. See page 281 for more information or visit <a href="http://kp.org/advancedirectives">kp.org/advancedirectives</a> .
Skin protection	Always protect your skin from the sun when outdoors. Wear a hat and sunscreen to reduce your risk of skin cancer.
Smoking	If you smoke or chew tobacco, talk with your physician about how to quit or call Kaiser Permanente Wellness Coaching by Phone at <b>1-866-862-4295</b> to make an appointment with a wellness coach.
Substance abuse	Avoid using drugs and abusing alcohol. If drinking or using drugs is causing problems for you or others, talk with your physician.

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TOPIC	ADULT		
<b>Recommended Screening Tests</b>			
<b>Abdominal aortic aneurysm (for men)</b>	Have an abdominal ultrasound once between <b>ages 65 and 75</b> for men who have smoked at least 100 cigarettes in their lifetime.		
<b>Breast cancer (for women)</b>	For women <b>between ages 40 and 49</b> , we offer mammography in the context of a shared decision-making approach, taking into consideration life expectancy, patient preference, existing comorbidities, and clinician judgment.	Routine mammography screening is recommended for asymptomatic women between <b>ages 50 and 74</b> .	For women <b>ages 75 and older</b> , we offer mammography in the context of a shared decision-making approach, taking into consideration life expectancy, patient preference, existing comorbidities, and clinician judgment.
	The screening frequency for mammography is every 1 to 2 years. Contact your physician immediately if you find a lump in your breast.		
<b>Cervical cancer (for women)</b>	Get a Pap test every 3 years, starting at <b>age 21</b> .	<b>At age 30</b> , have a Pap and human papillomavirus (HPV) test every 5 years through <b>age 65</b> .	Screening isn't recommended for women <b>age 66 and older</b> who have had adequate prior screening.
<b>Cholesterol</b>	Have your first cholesterol test <b>between ages 20 and 39</b> .	Get tested every 5 years, <b>between ages 40 and 79</b> .	
<b>Colon cancer</b>	Have a fecal immunochemical test (FIT) every year, and/or a flexible sigmoidoscopy every 5 years (with or without an annual FIT); or a colonoscopy every 10 years starting at 50. Screening may end at <b>age 75</b> with a routine history of screening; patients with no screening history should end screening at <b>age 80</b> .		
<b>Diabetes</b>	Get tested every 5 years, <b>starting at age 45</b> .		
<b>HIV and other STDs</b>	Get tested for HIV and other STDs if you have had unprotected sex, are pregnant, or have any other reason to think you may be at risk. Have a yearly chlamydia test if you're a sexually active female and are <b>age 24 or younger</b> .		
<b>Osteoporosis</b>	Have a bone density test once starting at <b>age 65 for women and age 70 for men</b> .		
<b>Overweight and obesity</b>	Have your body mass index (BMI) calculated at every visit.		
<b>Prostate cancer (for men)</b>	<b>Between ages 50 and 69</b> , discuss the benefits and risks of prostate cancer screening with your physician. Screening isn't recommended for men <b>age 70 or older</b> .		
<b>Immunizations</b>			
	Get your immunizations in a timely manner (see the chart on the next page).		
<b>Influenza (flu shot)</b>	<b>All adults age 18 and older</b> should get an annual flu vaccination. This is especially important for pregnant women; people with chronic conditions such as asthma, diabetes, kidney disease, or heart disease; and anyone <b>age 50 or older</b> .		
<b>Tdap (tetanus, diphtheria, and pertussis)</b>	You should get a Tdap (tetanus, diphtheria, and pertussis) vaccination at least once <b>after age 18</b> , especially if your family has a newborn or if you take care of newborns. <b>If you're pregnant</b> , you should get a Tdap vaccination with each pregnancy, ideally at 27 to 36 weeks into the pregnancy.		

## Recommended immunizations for adults

As recommended by the Centers for Disease Control and Prevention

**Recommended for you:** This vaccine is recommended for you unless your health care professional tells you that you cannot safely receive it or that you don't need it.

**May be recommended for you:** This vaccine is recommended for you if you have certain risk factors due to your health, job, or lifestyle that aren't listed here. Talk to your health care professional to see if you need this vaccine.

Age	Flu <i>Influenza</i>	Td/Tdap Tetanus, diphtheria, and pertussis	Shingles <i>Zoster</i>	Pneumococcal	Meningococcal	MMR Measles, mumps, rubella	HPV <i>Human papillomavirus</i>	Chickenpox <i>Varicella</i>	Hepatitis A	Hepatitis B	Hib <i>Haemophilus influenzae type b</i>		
19-21 years	1 dose annually	Substitute Tdap for TD once, then TD booster every 10 years	1 dose	PCV13	Men- ACWY or MPSV4	1 or 2 doses	Women	2 doses					
22-26 years							Men					3 doses	
27-49 years				1 dose	1 or more doses							3 doses	2 or 3 doses
50-59 years													
60-64 years				1 dose									
65+ years				1 dose									

**You should get this vaccine if you did not get it when you were a child.**

### More information

**Flu:** There are several flu vaccines available. Talk to your health care professional about which flu vaccine is right for you.

**Td/Tdap:** Women should get a Tdap vaccine during every pregnancy to protect the baby.

**Shingles:** You should get the shingles vaccine even if you have had shingles before.

**Pneumococcal:** You should get 1 dose of PCV13 and 1 or 2 doses of PPSV23 depending on indication.

**Meningococcal:** Men-ACWY/MPSV4: Doses based on indication. MenB: Doses based on vaccine used.

**MMR:** If you were born in 1957 or later, and don't have a record of being vaccinated or having had measles, mumps, and rubella, talk to your health care professional about how many doses you may need.

**HPV:** You should get HPV vaccine if you are a woman through age 26 years or a man through age 21 years and did not already complete the series.

**Hepatitis A:** Doses based on indication.

**Hib:** Doses based on indication.

**If you are traveling outside the United States, you may need additional vaccines.**

Ask your healthcare professional about which vaccines you may need at least 6 weeks before you travel.

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit **cdc.gov/vaccines**.

Visit **kp.org/mydoctor/travel** to learn how to prepare for your trip.



## Preventive care guidelines for children and teens

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
<b>Recommended Lifestyle Practices</b>		
Alcohol and drugs		Don't drink alcohol or use drugs, and never drive under the influence.
Dental care	Prevent baby bottle tooth decay – don't leave a bottle with your baby at nap time or nighttime. Brush your baby's teeth with water. <b>Starting at age 2</b> , use a small amount of toothpaste and teach your child to brush and floss his or her teeth. Take your child to the dentist regularly. Fluoride use may also be recommended, based on risk factors like your primary water supply being deficient in fluoride. Your baby may need a routine addition of varnish <b>between 9 and 18 months</b> .	Visit the dentist regularly. Fluoride use may be recommended, based on risk factors like your primary water supply being deficient in fluoride.
Diet and nutrition	Breastfeed your baby <b>up to 2 years of age</b> . Breast milk is the best food for your baby and contains all the nutrition your baby needs for the first year of life. Give your child at least 5 servings of fruits and vegetables every day. Emphasize iron-enriched foods that contain calcium. Limit fat, cholesterol, sugar, and milk after age 2. Limit high-fat, non-nutritious foods such as fast foods, chips, sweets, and soda.	Choose foods low in fat, with 5 or more servings of fruits and vegetables every day. Encourage calcium intake, folic acid. Discuss eating properly and risky dietary behaviors (e.g., binge eating, bulimia, or anorexia).
Emotional health	Spend relaxed time with your children regularly and talk to them about school, friends, and any difficulties they may be having. Let them know you're there to help. Make sure your child is getting enough sleep and isn't over-scheduled with activities.	Eat healthy foods and get plenty of sleep. If you're depressed, thinking of suicide, or are being hurt by someone, talk to your physician or another adult you can trust.
Environmental safety	Use hats and sunscreen to protect your child from sun exposure. Protect your child from crime and violence by not allowing your child to play outside alone. If your house was built before 1978, ask your physician about signs of lead toxicity.	
Exercise	Make sure your child plays actively every day. Walk, run, and play with your child whenever possible. Limit TV, video games, and computer use.	Try to be physically active every day.
Medical care	Bring your child to all well-child visits. These visits are generally scheduled every few months from <b>birth to age 2</b> , then yearly from <b>age 3 to 6</b> , every 2 years after. Your physician will let you know when to bring your child in.	Attend all well-child visits at <b>ages 13 to 15 and ages 16 to 17</b> , or more often as directed by your health care team.
Safety	Keep children out of the front seat of the car. Use safety seats for children <b>age 8 or younger</b> or who are <b>less than 4'9"</b> in height. Use a rear-facing car seat <b>until age 2</b> or when your child has outgrown the highest weight or height allowed by the car seat's manufacturer. Wear seat belts. Use helmets when riding bikes. Don't leave children <b>age 6 or younger</b> unattended inside motor vehicles. Put medicines out of reach. Keep the Poison Control Center telephone number ( <b>1-800-222-1222</b> ) handy. Install fences and gates around pools, and use guards on windows and stairs. Put your baby to sleep on his or her back (the "back to sleep" position).	Use lap and shoulder seat belts, helmets, and safety gear.

TOPIC	BIRTH-12 YEARS	13-18 YEARS Share these guidelines with your teenagers.
Sexuality		Postpone sex. If you're sexually active, talk with your physician about birth control and safer sex.
Smoking	Don't allow anyone to smoke around your child.	Avoid or quit smoking and chewing tobacco. Visit <a href="http://kp.org/healthylifestyles">kp.org/healthylifestyles</a> .

### Recommended Screening Tests

Autism	Your pediatrician will screen your toddler for signs of autism spectrum disorder, if you have concerns about speech or development delay, <b>between 18 and 21 months</b> .	
Blood pressure	Occurs at every well-child visit starting at <b>age 2</b> .	
Chlamydia	Sexually active girls need an annual chlamydia test.	
Head circumference	Occurs at every well-child visit from <b>birth to age 2</b> .	
Hearing	Audiogram occurs at birth, between <b>ages 4 and 6</b> , and between <b>ages 8 and 10</b> , and as recommended by your physician through <b>age 17</b> .	
Height, weight, and BMI	Occurs at every well-child visit. Starting at <b>age 3</b> , check body mass index (BMI). BMI is calculated to help determine if your child is at a healthy weight.	
Vision	Occurs once at <b>age 4</b> , and at every well-child visit between <b>ages 4 and 17</b> , as recommended by your physician.	
Additional tests	Your child is tested at birth for thyroid deficiencies, intolerance to milk sugar (galactosemia), hemoglobinopathies, and phenylketonuria. Your physician will let you know if your child needs additional tests for problems such as diabetes, high cholesterol, tuberculosis, anemia, or lead exposure.	Your physician will let you know if you need additional tests for problems such as diabetes, high cholesterol, tuberculosis, or sexually transmitted diseases.

### Immunizations

	Make sure your child gets his or her immunizations in a timely manner (see chart on page 266).	
Influenza (flu shot)	For all children <b>6 months through 18 years</b> and everyone in your household. This is especially important for children with chronic illnesses like asthma or diabetes.	
Pertussis (whooping cough)	A state law requires all students entering seventh grade to show proof of Tdap (tetanus, diphtheria, and pertussis), a booster shot that protects against pertussis, or whooping cough.	

## Recommended immunizations for children and teens

As recommended by the Centers for Disease Control and Prevention

Shaded boxes indicate the vaccine can be given during the shown age range.

BIRTH	1 MO	2 MOS	4 MOS	6 MOS	12 MOS	15 MOS	18 MOS	19-23 MOS	2-3 YRS	4-6 YRS	
HepB	HepB			HepB							
		RV	RV	RV <sup>1</sup>							
		DTaP	DTaP	DTaP		DTaP				DTaP	
		Hib	Hib	Hib <sup>2</sup>	Hib						
		PCV	PCV	PCV	PCV						
		IPV	IPV	IPV						IPV	
				Influenza (yearly) <sup>3</sup>							
					MMR					MMR	
					Varicella					Varicella	
					HepA <sup>4</sup>						

**Note:** If your child misses a shot, you don't need to start over; just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

<sup>1</sup>Third dose is dependent on vaccine used.

<sup>2</sup>Third dose at 6 months is dependent on vaccine used. Booster dose at 12 to 15 months is the third or fourth dose based on vaccine used.

<sup>3</sup>Two doses given at least 4 weeks apart are recommended for children 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.

<sup>4</sup>Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 to 18 months later. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who didn't receive the HepA vaccine and are at high risk should be vaccinated against HepA.

If your child has any medical conditions that put him or her at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he or she may need.

These boxes indicate when the vaccine is recommended for all children, unless your doctor tells you that your child cannot safely receive the vaccine.

These boxes indicate the vaccine should be given if a child is catching up on missed vaccines.

These boxes indicate the vaccine is recommended for children with certain health conditions that put them at high risk for serious diseases. Note that healthy children can get the HepA series. See vaccine-specific recommendations at [www.cdc.gov/vaccines/pubs/ACIP-list.htm](http://www.cdc.gov/vaccines/pubs/ACIP-list.htm).

7-10 YEARS	11-12 YEARS	13-18 YEARS
Tdap	Tetanus, diphtheria, pertussis (Tdap) vaccine	Tdap
	Human papillomavirus (HPV) vaccine (3 doses)	HPV
MCV4 <sup>5</sup>	Meningococcal conjugate (MenACWY-D or MenACWY-CRM) vaccine dose 1	(MenACWY-D or MenACWY-CRM) dose 1 Booster at 16 years <sup>6</sup>
	Influenza (Yearly)	
	Pneumococcal vaccine	
	Hepatitis A (HepA) vaccine series	
	Hepatitis B (HepB) vaccine series	
	Inactivated polio vaccine (IPV) series	
	Measles, mumps, rubella (MMR) vaccine series	
	Varicella vaccine series	

For more information, call **1-800-CDC-INFO (1-800-232-4636)** or visit [cdc.gov/vaccines](http://cdc.gov/vaccines).

<sup>5</sup>Vaccine may be started as early as 9 years.

<sup>6</sup>If first dose is given at 16 years or older, no booster dose is needed.



# The Fine Print

## Emergency services and coverage

### Emergency services

If you have an emergency medical condition, call **911** (where available) or go to the nearest hospital emergency department. An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a reasonable person would have believed that the absence of medical attention would result in any of the following:

- Placing the person's health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

A mental health condition is an emergency medical condition when it meets the requirements of the paragraph above or, for members who are not enrolled in Kaiser Permanente Senior Advantage, when the condition manifests itself by acute symptoms of sufficient severity such that either of the following is true:

- The person is an immediate danger to himself or herself or to others.
- The person is immediately unable to provide for, or use, food, shelter, or clothing, due to the mental condition.

### Emergency care coverage

When you have an emergency medical condition, we cover emergency services you receive from Plan providers or non-Plan providers anywhere in the world. You do not need prior authorization for emergency services.

### Emergency services include all of the following with respect to an emergency medical condition:

- A medical screening exam that is within the capability of the emergency department of a hospital, including ancillary services (such as imaging and laboratory services) routinely available to the emergency department to evaluate the emergency medical condition
- Within the capabilities of the staff and facilities available at the hospital, medically necessary examination and treatment required to stabilize you (once your condition is stabilized, services you receive are post-stabilization care and not emergency services)

"Stabilize" means to provide medical treatment for your emergency medical condition that is necessary to assure, within reasonable medical probability, that no material deterioration of your condition is likely to result from or occur during your transfer from the facility. With respect to a pregnant woman who is having contractions, when there is inadequate time to safely transfer her to another hospital before delivery (or the transfer may pose a threat to the health or safety of the woman or

her unborn child), “stabilize” means to deliver (including the placenta). For more information on emergency care coverage, see your *Evidence of Coverage* or *Certificate of Insurance*.

### Post-stabilization care

Post-stabilization care is medically necessary care related to your emergency medical condition that you receive in a hospital (including the Emergency Department) after your treating physician determines that this condition is stabilized. Kaiser Permanente covers post-stabilization care from a non-Plan provider, only if we provide prior authorization for the care or if otherwise required by applicable law (“prior authorization” means that we must approve the service in advance). To request prior authorization for post-stabilization care from a non-Plan provider, the provider must call us at **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card before you receive the care.

We will discuss your condition with the non-Plan provider. If we determine that you require post-stabilization care, and that this care is part of your covered benefits, we will authorize your care from that provider or arrange to have a Plan provider or other designated provider administer care. Be sure to ask the non-Plan provider to tell you what care (including any transportation) we have authorized because we will not cover unauthorized post-stabilization care or related transportation provided by non-Plan providers, except as otherwise described in the *Evidence of Coverage* or *Certificate of Insurance*. If you receive care from a non-Plan provider that we have not authorized, you may have to pay the full cost of that care.

**NOTE:** If you are a Senior Advantage (HMO) or Medicare Cost member, you will only be held financially liable if you are notified by the non-Plan provider or us about your potential liability.

**Notify us that you have been admitted to a non-Plan hospital.** If you are admitted to a non-Plan hospital or get emergency care, please notify us as soon as possible by calling **1-800-225-8883** (24 hours, 7 days a week) or the notification telephone number on your Kaiser Permanente ID card.

## Protecting your privacy and security

We take protecting you, your medical information, and resources for your care very seriously. One way we protect your privacy is by checking your Kaiser Permanente ID card and asking to see a photo ID when you come in for care.

If you notice potential signs of misconduct, such as someone using another’s ID card or information improperly, a statement listing charges for care you didn’t receive, or your prescription medications have changed unexpectedly, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY). For more information about how we are working to protect you, visit [kp.org/protectingyou](http://kp.org/protectingyou).

We are committed to ethical conduct, integrity in our work, and compliance with all regulatory requirements. We train our employees and physicians to help protect your privacy and prevent fraud and identity theft. We monitor our systems and operations for indications of misconduct and take corrective action when needed.



# Your rights and responsibilities

## **Kaiser Permanente is your partner**

**in total health care.** Active communication between you and your physician as well as others on your health care team helps us to provide you with the most appropriate and effective care. We want to make sure you receive the information you need about your Health Plan, the people who provide your care, and the services available, including important preventive care guidelines. Having this information contributes to your being an active participant in your own medical care. We also honor your right to privacy and believe in your right to considerate and respectful care. This section details your rights and responsibilities as a Kaiser Permanente member and gives you information about member services, specialty referrals, privacy and confidentiality, and the dispute-resolution process.

As an adult member, you exercise these rights yourself. If you are a minor or are unable to make decisions about your medical care, these rights will be exercised by the person with the legal responsibility to participate in making these decisions for you.

## You have the right to:

### **Receive information about Kaiser Permanente, our services, our practitioners and providers, and your rights and responsibilities.**

We want you to participate in decisions about your medical care. You have the right, and should expect to receive as much information as you need to help you make these decisions. This includes information about:

- Kaiser Permanente
- The services we provide, including behavioral health services
- The names and professional status of the individuals who provide you with service or treatment

- The diagnosis of a medical condition, its recommended treatment, and alternative treatments
- The risks and benefits of recommended treatments
- Preventive care guidelines
- Ethical issues
- Complaint and grievance procedures

We will make this information as clear and understandable as possible. When needed, we will provide interpreter services at no cost to you.

### **Participate in a candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.**

You have the right to a candid discussion with your Plan physician about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage. Ask questions, even if you think they're not important. You should be satisfied with the answers to your questions and concerns before consenting to any treatment. You may refuse any recommended treatment if you don't agree with it or if it conflicts with your beliefs.

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Medical emergencies or other circumstances may limit your participation in a treatment decision. However, in general, you will not receive any medical treatment before you or your representative gives consent. You and, when appropriate, your family will be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.

**Participate with practitioners and providers in making decisions about your health care.**

You have the right to choose an adult representative, known as your agent, to make medical decisions for you if you are unable to do so, and to express your wishes about your future care. Instructions may be expressed in advance directive documents such as an advance health care directive. See page 281 for more information about advance directives.

For more information about these services and resources, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

**Have ethical issues considered.** You have the right to have ethical issues that may arise in connection with your health care considered by your health care team. Kaiser Permanente has a Bioethics/Ethics Committee at each of our medical centers to assist you in making important medical or ethical decisions.

**Receive personal medical records.** You have the right to review and receive copies of your medical records, subject to legal restrictions and any appropriate copying or retrieval charge(s). You can also designate someone to obtain your records on your behalf. Kaiser Permanente will not release your medical information without your written consent, except as required or permitted by law.

To review, receive, or release copies of your medical records, you'll need to complete and submit an appropriate written authorization or inspection request to our Medical Secretaries Department at the facility where you get your care. They can provide you with these forms and tell you how to request your records. Check your medical facility in this *Guidebook* or visit **kp.org** to find addresses and phone numbers for these departments. If you need help getting copies of your medical records, call our Member Service Contact Center at **1-800-464-4000** (English),

**1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

**Receive care with respect and recognition of your dignity.** We respect your cultural, psychosocial, spiritual, and personal values; your beliefs; and your personal preferences. Kaiser Permanente is committed to providing high-quality care for you and to building healthy, thriving communities. To help us get to know you and provide culturally competent care, we collect race, ethnicity, language preferences (spoken and written), and religion data. This information can help us develop ways to improve care for our members and communities. This information is kept private and confidential and is not used in underwriting, rate setting, or benefit determination. Check your visit summary to make sure your information is correct. If you see an error, please tell us. We believe that providing quality health care includes a full and open discussion regarding all aspects of medical care and want you to be satisfied with the health care you receive from Kaiser Permanente.

**Use interpreter services at no cost to you.** When you call or come in for an appointment or call for advice, we want to speak with you in the language you are most comfortable using. For more about our interpreter services, see page 283, or call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

**Be assured of privacy and confidentiality.** All Kaiser Permanente employees and physicians, as well as practitioners and providers with whom Kaiser Permanente contracts, are required to keep your protected health information (PHI) confidential. PHI is information that includes your name, Social Security number, or other information that reveals who you are, such as race, ethnicity, and language data. For example, your medical record is PHI because it includes your name and other identifiers.

Kaiser Permanente has strict policies and procedures regarding the collection, use, and disclosure of member PHI that includes the following:

- Kaiser Permanente's routine uses and disclosures of PHI
- Use of authorizations
- Access to PHI
- Internal protection of oral, written, and electronic PHI across the organization
- Protection of information disclosed to Plan sponsors or employers

Please review the section titled "Privacy practices" on page 276.

For more information about your rights regarding PHI as well as our privacy practices, please refer to our Notice of Privacy Practices on our website, [kp.org](http://kp.org), or call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

**Participate in physician selection without interference.** You have the right to select and change your personal physician within the Kaiser Permanente Medical Care Program without interference, subject to physician availability. To learn more about nurse practitioners, physician assistants, and selecting a primary care practitioner, see page 252 in this *Guidebook*.

**Receive a second opinion from an appropriately qualified medical practitioner.** If you want a second opinion, you can either ask your Plan physician to help you arrange for one, or you can make an appointment with another Plan physician. Kaiser Foundation Health Plan, Inc., will cover a second opinion consultation from a non-Permanente Medical Group physician only if the care has been preauthorized by a Permanente Medical Group. While it is your right to consult with a physician outside the Kaiser Permanente Medical Care Program, without prior authorization you will be responsible for any costs you incur.

**Receive and use member satisfaction resources, including the right to voice complaints or make appeals about Kaiser Permanente or the care we provide.**

You have the right to resources such as patient assistance and member services, and the dispute-resolution process. These services are provided to help answer your questions and resolve problems.

A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement, contact your local Member Services Department or our Member Service Contact Center to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy.

When necessary, we will provide you with interpreter services, including Sign language, at no cost to you. For more information about our services and resources, please contact our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

**Make recommendations regarding Kaiser Permanente's member rights and responsibilities policies.** If you have any comments about these policies, please contact our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

## You are responsible for the following:

**Knowing the extent and limitations of your health care benefits.** A detailed explanation of your benefits is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials. If you need a replacement,

contact your local Member Services office to request another copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy of your *Evidence of Coverage* booklet or *Certificate of Insurance*.

**Notifying us if you are hospitalized in a non-Kaiser Permanente hospital.** If you are hospitalized in any hospital that is not a Plan hospital, you are responsible for notifying us as soon as reasonably possible so we can monitor your care.

You can contact us by calling the number on your Kaiser Permanente ID card.

**Identifying yourself.** You are responsible for carrying your Kaiser Permanente identification (ID) card and photo identification with you at all times to use when appropriate, and for ensuring that no one else uses your ID card. If you let someone else use your card, we may keep your card and terminate your membership.

Your Kaiser Permanente ID card is for identification only and does not give you rights to services or other benefits unless you are an eligible member of our Health Plan. Anyone who is not a member will be billed for any services we provide.

**Keeping appointments.** You are responsible for promptly canceling any appointment that you no longer need or are unable to keep.

**Supplying information (to the extent possible) that Kaiser Permanente and our practitioners and providers need in order to provide you with care.** You are responsible for providing the most accurate information about your medical condition and history, as you understand it. Report any unexpected changes in your health to your physician or medical practitioner.

**Understanding your health problems and participating in developing mutually agreed-upon treatment goals, to the highest degree possible.** You are responsible for telling your physician or medical practitioner if you

don't clearly understand your treatment plan or what is expected of you. You are also responsible for telling your physician or medical practitioner if you believe you cannot follow through with your treatment plan.

**Following the plans and instructions for care you have agreed on with your practitioners.** You are responsible for following the plans and instructions that you have agreed to with your physician or medical practitioner.

**Recognizing the effect of your lifestyle on your health.** Your health depends not only on care provided by Kaiser Permanente but also on the decisions you make in your daily life – poor choices, such as smoking or choosing to ignore medical advice, or positive choices, such as exercising and eating healthy foods.

**Being considerate of others.** You are responsible for treating physicians, health care professionals, and your fellow Kaiser Permanente members with courtesy and consideration. You are also responsible for showing respect for the property of others and of Kaiser Permanente.

**Fulfilling financial obligations.** You are responsible for paying on time any money owed to Kaiser Permanente.

**Knowing about and using the member satisfaction resources available, including the dispute-resolution process.** For more about the dispute-resolution process, see page 277 of this *Guidebook*. A description of your dispute-resolution process is contained in your *Evidence of Coverage* booklet, *Certificate of Insurance*, or the Federal Employees Health Benefits Program materials.

If you need a replacement, contact our Member Service Contact Center to request a copy. If you receive your Kaiser Permanente coverage through an employer, you can also contact your employer for a current copy. Our Member Service Contact Center can also give you information about the various resources available to you and about Kaiser Permanente's policies and procedures.

If you have any recommendations or comments about these policies, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

## Policies and procedures

This section discusses the prescription drug formulary and policies on specialty referrals, new technology, confidentiality, and privacy practices. It also describes the dispute-resolution process and the procedures for decisions about coverage and medical treatment. Some common questions about treatment decisions and advance directives are answered beginning on page 280.

To speak with a representative about our policies and procedures, including benefits and coverage, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY). Senior Advantage and Medicare members can contact our Member Service Contact Center at **1-800-443-0815** (English), 7 days a week, 8 a.m. to 8 p.m.

### Disability access

It's our policy to make our facilities and services accessible to individuals with disabilities, in compliance with federal and state laws that prohibit discrimination based on disability. Kaiser Permanente provides (1) access to service-animal users except where the animal poses a significant risk to health or safety; (2) appropriate auxiliary aids and services when necessary to ensure effective communication with individuals with hearing, cognitive, and/or communication-

related disabilities, including qualified Sign language interpreter services and informational materials in alternative formats (examples include large print, audio tape/CDs, electronic texts/disks/CD-ROMs, and braille); and (3) accessible exam rooms and medical equipment for individuals with disabilities.

### About your Kaiser Permanente identification (ID) card

Each member is assigned a unique medical record number, which we use to locate membership and medical information. Every member receives an ID card that shows his or her unique number.

If you are not sure when your coverage starts, call your employer's benefits office; individual plan members may call our Member Service Contact Center. If you were a member and have re-enrolled in our Health Plan, you will receive a new ID card that shows your original medical record number.

Whenever you receive a new ID card, destroy all old cards and begin using the new card. If you lose your ID card, or if we inadvertently issue you more than 1 medical record number, please call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

### Referrals for specialty care

Your primary care physician will refer you to a Plan specialist when he or she believes that you require specialty care. Some specialty departments such as Obstetrics-Gynecology, Psychiatry, and Chemical Dependency or Addiction Medicine don't require a referral. There may be instances when you require the services of a non-Plan physician. These services are covered only when authorized in writing by the Medical Group. Please see your *Evidence of Coverage* or *Certificate of Insurance* for more information.

## Notice of availability of Online and Printed Provider Directory

As of July 1, 2016, Kaiser Permanente is required by California law to publish and maintain an online Provider Directory with certain information about providers available to our members, including whether or not a provider is accepting new patients. The Provider Directory may be accessed via **kp.org**. An individual may also obtain, upon request, a printed version of the Provider Directory specific to his or her geographic area. To receive a copy of the directory, call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY). Or request the Provider Directory by writing to:

Kaiser Foundation Health Plan, Inc.  
Publications Distribution  
393 E. Walnut St.  
Pasadena, CA 91188

## Prescription drug formulary

Our formulary\* is a list of covered drugs that have been carefully evaluated and approved by our Pharmacy and Therapeutics (P&T) Committee, primarily composed of Kaiser Permanente (Plan) physicians and pharmacists. The Committee thoroughly reviews the medical literature and determines which drugs to include on the formulary based on a number of factors, including safety and effectiveness. The P&T Committee reviews and updates the formulary twice a month to ensure that it continues to include drugs that are safe and effective.

\*The prescription drug formulary may vary depending on your health plan and is subject to change. For more information about which formulary applies to your plan, visit **kp.org/formulary** or call the Member Service Contact Center.

Plan physicians may prescribe generic or brand-name drugs that are on our formulary, or, in rare cases, drugs that are not on our formulary (non-formulary drugs), based on what is medically necessary for your condition.

A generic drug is a chemical copy of a brand-name drug and is equivalent to the brand-name drug in action, quality, and safety, but usually costs less. Generic drugs contain the same active ingredients in the same dosage as their brand-name counterparts and are also approved by the U.S. Food and Drug Administration.

Generally, when a new generic drug becomes available, it is added to the formulary and the brand-name equivalent is removed. In addition to federal regulation, Kaiser Permanente performs an additional quality review before approving generic drugs use within the Program.

If you have a prescription drug benefit and are prescribed a formulary drug, that drug will be covered under the terms of your benefits. Non-formulary medications are not covered unless your doctor determines that one is medically necessary. If your plan doesn't have a prescription drug benefit, you will be charged full price for both formulary and non-formulary drugs.

For more information on our prescription drug formulary, visit **kp.org/formulary**. Or call our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

## New technology

Kaiser Permanente has a rigorous process for monitoring and evaluating the clinical evidence for new medical technologies that are treatments and tests. Kaiser Permanente physicians decide if new medical technologies shown to be safe and effective in published, peer-reviewed clinical studies are medically appropriate for their patients.

## Coordination of Benefits (COB)

You and your family may be able to save on medical expenses if you are covered by more than 1 medical plan through an employer group (including Medicare Part A and/or B coverage held individually or assigned into a Medicare Advantage plan). Through our COB program, you may qualify for reimbursement of your cost share and out-of-pocket expenses. Through COB, your health care organizations and insurance companies work together to pay for your medical care. If you have coverage in addition to Kaiser Permanente through an employer group or Medicare and would like to find out if you qualify for COB, call one of our representatives. They are available Monday through Friday, 8 a.m. to 4 p.m., at **1-800-201-2123**. For more information about COB, please see your *Evidence of Coverage*.

## Claims status information

You have the right to track the status of a claim in the claims process and obtain the following information in 1 telephone contact with a representative from Member Services – the stage of the process, the amount approved, amount paid, member cost, and date paid (if applicable). To inquire about the status of a claim, please contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

## Coverage or service decisions

Managing how health care services and related resources are used is an important part of how Kaiser Permanente physicians and staff work together to help control costs and improve health care services for you.

Managing our resources effectively includes making decisions that help ensure that you receive the right care at the right time in the right care setting. Communicating openly with the members of your health care team is an important way to help ensure that you get the care you need.

Many agencies, accrediting bodies, and employers require managed care organizations and hospitals to detect and correct potential underuse and overuse of services. Among them are the National Committee for Quality Assurance, the Centers for Medicare & Medicaid Services (Medicare and Medi-Cal), and The Joint Commission. This monitoring of services is called “utilization management” (UM).

At Kaiser Permanente, we make UM decisions based only on appropriateness of care and service and the existence of coverage. Our physicians and other practitioners may use criteria or guidelines (information, tools, and other decision-making aids) to assist in service determinations. In the event of service-denial determinations in which criteria may have been used to assist in the determination, these criteria will be disclosed in the denial letter and provided to you upon request. Also, we do not specifically reward practitioners or individuals conducting a utilization review for issuing denials of coverage or service. Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.

Your Kaiser Permanente physicians and contracted providers make decisions about your care and the services you receive based on your individual clinical needs. The type of coverage you have determines your benefits. Your Kaiser Permanente physician does not make decisions on your health care because of receiving a financial reward, or because

they would be hired, fired, or promoted. Your Kaiser Permanente physician does not receive any financial reward if he or she does not provide the services you need. Kaiser Permanente makes sure that your physician provides the care you need at the right time and the right place.

For more information about policies regarding financial incentives and how we control utilization of services and expenditures, contact our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

### Assistance with utilization management (UM) issues and processes

For calls regarding UM issues, questions, or processes, please call the Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

Member Services representatives and UM staff at each medical center are available during normal business hours to address your questions or concerns related to UM issues. Please call your local medical center number and request the Member Services or Utilization Management Department. Business hours are Monday through Friday (excluding holidays), 9 a.m. to 5 p.m. You can also inquire about UM processes or specific UM issues by leaving a voice mail after hours. Please leave your name, medical record number and/or birth date, telephone number where you can be reached, and your specific question. Messages will be responded to no later than the next business day.

### Quality

At Kaiser Permanente, we are proud of our delivery of high-quality health care and services to our members. Our commitment

to quality is demonstrated through the recognition we've received from independent organizations for our internal improvement program and for our use of advanced technologies in providing medical care. You can request a complimentary copy of Quality Program at Kaiser Permanente, a document that explains our quality programs, by calling our Member Service Contact Center 24 hours a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

You can also read this document online at **kp.org**. Scroll down to "Helpful links" at the bottom of the page and click "Quality and safety at KP," then "Measuring quality" from the left side of the page. Scroll down to the middle of the page and click "Quality Program at KP."

We also participate in various activities in the community to improve patient safety – one of our top priorities. For example, we participate in the Leapfrog Group survey. The Leapfrog Group is composed of Fortune 500 companies and other public and private organizations throughout the country that provide health care benefits. The group's goal is to improve the safety and quality of health care in the United States. One of its main programs is a voluntary, Web-based survey used to gather information about medical care in urban hospitals. All Kaiser Permanente medical centers in California and the majority of our contracted hospitals participated in the most recent survey. To see the survey results, visit **leapfroggroup.org**.

### Privacy practices

Kaiser Permanente will protect the privacy of your protected health information (PHI). We also require contracting providers to protect your PHI. Your PHI is individually identifiable information (oral, written, or electronic) about your health, health care services you receive, or payment for your health care.





You may generally see and receive copies of your PHI, correct or update your PHI, and ask us for an accounting of certain disclosures of your PHI. You can ask for confidential communications to be delivered to a location other than your usual address. You can also request a different delivery method than the method normally used.

We may use or disclose your PHI for treatment, payment, Kaiser Permanente-approved health research, and health care operations purposes, such as measuring the quality of services. We are sometimes required by law to give PHI to others, such as government agencies or in judicial actions. In addition, if you have coverage through an employer group, PHI is shared with your group only with your authorization or as otherwise permitted by law. We will not use or disclose your PHI for any other purpose without your (or your representative's) written authorization, except as described in our Notice of Privacy Practices. Giving us authorization is at your discretion.

**This is only a brief summary of some of our key privacy practices. Our Notice of Privacy Practices, which provides additional information about our privacy practices and your rights regarding your PHI, is available and will be furnished to you upon request. To request a copy, please call our Member Service Contact Center at 1-800-464-4000 (English), 1-800-788-0616 (Spanish), 1-800-757-7585 (Chinese dialects), or 711 (TTY). You can also find the notice at your local Plan facility or on our website at [kp.org](http://kp.org).**

## Dispute resolution

We are committed to promptly resolving your concerns. The following sections describe some dispute-resolution options that may be available to you. Please refer to your *Evidence of Coverage* or *Certificate of Insurance*, or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are

a Medicare, Medi-Cal, MRMIP, AIM, Federal Employee Health Benefits Program (FEHBP), or CalPERS member because you have different dispute-resolution options available. The information below is subject to change when your *Evidence of Coverage* or *Certificate of Insurance* is revised and the revised *Evidence of Coverage* or *Certificate of Insurance* replaces the information in this *Guidebook*.

We will confirm receipt of your complaint, grievance, or appeal within 5 days. We will send you our decision within 30 days from the date we received your written or verbal complaint. We will make every attempt to resolve your issue promptly. In the case of an expedited review, we will respond in less than 30 days, as described in this section.

### Complaints about quality of care or service, or access to facilities or services

If you have a complaint about your quality of care or service, or access to facilities or services, you may file a complaint online or you may contact a patient assistance coordinator or a Member Services representative at your local Plan facility, or call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY) to discuss your issue. To file a complaint online, go to [kp.org](http://kp.org) and click the "Locate our services" tab, then click "Member Services." On the left side of the screen, click "Submit a complaint." Our representatives will advise you about our resolution process and ensure that the appropriate parties review your complaint.

### Who may file

The following people may file a grievance:

- You may file for yourself.
- You can ask a friend, relative, attorney, or any other person to file a grievance for you by appointing him or her in writing as your authorized representative.

- A parent may file for his or her child under age 18, except that the child must appoint the parent as authorized representative if the child has the legal right to control release of information that is relevant to the grievance.
- A court-appointed guardian may file for his or her ward, except that the ward must appoint the court-appointed guardian as authorized representative if the ward has the legal right to control release of information that is relevant to the grievance.
- A court-appointed conservator may file for his or her conservatee.
- An agent under a currently effective health care proxy, to the extent provided under state law, may file for his or her principal.
- Your physician may act as your authorized representative with your verbal consent to request an urgent grievance as described in the *Evidence of Coverage or Certificate of Insurance*.

### **Expedited Review**

If you want us to consider your grievance on an urgent basis, please tell us that when you file your grievance.

You must file your urgent grievance in 1 of the following ways:

- By calling our Expedited Review Unit toll free at **1-888-987-7247** (TTY users, call **711**)
- By mailing a written request to:  
Kaiser Foundation Health Plan, Inc.  
Expedited Review Unit  
P.O. Box 23170  
Oakland, CA 94623-0170
- By faxing a written request to our Expedited Review Unit toll free at **1-888-987-2252**
- By visiting a Member Services office at a Plan facility (please see the facility directory beginning on page 1 for addresses)
- By going to **kp.org** – you can file a complaint or grievance, including a request for an expedited review, on our website.

We will decide whether your grievance is urgent or nonurgent unless your attending health care provider tells us your grievance is urgent. If we determine that your grievance is not urgent, we will use the procedure described under “Standard procedure” in the “Grievances” section of your *Evidence of Coverage or Certificate of Insurance*. Generally, a grievance is urgent only if 1 of the following is true:

- Using the standard procedure could seriously jeopardize your life, health, or ability to regain maximum function.
- Using the standard procedure would, in the opinion of a physician with knowledge of your medical condition, subject you to severe pain that cannot be adequately managed without extending your course of covered treatment. A physician with knowledge of your medical condition determines that your grievance is urgent.

If we respond to your grievance on an urgent basis, we will give you oral notice of our decision, as soon as your clinical condition requires, but not later than 72 hours after we received your grievance. We will send you a written confirmation of our decision within 3 days after we received your grievance.

If we do not decide in your favor, our letter will explain why and describe your further appeal rights.

**NOTE:** If you have an issue that involves an imminent and serious threat to your health (such as severe pain or potential loss of life, limb, or major bodily function), you can contact the California Department of Managed Health Care at any time at **1-888-HMO-2219 (1-888-466-2219)** or **1-877-688-9891** (TDD) without first filing a grievance with us.

## Binding arbitration

You have the right to voice complaints about Kaiser Permanente and the care we provide. Most member concerns are resolved through our complaint and grievance process. However, if an issue is not resolved to your satisfaction through that process, you can ask for binding arbitration by a neutral third party.

We require that members use binding arbitration instead of a jury or court trial for certain matters that are not resolved by our dispute-resolution process. It's a legal proceeding that provides members with a fair, cost-effective, and confidential means of resolving disputes. The Office of the Independent Administrator is the neutral entity that administers Health Plan arbitrations. Typically, an arbitrator decides disputes within 18 to 24 months, and often in less than 1 year. The arbitrator's decision is binding for both members and the Health Plan. For more information about binding arbitration, please refer to your *Evidence of Coverage* or *Certificate of Insurance*.

If you need a current copy, call our Member Service Contact Center at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

## Independent Medical Review (IMR)

If you qualify, you or your authorized representative may have your issue reviewed through the Independent Medical Review (IMR) process managed by the California Department of Managed Health Care. The Department of Managed Health Care determines which cases qualify for IMR. This review is at no cost to you. If you decide not to request an IMR, you may give up the right to pursue some legal actions against us.

You may qualify for IMR if all of the following are true:

- One of these situations applies to you:
  - You have a recommendation from a provider requesting Medically Necessary Services

- You have received Emergency Services, emergency ambulance Services, or Urgent Care from a provider who determined the Services to be Medically Necessary

- You have been seen by a Plan Provider for the diagnosis or treatment of your medical condition

- Your request for payment or Services has been denied, modified, or delayed based in whole or in part on a decision that the Services are not Medically Necessary.
- You have filed a grievance and we have denied it or we haven't made a decision about your grievance within 30 days (or 3 days for urgent grievances). The Department of Managed Health Care may waive the requirement that you first file a grievance with us in extraordinary and compelling cases, such as severe pain or potential loss of life, limb, or major bodily function. If we have denied your grievance, you must submit your request for an IMR within 6 months of the date of our written denial. However, the Department of Managed Health Care may accept your request after 6 months if they determine that circumstances prevented timely submission.

You may also qualify for IMR if the Service you requested has been denied on the basis that it is experimental or investigational as described under "Experimental or investigational denials" in your *Evidence of Coverage* or *Certificate of Insurance*.

If the Department of Managed Health Care determines that your case is eligible for IMR, it will ask us to send your case to the Department of Managed Health Care's Independent Medical Review organization. The Department of Managed Health Care will promptly notify you of its decision after it receives the Independent Medical Review organization's determination. If the decision is in your favor, we will contact you to arrange for the Service or payment.

## California Department of Managed Health Care

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY) and use your health plan's grievance process before contacting the Department of Managed Health Care. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR).

If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **1-888-HMO-2219 (1-888-466-2219)** and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet website **hmohelp.ca.gov** has complaint forms, IMR application forms, and instructions online.

# Your medical treatment

We want you to know about your rights and your health care decisions. It is important for you to think about the types of treatments you may or may not choose if there comes a time when you cannot speak for yourself. These decisions are highly personal and are based on your values, beliefs, and what is important to you. We base this information on text from the California Consortium on Patient Self-Determination and adopted by the California Department of Health Care Services to implement Public Law 101-508.

The California Health Care Decision Law helps you control the kind of health care you receive if you lose the ability to speak for yourself. Under the federal Patient Self-Determination Act, Kaiser Permanente must offer you written information about your right to make decisions regarding your medical care. We also want to make clear that you are not obligated to complete an advance directive. You will receive no change in other medical care whether or not you complete an advance directive stating your preferences or complete a Physician Orders for Life-Sustaining Treatment (POLST).

We hope this information will help you to receive the kind of medical treatment that is right for you.

## Treatment decisions

Your physician may offer you treatment for a medical condition. You can say "yes" to the treatment. Or you can say "no" to the treatment – even if the treatment might keep you alive longer. To help you know what you want, your physician will tell you about your medical condition and what different treatments (and their side effects) can do. Your physician must tell you about any serious problems that a particular medical treatment is likely to cause, and what your life might be like with and without the treatment. Your beliefs and values may guide you to decide whether to accept a treatment choice.

## Documenting your health care treatment preferences

In California, 2 complementary documents help to make your preferences clear: an advance directive and a Physician Orders for Life-Sustaining Treatment (POLST).

Anyone 18 or older and of sound mind can complete them; legal help is not required. A POLST form is designed for people with serious illness, thus, should not be completed unless you are seriously ill. Your physician can help you decide if a POLST is right for you. With the POLST, your physician decides which treatment orders will benefit you and completes the POLST form with help from you or the person you choose to make health care decisions for you.

**An advance directive**, sometimes called an advance health care directive, documents your current preferences about your future medical care. These preferences guide your medical care if you lose the ability to make decisions for yourself. You can name someone as your decision-maker (surrogate decision-maker) to make health care decisions for you if you're too sick to make your own decisions. We recommend that you choose an adult relative or friend you trust, knows you, cares about you, and can support your treatment choices. Or you can fill out the form without naming a surrogate decision-maker. Your health care instructions help you express your wishes about receiving life support and other types of treatment. We will follow your wishes as stated in your advance directive in accordance with the law and in keeping with good medical practice. If your physician is unable to follow your stated wishes, we will attempt to transfer you to another physician who can comply with your instructions. We recommend you use an advance health care directive form, available from the Member Services, Patient Assistance, and Health Education Departments at your local Kaiser Permanente medical center or medical offices. You can also download a form at [kp.org](http://kp.org), under "Forms & publications."

After you complete the directive:

- Give a copy of the original to your authorized surrogate decision-maker.
- Ask your physician to attach your advance directive to your permanent medical record.
- Keep a copy of your advance directive in a safe place where it can be easily found if needed.
- Keep a card in your wallet or purse stating that you have an advance directive.

You can also register your advance directive with the California State Department of Justice Office of the Attorney General. For information, you can call **916-322-3360** or visit their website at [sos.ca.gov/ahcdr](http://sos.ca.gov/ahcdr).

**A POLST or Physician Orders for Life-Sustaining Treatment** form is a document that your physician completes with input from you or your surrogate decision-maker. The POLST contains physician orders about CPR, medical interventions, use of antibiotics, and use of artificially administered fluids and nutrition. A POLST orders treatment that reflects your wishes concerning end-of-life care. The POLST is voluntary and is intended only for people who are seriously ill. At any time, you or your surrogate decision-maker can discuss with a physician a change in those orders. This form assists physicians, nurses, health care facilities, and emergency personnel in honoring your wishes about life-sustaining treatment. A POLST complements your advance directive and is not intended to replace it. Once it's completed, it becomes a part of your medical record. It can be changed at any time by you or your surrogate decision-maker if your condition changes. For more information, visit [coalitionccc.org](http://coalitionccc.org).

### Do I have to fill out an advance directive or POLST?

**No.** You can just talk with your physicians and ask them to write down what you've said in your medical record. And you can talk with your family. But people will be clearer about your treatment wishes – and your wishes are more likely to be followed – if you write them down.

You can also tell your provider what you prefer and have it documented in your medical record, or you can put it in writing, sign it, and have that document made a part of your medical record. Your physicians and family can use what you've written to decide on your treatment. A physician must follow your wishes when you say "no" to a treatment. The law provides legal protection for physicians who follow your wishes. If there is uncertainty, physicians can ask for guidance from the hospital's Ethics Consultation Service.

### **What if I'm too sick to decide?**

If you can't make treatment decisions, your physician may ask your family and significant others to help decide what is best for you. While this approach can be helpful, there are times when not everyone agrees on what you would want. That's why it's helpful to choose someone to make decisions for you in case you are sick, discuss with that someone the goals of your medical treatment, and fill out an advance directive or POLST in a way that reflects those goals. Some treatment decisions are hard to make, and knowing what you want helps your family and your physicians. The advance health care directive also gives them legal protection when they follow your wishes.

### **What if I change my mind?**

You can change or revoke an advance directive or POLST, as long as you can communicate your wishes.

### **Will I still be treated if I don't fill out an advance directive or POLST?**

The best medical care is care that you would want. While you will be treated regardless of whether you fill out an advance directive or POLST, completing these documents will offer useful guidance for your physicians and loved ones.

Remember the following:

- An advance directive lets you name someone to make treatment decisions for you. That person can make most medical decisions – not just those about life-sustaining treatment – when you can't speak for yourself. Besides naming a surrogate decision-maker, you can also use the form to say when you would and would not want particular kinds of treatment.
- A POLST is a group of orders signed by a physician based on physician judgment in light of your individual health care preferences. The POLST is intended for persons who are seriously ill. This document contains orders about life-sustaining treatment.
- You can express your wishes to your provider and have them documented in your medical record, or you can put them in writing and have that made a part of your medical record.

### **Where can I find more information about an advance directive and POLST?**

Ask your physician, nurse, or social worker for more information. Or visit your local facility's Member Services Department. Some medical centers offer member classes about advance directives. You can contact your local Health Education Department.

### **What if I want to be an organ donor?**

A question on the advance health care directive form asks whether you want to be an organ donor. In addition, you can get a sticker for your driver's license that conveys your wishes or you can carry an organ donor card. For information about organ donation, visit [donatelifecalifornia.org](http://donatelifecalifornia.org) or call **1-866-797-2366**.

# Help in your language

We want to speak to you in the language that you're most comfortable with when you call us or come in for service. Interpreter services, including Sign language, are available at no cost, 24 hours a day, 7 days a week during all hours of operation.

Qualified interpreter services are available even when you're accompanied by a family member or friend who could interpret for you. We highly discourage using minors as interpreters.

Our call centers have interpreters who speak Spanish, Cantonese, and Mandarin, as well as other Chinese dialects. Most of our facilities have staff who speak more than one language and are specially trained to interpret and explain medical terms and procedures. Many of our practitioners also speak more than one language.

If you visit one of our facilities and no one speaks your language, we have interpreters for more than 140 languages available by phone. If you need a Sign language interpreter, we can preschedule the interpreter service for your appointment.

If you need health plan materials in your language, you can ask for translations. You can also get them in large text or other formats based on your vision or hearing needs. For more details on alternative formats and auxiliary aids please refer to page 285, "Guide for members with disabilities." When needed, we can also give referrals to appropriate community-based resources, based on your language, culture, and any special needs. Just let us know how we can help.

To learn more about these services, call our Member Service Contact Center 24 hours

a day, 7 days a week (closed holidays) at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), **1-800-757-7585** (Chinese dialects), or **711** (TTY).

If you're Deaf, hard of hearing, or speech impaired, we have telephone-based services you can use to make appointments or get advice. When you call one of our TTY phone numbers, our staff will respond using a TTY telephone. The TTY telephone and the California Relay Service allow TTY and non-TTY users to communicate with each other.

Specially trained operators relay telephone conversations back and forth between a hearing party, who uses a standard voice telephone, and a person who is Deaf, hard of hearing, or speech impaired. If you're a TTY user and you need to reach a Kaiser Permanente facility that doesn't have a direct TTY phone number, dial **711** and have the operator relay the conversation.

## Ayuda en su idioma

Queremos hablarle en el idioma que le resulte más cómodo cuando nos llame o venga para recibir servicios. Se ofrecen servicios de intérprete, incluida la lengua de señas (sign language), sin costo alguno para usted, las 24 horas del día, los 7 días de la semana, durante todo el horario de atención.

Los servicios de un intérprete calificado están disponibles aunque usted esté acompañado por un familiar o amigo que le podría servir de intérprete. No recomendamos que use a menores de edad como intérpretes.

Nuestras centrales de llamadas cuentan con intérpretes que hablan español, cantonés y mandarín, así como otros dialectos chinos. La mayoría de nuestros centros cuentan con personal que habla más de un idioma y que está capacitado especialmente para interpretar y explicar los términos y procedimientos médicos. Muchos de nuestros profesionales médicos también hablan más de un idioma.



Si visita uno de nuestros centros y no hay nadie que hable su idioma, contamos con intérpretes de más de 140 idiomas que están a su alcance por teléfono. Si necesita un intérprete de lengua de señas podemos programar de antemano el servicio de intérprete para su cita.

Si lo necesita, puede pedir traducciones de los materiales del plan de salud en su idioma. También puede solicitarlos en letra grande u otros formatos, de acuerdo a sus necesidades de la vista o audición. Cuando sea necesario, también le podemos dar remisiones a recursos comunitarios adecuados según el idioma que hable, sus antecedentes culturales y cualquier necesidad especial que tenga. Basta que nos diga cómo le podemos ayudar.

Para obtener más información sobre estos servicios, llame a nuestra Central de Llamadas de Servicio a los Miembros las 24 horas del día, los 7 días de la semana (cerrada los días festivos), llamando al **1-800-788-0616**, o al **711** (TTY).

Si es sordo o tiene problemas auditivos o del habla, contamos con servicios telefónicos que puede usar para programar citas u obtener consejo. Cuando llame a uno de nuestros números de teléfono TTY, nuestro personal le contestará a través de un teléfono TTY. El teléfono TTY y el Servicio de Retransmisión de California facilitan la comunicación entre usuarios de TTY y aquellos que no usan TTY.

Los operadores con capacitación especial transmiten conversaciones telefónicas entre una persona con nivel de audición normal que usa un teléfono de voz estándar y una persona sorda o con problemas auditivos o del habla. Si usted es usuario de TTY y necesita comunicarse con un centro de Kaiser Permanente que no tiene un número de teléfono TTY directo, llame al **711** y pida que el operador transmita la conversación.

## 以您的語言提供協助

當您來電或前來接受服務時，我們希望用您最感到自在的語言與您溝通。我們每週7天，每天24小時在所有辦公時間內免費為您提供口譯服務，包括手語在內。

即使您有可以替您口譯的家人或朋友陪同，您也能獲得合格的口譯服務。我們不鼓勵未成年人充當口譯員。

我們的電話中心有說西班牙語、粵語、國話及其他華語方言的口譯員。大多數的醫療設施都有工作人員能說一種以上語言，而且受過專門訓練能為您口譯及解釋醫學名詞及醫療程序。我們許多執業人員也能說一種以上的語言。

如果您前往我們某一家醫療設施而那裡沒有人能說您的語言，我們可以透過電話提供超過140種語言的口譯服務。如果您需要手語傳譯員，我們可以事先為您的約診安排手語傳譯服務。

如果您需要以您的語言閱讀保健計劃資料，您可以要求翻譯版本。您也可以根據您的視力或聽力需求獲得這些資料的大字版或其他格式。如果有需要，我們也可以根據您的語言、文化以及任何其他特殊需求而將您轉介給適當的社區資源。總之，無論您需要何種協助，請儘管告訴我們。

如需有關這些服務的更多資訊，請致電會員服務電話中心**1-800-757-7585**或**711** (TTY聽力與語言障礙者電傳專線)，每週7天，每天24小時為您服務。

如您失聰，重聽或有語言障礙，我們有電傳服務可為您約診或提供醫療建議。當您使用我們的TTY電傳專線服務時，我們的接線員亦會用TTY給您回話。TTY電話及加州中繼服務 (California Relay Service) 讓聽障/語障者及非聽障/語障者能互相溝通。

受過專門訓練的接線員，在聽力正常、使用普通語音電話者與失聰、聽障或語障者之間來回傳遞電話訊息。如您是TTY使用者，需要致電沒有直接TTY號碼的Kaiser Permanente醫療設施，請撥**711**，讓接線員為您傳遞訊息。





# Guide for members with disabilities

Kaiser Permanente is dedicated to providing accessible services for all members and visitors. The information presented here will guide you through available resources to help you plan your visit or hospital stay at any of our statewide facilities.

## Accessible wayfinding to Kaiser Permanente facilities

In keeping with our commitment to provide accessible services and programs, we offer 2 kinds of accessible wayfinding to Kaiser Permanente facilities.

- On **kp.org**, you'll find accessible directions. Click the "Locate our services" tab, then click the "Locate a facility" link. Enter your search criteria and click "Map and directions" for the location you want to visit.
- For iPhone users, our iPhone 3.1 mobile app has a fully accessible "Directions to Here" feature. Select the facility you want, and click the "Directions to Here" and "Start" buttons. It will then talk to you and guide you turn-by-turn (by car, bus, or foot) until you get to your desired location.

## Alternative formats

### Print documents are available in alternative formats

Large print, braille, audio (tape or CD), and electronic files (accessible PDF or Microsoft Word document) are available at no charge to members with disabilities. The amount of time required for production of written materials in alternative formats may vary depending upon the complexity, type, and length of the document requested, as well as whether the materials are prepared in-house or by third-party vendors. Generally, written materials in alternative formats can be produced within 2 weeks or less. Some documents, such as online PDFs that don't contain patient-specific information, are available for immediate viewing or downloading.

### Accessible PDFs online (without patient-specific information)

Non-patient-specific documents (for example, written materials that don't refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient) are available for immediate viewing or downloading in an accessible PDF online at **kp.org**. These documents can also be produced in alternative formats upon request: Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY, call **711**. You can also contact us online at **kp.org**. Click the "Locate our services" tab. Then click "Member Services" and "Contact Member Services."

### Documents with patient-specific information

Written materials that refer or pertain to clinical visits by, or treatment of, a Kaiser Permanente member or patient can be produced in alternative formats upon request through your care provider or our Member Service Contact Center at the number in the previous paragraph.

## Auxiliary aids and services

### Communication aids

A variety of aids and services are available to help patients and visitors needing assistance in communicating. For individuals who are Deaf or hard of hearing, we offer Sign language interpreting services at no cost. Our interpreters are qualified to communicate health-related information. In addition to in-person, Sign language interpretation services, the following auxiliary aids and services are available:

- Type-to-text displays in real time – for example, Ubi Duo
- Assistive listening devices (ALDs) – for example, Pocket Talker (a hand-held amplifier to aid conversation for the hard of hearing)
- TDDs (telecommunication devices for the Deaf)
- VRI (video remote interpretation services)\*

- CART (Communication Access Realtime Translation)
- Tactile interpreting for members who are Deaf and blind

\*Note: Please check with provider or Member Services, as availability may vary by service area.

### Health Education – computer access software and services

Kaiser Permanente’s Health Education Departments offer a number of options for members with limitations in hearing, vision, or mobility, including ZoomText screen magnifying software, WYNN Wizard scanning, text-to-audio software (for converting accessible documents into an audio CD), large print keyboards, and ergonomic trackballs.

To get the location of your local Health Education Department, you have 2 options:

- Call our Member Service Contact Center at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). For TTY, call **711**.
- Visit **kp.org** and click the “Locate our services” tab. Then click “Find a facility” and enter your search criteria. Select the location you want. Then click “Services and amenities” and “Health Education.”

## Health and wellness

### Live healthy

To view or download accessible documents, or to get an online audio explanation of our collection of practical tools, tips, and information, sign on to **kp.org**. Under the “Health & wellness” tab, select “Live healthy.” You’ll find accessible health guides on many topics, including:

- Child and teen health
- Complementary and alternative care
- Emotional wellness
- Fitness
- Men’s health
- Nutrition and recipes

- Pregnancy and new baby
- Preventive care
- Quit smoking
- Senior health
- Weight management
- Women’s health

We also offer a number of videos and podcasts with downloadable transcripts. Topics include:

- Advance care planning
- Asthma
- Diabetes
- Exercise

### Kaiser Permanente health tools

Get a picture of your health risks, and get help to make decisions about symptoms, surgeries, tests, or medications. For a complete listing and to view this material, sign on to **kp.org** and select “Live healthy” under the “Health & wellness” tab.

### Conditions and diseases

Get physician-approved articles on the common cold, rare conditions, and the many health concerns in between. Or connect with online communities and support groups and search our health encyclopedia. For a complete listing and to view this material, sign on to **kp.org** and select “Conditions & diseases” under the “Health & wellness” tab.

### Drugs and natural medicines

View material about prescriptions, over-the-counter drugs, and supplements like herbs and vitamins. You can learn how they work, possible side effects, and more. To view this material or use these tools, sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab.

### Formulary (covered drugs)

#### California Marketplace formulary

Learn more about what drugs are covered at what level for plans offered by Kaiser Permanente through Covered California, the state’s Health Insurance Marketplace.

Accessible PDFs are available in English, Spanish, and Chinese. Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs.”

### Medicare Part D formulary

Learn more about what drugs are covered at what levels for Senior Advantage (HMO) and Senior Advantage Medicare Medi-Cal (HMO SNP). Sign on to **kp.org** and select “Drugs & natural medicines” under the “Health & wellness” tab. Then click “Covered drugs” and “Medicare Part D formulary.”

Accessible PDF documents include information on:

- 2016 Kaiser Permanente Medicare Part D formulary
- 2016 *Evidence of Coverage*
- Coverage determinations
- Extra help for Medicare Part D drugs
- Grievances and appeals
- Kaiser Permanente and affiliated pharmacies
- Medicare medication therapy management
- Pharmacy refills and mail-order services
- Quality assurance and drug utilization management
- Your options upon disenrollment
- Contact information

You can get braille, large print, or audio versions by contacting Member Services.

### kp.org website and mobile apps

Kaiser Permanente strives to provide accessible and usable digital resources to all members, including people with disabilities. We continually review and modify our sites and applications to improve their accessibility for people who use assistive technologies.

Kaiser Permanente complies with version 2 of the Web Content Accessibility Guidelines (WCAG 2.0) Conformance Level AA Success Criteria, and thus Section 508 of the Rehabilitation Act.

### Our website, kp.org

Accessibility is a big part of our Web development cycle. Development teams design sites to be accessible and usable, and our Digital Accessibility Team assesses all Web pages for accessibility using JAWS and NVDA screen-reading software.

### The Kaiser Permanente mobile app

Accessibility is also a major part of our mobile application development cycle. Development teams design apps to be accessible and usable, and our Digital Accessibility Team and product quality testers assess all iOS app screens with VoiceOver. We also design all native apps (iPhone) to have appropriate contrast and text size for members with low vision.

### Need help?

If you’re having accessibility problems with our **kp.org** website or mobile applications, you can receive help by calling our Website Support helpline at **1-800-556-7677**, Monday through Friday from 6 a.m. to 7 p.m., and Saturday and Sunday from 7 a.m. to 3 p.m. (closed holidays). This helpline offers real-time, one-on-one assistance and troubleshooting.

### Member Services

Member Services staff are available on-site at all primary medical center facilities for in-person assistance for all disability-related needs including alternative formats, wayfinding, facility and medical equipment access, interpreters, assistance devices and services, grievances, eligibility and financial liability questions, benefit explanation, and help accessing **kp.org**.

## Member Service Contact Center

If you have questions or concerns, call our Member Service Contact Center, 24 hours a day, 7 days a week (closed holidays).

### California

**1-800-464-4000** (English)

**1-800-788-0616** (Spanish)

**1-800-757-7585** (Chinese dialects)

**711** (TTY)

**Hours:** 7 days a week, 24 hours a day (closed holidays)

### Medicare members

**1-800-443-0815**

**711** (TTY)

**Hours:** 7 days a week from 8 a.m. to 8 p.m.

## My Health Manager

To locate online services related to medical records, messages from health care personnel, coverage, costs, appointments, or pharmacy services, sign on to **kp.org** and select “My health manager.”

### My medical record

My medical record allows you to view test results, vaccination history, health reminders, and more. You can download accessible PDFs related to your care for allergies, eyewear prescriptions, health care reminders, health summary, hospital stays and follow-up care, immunizations, ongoing health conditions, past visit information, personal action plans, questionnaires, and test results.

### My message center

Email your doctor’s office with routine questions, securely and conveniently. You can also contact Member Services and our Web manager.

### My coverage and costs

Get the facts about your plan and benefits, download forms, pay medical bills, and more with “My coverage and costs.”

### Appointment center

Make appointments online, quickly and easily. You can also view or cancel upcoming appointments, or view past visits in our Appointment center.

## Pharmacy center

You can manage your prescriptions here, or learn about specific drugs, vitamins, or herbs in our drug database.

## Online resources and documents

### Forms and publications

#### Plan services and information

Visit **kp.org** to view or download accessible plan services and information documents including:

- Coverage information
- Directories and *Guidebooks*
- Additional services like vision care, preventive services, and cosmetic services

Once you’ve signed on to our website, select “Forms & publications” under the “Locate our services” tab. Then click “Plan services and information.”

### Newsletters and articles

You can view accessible material about healthy living. This includes:

- Preventive care
- *Healthy Beginnings* (prenatal newsletter series)
- *Healthy Kids, Healthy Futures*
- *HIV Health Matters*
- Health logs and trackers

From the **kp.org** home page, select “Forms & publications” under the “Locate our services” tab. Then click “Newsletters and articles.”

### Forms

You can view accessible forms for you or a loved one. These include:

- Advance directives
- Claim forms
- Disclosure authorization
- Health Information Exchange
- Pharmacy authorizations
- Statement of Authorized Representative
- Student certification forms

From the **kp.org** home page, select “Forms & publications” under the “Locate our services” tab. Then click “Forms.”

## Pharmacy services

Kaiser Permanente pharmacies provide a number of communication formats and assistive devices for members who are blind, have low vision, or may have difficulties with remembering, understanding, and/or hearing, including:

- Alternative formats (braille, large print, audio, CD/tape, accessible PDF documents).
- Large print prescription labels and Talking Rx, an audible prescription information device, available through medical center and online pharmacies (visually impaired members only).
- Assistive listening devices (ALDs), such as a Pocket Talker, which is a hand-held hearing amplifier.
- Language interpreters for American Sign Language (ASL), CART, and others.
- Additional staff assistance is available.

For additional information or assistance, you can contact a Kaiser Permanente pharmacy by:

- **Calling your local pharmacy.** You can get local pharmacy numbers by calling our Member Service Contact Center 24 hours a day, 7 days a week at **1-800-464-4000** (English), **1-800-788-0616** (Spanish), or **1-800-757-7585** (Chinese dialects). For TTY, call **711**.
- **Visit [kp.org](http://kp.org)** and click the “Locate our services” tab. Click the “Locate a facility” link and enter your search criteria. Select the facility you want, and then click “Departments and specialties” and “Pharmacy.”

- **Accessing our online pharmacy center.** At **kp.org**, click the “Pharmacy center” option under “My health manager.” Then choose from:
  - Pharmacy help
  - Contact a pharmacist
  - Drug encyclopedia
  - Drug formulary
  - Refill reminders
  - Refill by Rx number

## Programs and classes

Online programs, special rates, and classes are offered at our medical centers.\* To check your options, sign on to **kp.org** and select “Programs & classes” under the “Health & wellness” tab.

You can choose from:

- Classes
- Therapy and support groups
- Individual counseling
- Wellness products

Classes include, but are not limited to:

- Allergies and asthma
- Diabetes
- Fitness and exercise
- Pain management
- Parenting
- Quitting smoking

\*Check your local Health Education Department for class and schedule availability.

Upon request with reasonable prior notice, you or a companion can access communication accommodations, including, but not limited to documents in alternative formats (braille, large print, audio and accessible electronic documents), hearing amplification devices, Sign language interpreting services, captioned and/or audio-described videos; please contact your local Health Education Department.

You can also choose from several online healthy lifestyle programs, which can help you improve your health and well-being. For example, the Total Health Assessment gives you an overview of your current health, along with an action plan for making improvements.

Other programs can help you:

- Eat healthy
- Lose weight
- Quit smoking
- Reduce stress
- Sleep better
- Manage back pain
- Deal with ongoing conditions
- Manage chronic pain
- Manage depression
- Keep diabetes under control

## **Service Animals**

Kaiser Permanente welcomes service animals in its facilities. No other animals (including animals that provide comfort, emotional support, or crime deterrence) are permitted.

# Glossary

**Behavioral health care services:** An umbrella term for the departments of Addiction Medicine and Psychiatry, which offer a wide range of services, from inpatient, outpatient, and day treatment programs to individual counseling, family counseling, and group therapy. No referral is needed.

**Certificate of Insurance:** A written explanation of an individual's coverage rights and benefits that are determined by the policy. It contains an explanation of benefits and limitations, definitions of important terms, and conditions of coverage, including information about deductibles and out-of-pocket expenses.

**Contracted provider:** Providers we contract with to provide services to members. They include contracted hospitals, contracted primary care providers, contracted physicians, contracted medical groups, contracted Plan medical offices, and contracted pharmacies.

**Evidence of Coverage:** Our booklet explaining benefits, terms, and conditions of your Kaiser Permanente membership, including information about your share of the cost and exclusions.

**Family medicine:** Provides comprehensive medical services for individuals, regardless of sex or age, on a continuing basis. Family medicine physicians often care for every member of a family.

**Health Plan:** An abbreviated form of Kaiser Foundation Health Plan, Inc., the unit that operates the health plan portion of Kaiser Permanente.

**Internal medicine:** Provides diagnosis and medical treatments for adults. Also listed as Adult Medicine and Medicine in this *Guidebook*.

**Kaiser On-the-Job®:** Occupational Health Centers provide medical treatment and a broad range of occupational health services for work-related injuries and illnesses. Kaiser On-the-Job is a registered trademark of Kaiser Foundation Health Plan, Inc.

**Kaiser Permanente:** The Kaiser Permanente Medical Care Program. Kaiser Permanente in Southern California is 3 separate entities: Kaiser Foundation Health Plan, Inc. (Health Plan), Kaiser Foundation Hospitals (KFH), and the Southern California Permanente Medical Group (SCPMG). Health Plan and Kaiser Foundation Hospitals are nonprofit benefit corporations. The Southern California Permanente Medical Group is a for-profit professional partnership.

**Kaiser Permanente medical centers:** Kaiser Permanente-owned or leased facilities that include a hospital with inpatient services, an emergency department, medical offices, outpatient primary care services, and other support services, such as pharmacy and laboratory. Medical centers offer the widest range of health care services and are staffed by our Medical Group.

**Kaiser Permanente medical offices:** Medical offices usually offer primary care, outpatient treatment, psychiatric services, and support services such as pharmacy and laboratory.

**Non-Plan provider:** Any licensed health care provider, including hospitals, not listed in this *Guidebook*. Coverage for emergency services received by a Health Plan member from an out-of-Plan (non-Plan) provider is subject to the out-of-Plan emergency services provisions as defined in your *Evidence of Coverage* booklet or *Certificate of Insurance*.

**Obstetrics-Gynecology (Ob-Gyn):** Provides women's health, family planning, pregnancy, and medical and surgical reproductive health services. Also listed as Women's Health in this *Guidebook*.

# Glossary

**Pediatrics:** Provides children’s health care, usually from birth through age 17.

**Permanente Medical Group:** Also abbreviated as Medical Group, the Permanente Medical Group is the physician group that staffs our medical facilities and work exclusively for Kaiser Permanente. The group names vary by region: In Southern California, it’s the Southern California Permanente Medical Group (SCPMG).

**Plan:** Kaiser Permanente.

**Plan facility:** A facility owned, leased, or contracted by Kaiser Permanente to provide medical services to our members.

**Plan physician:** A licensed physician who is either an employee of the Southern California Permanente Medical Group (SCPMG) or a licensed physician who contracts with SCPMG to provide services and supplies to our members.

**Primary care:** Basic or general health care services provided by family medicine, internal medicine, and pediatrics physicians and other health care practitioners.

**Referral only:** A referral from a primary care physician is needed to make an appointment in certain “by referral only” specialty departments.

**Service area:** That geographical area defined by ZIP codes within specified counties. Refer to your *Evidence of Coverage or Certificate of Insurance* for a list of ZIP codes.

**TTY:** Also known as TDD. Indicates a telephone number for a relay communications device used by the hearing or speech impaired to communicate directly with others.





# DHCS physical accessibility survey

**We make our facilities and services accessible to individuals with disabilities,** in compliance with the federal and state laws that prohibit discrimination based on disability. In addition, we conduct physical accessibility surveys at certain facilities as required by the California Department of Health Care Services (DHCS). These surveys evaluate 6 areas of access: parking, building exterior, building interior, restrooms, exam rooms, and exam table/scale.

You can see the DHCS survey status in the list of facilities beginning on page 1. If the facility has been surveyed, you can see what level of accessibility is available. You can also see if the survey results are still pending, or if the survey is not required.

These are the levels of accessibility, as defined by the DHCS survey:

- **Basic access** – The facility demonstrates that it has met the standards for all 6 areas of physical accessibility surveyed (parking, outside building, inside building, restrooms, exam rooms, and exam table/scale).
- **Limited access** – The facility demonstrates that it has met the standards for some, but not all, of the 6 areas of physical accessibility surveyed.
- **Medical equipment access** – The facility demonstrates that patients with disabilities have access to height-adjustable exam tables and weight scales accessible to patients with wheelchairs and scooters.

These are the standards for accessibility for the 6 areas:

## **P = Parking**

Parking spaces, including spaces designated for vans, are accessible. Pathways have curb ramps between the parking lots, offices, and at drop-off locations.

## **E = Exam Room**

The entrance to the exam room is accessible with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.

## **EB = Exterior (outside) Building**

Curb ramps and other ramps to the building are wide enough for a wheelchair or scooter. Handrails are provided on both sides of the ramp. There is an accessible entrance to the building. Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use.

## **IB = Interior (inside) Building**

Doors open wide enough to let a wheelchair or scooter enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if available, have handrails. If there is an elevator, it is available for public use at all times when the building is open. The elevator has enough room for a wheelchair or scooter to turn around. If there is a platform lift, it can be used without help.

## **R = Restroom**

The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and are easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars that allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.

## **T = Exam Table/Scale**

The exam table moves up and down and the scale is accessible with handrails to assist people with wheelchairs and scooters. The weight scale is able to accommodate a wheelchair.

# Medical Centers in Southern California

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## **BALDWIN PARK, DOWNEY, AND SOUTH BAY**

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### **Baldwin Park Medical Center**

Information.....626-851-1011  
TTY ..... 1-800-800-7990

### **Downey Medical Center**

Information.....562-657-9000  
TTY ..... 1-800-800-7990

### **South Bay Medical Center**

Information.....310-325-5111  
TTY ..... 1-800-800-7990

## **INLAND EMPIRE AND COACHELLA VALLEY**

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### **Fontana Medical Center**

Information.....909-427-5000  
TTY ..... 1-866-735-2922

### **Ontario Medical Center**

Information.....909-724-5000

### **Riverside Medical Center**

Information.....951-353-2000  
TTY .....951-353-3005

## **KERN COUNTY, VALLEYS, AND WESTERN VENTURA COUNTY**

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### **Panorama City Medical Center**

Information.....818-375-2000

### **Woodland Hills Medical Center**

Information.....818-719-2000

## **METROPOLITAN LOS ANGELES**

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### **Los Angeles Medical Center**

Information..... 1-800-954-8000

### **West Los Angeles Medical Center**

Information..... 1-800-954-8000

## **ORANGE COUNTY**

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### **Orange County-Anaheim Medical Center**

Information.....714-279-4000

### **Orange County-Irvine Medical Center**

Information.....949-932-5000

## **SAN DIEGO**

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### **San Diego Medical Center**

Information.....619-528-5000  
TTY .....619-528-5152

## **TTY phone numbers**

Unless otherwise noted, most facilities use **711** for the Deaf, hard of hearing, or speech impaired.

# Member Services in the United States

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## CALIFORNIA

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Hours: 24 hours a day, 7 days a week  
(closed holidays)

English..... 1-800-464-4000  
Spanish..... 1-800-788-0616  
Chinese dialects..... 1-800-757-7585  
TTY..... 711

## COLORADO

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### Denver/Boulder area

Hours: M-F, 8 a.m.-6 p.m.

Information..... 303-338-3800  
TTY..... 711

### Mountain Colorado area

Hours: M-F, 8 a.m.-6 p.m.

Information..... 1-844-837-6884  
TTY..... 711

### Northern Colorado area

Hours: M-F, 8 a.m.-6 p.m.

Information..... 1-844-201-5824  
TTY..... 711

### Southern Colorado area

Hours: M-F, 8 a.m.-6 p.m.

Information..... 1-888-681-7878  
TTY..... 711

## DISTRICT OF COLUMBIA

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Hours: M-F, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902  
from D.C..... 301-468-6000  
TTY..... 711

## GEORGIA

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### Atlanta metro area

Hours: M-F, 7 a.m.-7 p.m.

Information  
from Atlanta metro area..... 404-261-2590  
from other areas..... 1-888-865-5813  
TTY..... 711

## HAWAII

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### Islands of Oahu, Maui, Hawaii, Kauai, Lanai, and Molokai

Hours: M-F, 8 a.m.-5 p.m.;

Sat, 8 a.m.-noon

Information..... 1-800-966-5955  
TTY..... 711

## IDAHO

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### Group Health

(northern area only)

Hours: M-F, 8 a.m.-5 p.m.

Information..... 1-888-901-4636  
TTY..... 711

## MARYLAND

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### Baltimore and suburban D.C. area

Hours: M-F, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902  
from suburban D.C. area..... 301-468-6000  
TTY..... 711

## OREGON

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Hours: M-F, 8 a.m.-6 p.m.

Information  
from Portland..... 503-813-2000  
from other areas..... 1-800-813-2000

### Group Health

(Washington, western/central/eastern areas)

Hours: M-F, 8 a.m.-5 p.m.

Information..... 1-888-901-4636  
TTY..... 1-800-833-6388

## WASHINGTON STATE

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Hours: M-F, 8 a.m.-6 p.m.

Information..... 1-800-813-2000  
TTY..... 711

## VIRGINIA

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### Northern area

Hours: M-F, 7:30 a.m.-5:30 p.m.

Information..... 1-800-777-7902  
from suburban D.C. area..... 301-468-6000  
TTY..... 711

Note: TTY numbers require special telephone equipment and are only for people who have difficulties hearing or speaking.



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## At a glance

Use this table to keep track of your and your family's health care information in 1 convenient place.

Name	Medical record number	Physician	Phone number

### MEMBER SERVICE CONTACT CENTER

Questions or concerns? We're open 24 hours a day, 7 days a week (closed holidays).

English..... **1-800-464-4000**

Chinese dialects ..... **1-800-757-7585**

Spanish..... **1-800-788-0616**

TTY..... **711**