

YOUR HEALTH IS OUR CAUSE

SUMMARY OF MEDICAL SERVICES



All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest.
500 NE Multnomah St., Ste. 100, Portland, OR 97232.

WELCOME TO KAISER PERMANENTE

We started more than 60 years ago, bringing health care services to the Vanport shipyard workers in World War II.

From these humble roots, we developed an innovative approach to health care that sets us apart from other providers. This booklet includes an overview of our approach and details about our:

- Personalized health care.
- Vision care.
- Locations and services.
- Award-winning Web site, **kp.org**.
- Health and wellness resources.
- Commitment to the health of the environment.

The following is our story. It's a story about you.



WE FOCUS ON TEAMWORK

At Kaiser Permanente, we're all about teamwork and you are our most valuable team member. Our doctors, specialists, nurses, and staff work together, sharing information to create a seamless care experience for you and your family. It's this distinct approach to care that sets us apart from other providers.

There for you when you're healthy, not just when you're sick

In addition to providing the care you need, we also offer the resources, tools, and expertise to help you get and stay healthy. It all starts by focusing on preventive care. This means detecting health conditions before they become serious. Health screenings, such as cholesterol tests, mammograms, and regular well-child visits for your kids, help us do exactly that.

It's part of our commitment to helping you achieve total health—wellness of mind, body, and spirit—no matter what stage of life you're in.

HIGH-QUALITY CARE YOU CAN FEEL GOOD ABOUT

Choose your doctor

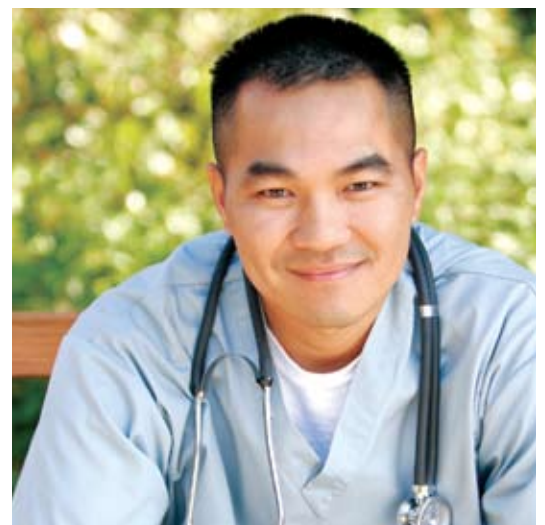
You and your personal physician—whom you get to choose from one of our primary care departments—can decide together what it will take for you to get and stay healthy. But you don't just work with your personal physician; you get the support of an entire health care team including nurses, specialists, and health educators.

Care with a personal touch

When it comes to health, what works for someone else may not work for you. That's why our doctors work closely with you to individualize your care. We do that by getting to know you, your health history, and your health goals.

Quality care you can count on

We have been widely recognized for the quality of our care and service. In recent years, our health plan has consistently earned an "excellent" rating from the National Committee for Quality Assurance, the nation's leading reviewer of health plan quality for consumers and businesses (online at hprc.ncqa.org).



This personal attention extends to those of different cultures as well. Many of our medical facilities offer translation services to help members receive care in their own language and in an environment that is respectful of their culture.

And if you have an ongoing condition, such as asthma, high cholesterol, high blood pressure, osteoporosis, diabetes, or heart disease, we can help you with specialized on-site and online health management programs.

We also offer women's health services, including family planning and pregnancy services; pediatric care; preventive screenings, such as mammograms and Pap tests; and on-site wellness classes tailored for women. (Please note that some classes may require a fee.) We encourage women to choose a personal physician in Obstetrics/Gynecology in addition to a personal physician in Internal Medicine or Family Practice.

CARE WHERE AND WHEN YOU NEED IT

Locations where you live and work

With 16 primary care and 12 specialty care medical offices in our Northwest service area, it's easy to find one that's close to where you live or work. Just visit kp.org and select "Facility directory" from the "Locate our services" tab; then select your region. You can also call us at the phone number on the back of this brochure.

And because most of our medical offices offer multiple health services under one roof, you can often save time by taking care of several health needs in one trip. See your doctor for an annual exam, get an X-ray or lab test, and have a prescription filled all in the same day and at the same location.

After-hours and emergency care

Sometimes it's hard to come in for visits during a typical 8-to-5 workday. That's why we offer after-hours and weekend care at many of our locations. You can also call us to talk to an advice nurse who can help assess your symptoms, provide advice when medically appropriate, and answer questions about medical concerns.

And you can have peace of mind knowing we cover emergency care from participating and non-participating providers anywhere in the world.

THE POWER OF CONNECTION: kp.org

My Health Manager—your personal health record

My Health Manager is a one-stop online resource that makes managing your health easier and more convenient. Use it 24 hours a day, seven days a week to:

- E-mail your doctor’s office.
- View most lab results as soon as they become available.
- Order prescription refills (most are mailed postage-paid).
- Request, cancel, or review routine appointments.
- See a list of your recent immunizations and allergies.
- Review notes from recent office visits, including recommended follow-up steps.
- Act on behalf of a family member (for example, you could e-mail your child’s doctor’s office).

These time-saving features, offered at no additional cost, can save you a trip to the medical office. Imagine e-mailing your doctor’s office with a question you forgot to ask during your last visit, or going in for lab tests Monday morning and seeing the results as soon as they’re available, sometimes the same day. You’ll have fewer phone calls to make and fewer mailed results to wait for.

Making technology work for you

Our hospitals and medical offices in the Northwest are connected by a sophisticated electronic medical records system. It reduces the need for paper records and gives doctors instant access to accurate, up-to-date information about your health and the care you’ve received with us.

Compare for yourself

See how My Health Manager sets us apart:

	Our members can:	Nonmembers may:
Refill prescriptions	Order prescription refills online and have most mailed postage-paid directly to your home.	Drive to the pharmacy and wait in line.
Get lab test results	View most results online as soon as they’re available.	Wait until results are mailed to their home.
Contact your doctor’s office	E-mail secure, nonurgent messages to your doctor’s office and get a response within 24 to 48 hours.	Call their doctor and leave a message with a receptionist or wait for their next appointment.
Look up health and Plan information	Check information from past office visits, download forms, and look up plan details.	Dig through old paper records, receipts, and enrollment forms.

RESHAPE YOUR LIFE

Use these personalized online health improvement programs to assess your habits and learn ways to improve your health:

- **HealthMedia® Succeed™** for a total health assessment.
- **HealthMedia® Balance™** for weight management and physical fitness.
- **HealthMedia® Relax™** for stress reduction.
- **HealthMedia® Nourish™** for good nutrition.
- **HealthMedia® Breathe™** for smoking cessation.
- **HealthMedia® Care™ for Your Health** for managing ongoing health conditions.
- **HealthMedia® Care™ for Pain** for chronic pain.

Most programs are available in Spanish at kp.org/vidasana.

Total health assessment

We encourage all our members to take a total health assessment online with **HealthMedia Succeed**. This free questionnaire provides customized plans based on an in-depth look at your health and any possible health risks. You even have the option of including the results in your electronic medical record so that you and your health care team can work together to improve your health.

ADDITIONAL HEALTH AND WELLNESS RESOURCES

Healthy Living classes

Education is a part of any healthy, well-balanced life. As a member, you can choose from a variety of health education classes and programs on topics such as asthma, diabetes, stress management, and weight loss, among others.

We also offer exercise classes, such as tai chi and yoga, to help you reach your personal fitness and wellness goals. Please note class locations vary, and some may require a fee. Visit kp.org/healthyliving for a list of classes in your area.

10,000 Steps® program†

Get in better shape, one step at a time, with this online walking program. Use a pedometer to count your steps each day, and then track your progress at kp.10k-steps.com.

Healthy discounts for alternative care and fitness*

Feel good, healthy, and strong—for less. As a member, you're eligible for:

- Discounted rates for complementary and alternative treatments, such as massage therapy, acupuncture, and chiropractic care.
- Discounts and free shipping for online purchases of health products.
- Preferred rates on select fitness club memberships.

VISION ESSENTIALS BY KAISER PERMANENTE

Through Vision Essentials, we connect your eye health with your overall health in a way other providers cannot. For example, a simple eye exam performed at one of our Vision Essentials locations could potentially diagnose diabetes, glaucoma, or other vision-related conditions. And because our optometrists and ophthalmologists are all part of the Vision Essentials team, they can easily refer you to one of our specialists if medically necessary.

If your plan does not cover care through Vision Essentials, you can still take advantage of our extensive collection of contact lenses and frames. It includes designer brands and is competitively priced to fit any budget.

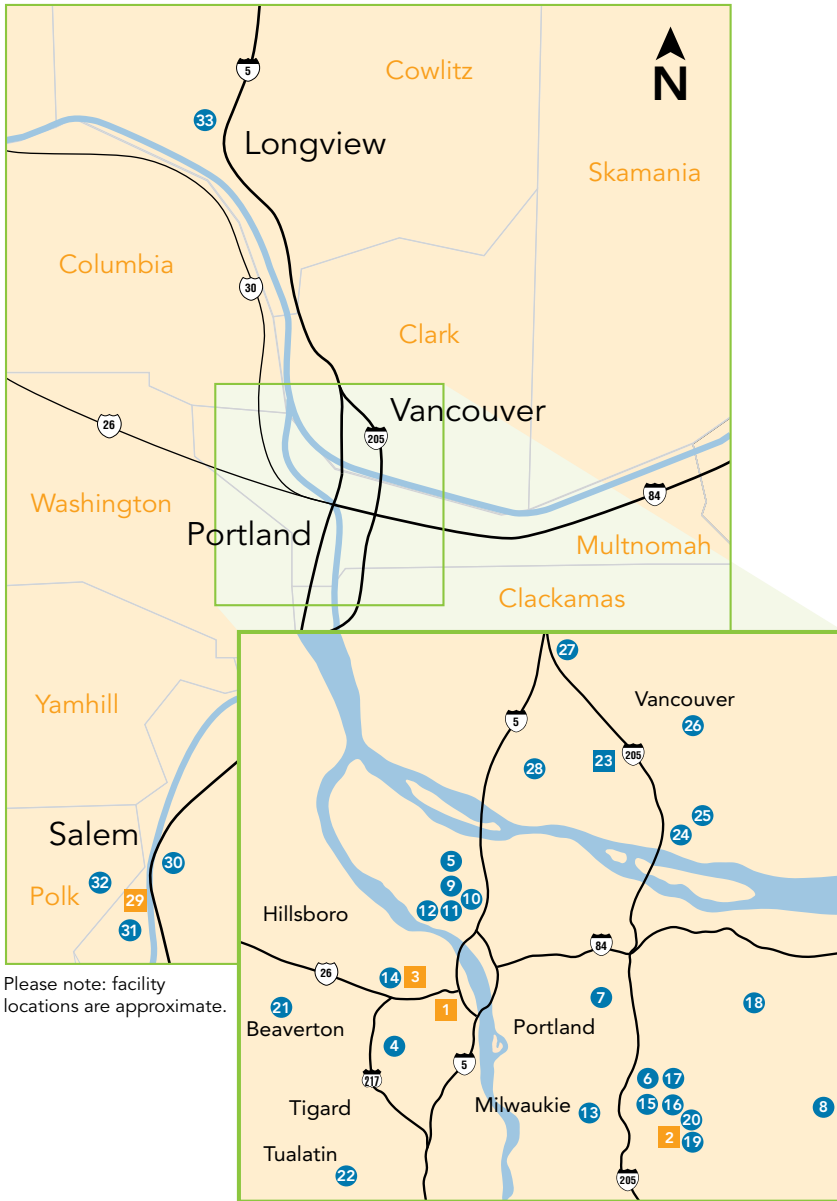
HEALTHY ENVIRONMENTS, HEALTHY PEOPLE

At Kaiser Permanente, we believe in the broad health benefits of building green. By designing and building new hospitals and medical offices with permeable paving that filters rainwater, recycled carpet free of PVC backing, and rubber flooring that doesn't require vapor-releasing floor wax, we're contributing to the health of the environment and the communities we serve.

Green construction represents just part of our overall environmental efforts. We also practice environmentally responsible purchasing, energy conservation, safe chemical policies, and more.

MAKE US YOUR PARTNER IN HEALTH

Let us make your health our cause. Join us today.



Portland-area medical centers

- 1 OHSU Doernbecher Children's Hospital
3181 SW Sam Jackson Park Road
Portland, OR 97201
(For children 17 and younger)
- 2 Kaiser Sunnyside Medical Center
10180 SE Sunnyside Road
Clackamas, OR 97015
- 3 Providence St. Vincent Medical Center
9205 SW Barnes Road
Portland, OR 97225

Portland-area medical offices

- 4 Beaverton Medical Office
4855 SW Western Ave.
Beaverton, OR 97005
- 5 Center for Health Research
3800 North Interstate Ave.
Portland, OR 97227
- 6 Clackamas Eye Care
12100 SE Stevens Court, Suite 106
Portland, OR 97086
- 7 Division Medical Office
7705 SE Division St.
Portland, OR 97206
- 8 Eastman Parkway Office
1550 NW Eastman Parkway, Suite 100
Gresham, OR 97030
- 9 Interstate Medical Office Central
3600 North Interstate Ave.
Portland, OR 97227
- 10 Interstate Medical Office East
3550 North Interstate Ave.
Portland, OR 97227
- 11 Interstate Medical Office South
3500 North Interstate Ave.
Portland, OR 97227
- 12 Interstate Medical Office West
3325 North Interstate Ave.
Portland, OR 97227

- 13 Lake Road Nephrology Center
6902 SE Lake Road, Suite 100
Milwaukie, OR 97267
- 14 Mother Joseph Plaza
9427 SW Barnes Road
Portland, OR 97225
- 15 Mt. Scott Medical Office
9800 SE Sunnyside Road
Clackamas, OR 97015
- 16 Mt. Talbert Medical Office
10100 SE Sunnyside Road
Clackamas, OR 97015
- 17 One Town Center
10163 SE Sunnyside Road, Suite 490
Clackamas, OR 97015
- 18 Rockwood Medical Office
19500 SE Stark St.
Portland, OR 97233
- 19 Sunnybrook Medical Office
9900 SE Sunnyside Road
Clackamas, OR 97015
- 20 Sunnyside Medical Office
10180 SE Sunnyside Road
Clackamas, OR 97015
- 21 Sunset Medical Office
19400 NW Evergreen Parkway
Hillsboro, OR 97124
- 22 Tualatin Medical Office
19185 SW 90th Ave.
Tualatin, OR 97062

Vancouver-area medical center and offices

- 23 Southwest Washington Medical Center
400 NE Mother Joseph Place
Vancouver, WA 98664
(24-hour emergency, low-risk childbirth, and selected services only)

- 24 Cascade Park Medical Office
12607 SE Mill Plain Blvd.
Vancouver, WA 98684
- 25 Mill Plain One Medical Office
203 SE Park Plaza Drive, Suite 140
Vancouver, WA 98684
- 26 Orchards Medical Office
7101 NE 137th Ave.
Vancouver, WA 98682
- 27 Salmon Creek Medical Office
14406 NE 20th Ave.
Vancouver, WA 98686
- 28 Vancouver Medical Office
2211 East Mill Plain Blvd.
Vancouver, WA 98661

Salem-area medical center and offices

- 29 Salem Hospital
665 Winter Street SE
Salem, OR 97301
- 30 North Lancaster Medical Office
2400 Lancaster Drive NE
Salem, OR 97305
- 31 Skyline Medical Office
5125 Skyline Road South
Salem, OR 97306
- 32 West Salem Medical Office
1160 Wallace Road NW
Salem, OR 97304

Longview-area medical office

- 33 Longview-Kelso Medical Office
1230 Seventh Ave.
Longview, WA 98632

FOR MORE INFORMATION

Visit us at kp.org or call Membership Services between 8 a.m. and 6 p.m. Monday through Friday.

- **503-813-2000** Portland area
- **1-800-813-2000** All other areas
- **1-800-735-2900** TTY for the hearing/speech impaired
- **1-800-324-8010** Language interpretation services

[†]10,000 Steps is a registered trademark of HealthPartners, Inc.

*These products and services are provided by entities other than Kaiser Foundation Health Plan of the Northwest (KFHPNW). Certain Kaiser Permanente benefit plans include coverage for some of these discounted services. Plan benefits must be used before those discounted services are available. Check your *Evidence of Coverage* booklet for details. KFHPNW disclaims any liability for these discounted products and services. Should a problem arise, you may take advantage of our grievance process by calling Membership Services at 503-813-2000 or 1-800-813-2000.

The information in this brochure applies when you use the Kaiser Permanente health care system. Under Traditional plans, providers and facilities in our system are called “participating” providers and facilities. The information in this brochure does not apply to Added Choice members when they obtain services from PPO providers and facilities and non-participating providers and facilities. Read your *Evidence of Coverage* carefully to make sure you understand your coverage.