

Convenient Care Options at Kaiser Permanente NW

July 2019

Convenient Care Options

As a Kaiser Permanente NW member, you have many new and convenient options for accessing the care you need when you need it.

This presentation provides an overview of some of those options and encourages you to try them the next time you need or your family needs care.

YOUR CARE, YOUR WAY

YOU CHOOSE: SELECT THE CARE EXPERIENCE THAT'S BEST FOR YOU.



kp.org	E-visit	Email	24/7 advice	Phone or video visit	Nurse Treatment	Care Essentials®	In-person care from your provider ¹	In-person care from any provider ¹	Urgent care ²	Emergency care ²
Search the Health & Wellness section to learn about healthy living, health conditions, and more.	Get treatment, including prescriptions, in less than 4 hours.	Message your care team with nonurgent questions.	Call for medical advice and care guidance.	Save yourself a trip to the medical office for minor conditions or follow-up care.	See a nurse for services such as vaccinations, wound treatment, and removal of stitches.	Visit us at our Hawthorne or Pearl District locations for care with a primary care clinician. Evening and weekend appointments available. Walk-ins welcome.	Schedule a primary or specialty care visit with a member of your care team.	If you don't need to see your regular provider, schedule a visit with any provider at any of our medical offices.	Visit this walk-in clinic if you have a condition that requires prompt medical attention (usually within 1 or 2 days) but is not an emergency.	Get care for a medical or mental health condition requiring immediate medical attention to prevent serious jeopardy to your health.
NO COST	NO COST	NO COST	NO COST	LOW TO NO COST	\$	\$	\$	\$	\$\$	\$\$\$\$

READY TO GET STARTED? Sign in to the Kaiser Permanente **app** or **kp.org**, or call **1-800-813-2000** (TTY 711).

Self-Service on kp.org

The Kaiser Permanente member portal offers many great self-service options for care including:

- Online appointing
- Upcoming and past appointment information like notes/ after visit summaries
- Message your health care team
- View lab and other results
- View and act on open care gaps
- Act for a family member
- Online prescription orders and refills
- Get cost estimates, view and pay bills
- Learn about Health and Wellness resources available to you as a KP member
- Find doctors and locations for services

Kp.org Registration

To register for kp.org as a KP member, go to www.kp.org and choose register at the top. It is an easy three step process to register and gain access to care at your fingertips.

Additionally, the kp.org app is even more convenient and offers the benefits of kp.org in the palm of your hand. Download the KP app from iTunes and get convenient tools like an electronic member ID card and access to video visits through your phone.

Get Care Self-Service Highlights

Getting care is even more convenient online, here are just a few ways you can access the care you need online, giving you options:

- **Schedule an Appointment:** Same day/next day in person appointments can be scheduled with Primary Care, same day/next day telephone and video visits can be scheduled with available providers, and many Specialty Care appointments (new and return) can be scheduled online.
- **Access Your Scheduled Video Visit:** You can access your scheduled video visit through kp.org and even better through the KP app, making it easy to get care with an available provider through your phone or computer.
- **Complete an E-Visit:** Our new E-Visits powered by SmartExam can be completed on kp.org as well as on the KP app, providing an option for getting care, as appropriate, within 1 hour. Learn more about the new E-Visits on the next slide.

E-VISIT OVERVIEW

WHAT IS AN E-VISIT?

- An online medical consultation between a member and a Kaiser Permanente physician, conducted within **kp.org**.

HOW DO E-VISITS WORK?

- Patients complete interviews through kp.org or the Kaiser Permanente mobile app about their low-acuity condition.
- Patient responses are sent to a dedicated group of Kaiser Permanente physicians for review.
- Members will receive a treatment plan via email and a prescription (if applicable) to pick up from their nearest pharmacy in under an hour.

WHAT IS NEW?

This E-Visit SmartExam solution replaces the current Kaiser Permanente Health Connect E-Visits. It continues to be offered at no cost to patients, including High Deductible Health Plan patients.

BENEFITS INCLUDE:

- Convenient and easy-to-use option for getting care
- Expanded offering of adult conditions
- Response to patient in under an hour
- Streamlined flows with Kaiser Permanente physician review
- Offered in English and Spanish
- Improved patient interface
- Future pediatric conditions

WHAT CONDITIONS ARE ADDRESSED IN THE NEW E-VISITS?

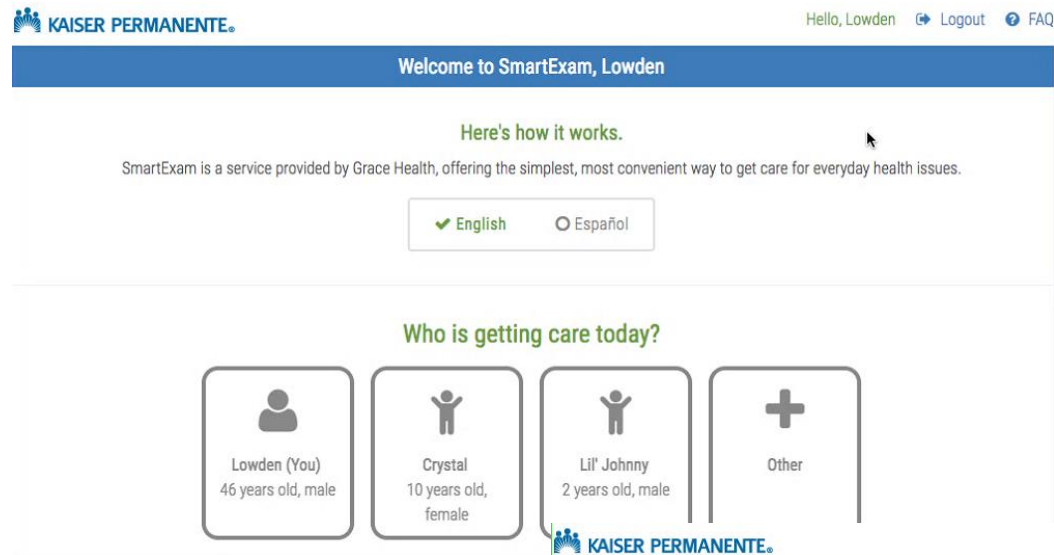
ADULT CONDITIONS (Now Available)

- Acne
- Birth Control
- Bladder Infection
- Burn or Sunburn
- Cough, Cold
- Ear Pain
- Eye Pain, Eye Bump, or Irritation
- Flu
- GERD/Acid Reflux
- Headache
- Low Back Pain
- Mastitis/Breastfeeding Concerns
- Mouth Sores
- Rashes and Other Skin Conditions
- Sexually Transmitted Infection Exposure
- Sinus Pain or Pressure
- Sore Throat
- Yeast Infection

PEDIATRIC CONDITIONS (Future)

- Acne
- Burn or Sunburn
- Cough, Cold, Allergy
- Ear Pain
- Flu
- Head Lice
- Rash
- Red Eye
- Sore Throat

PATIENT EXPERIENCE — WEB/MOBILE



KAISER PERMANENTE. Hello, Lowden Logout FAQ

Welcome to SmartExam, Lowden

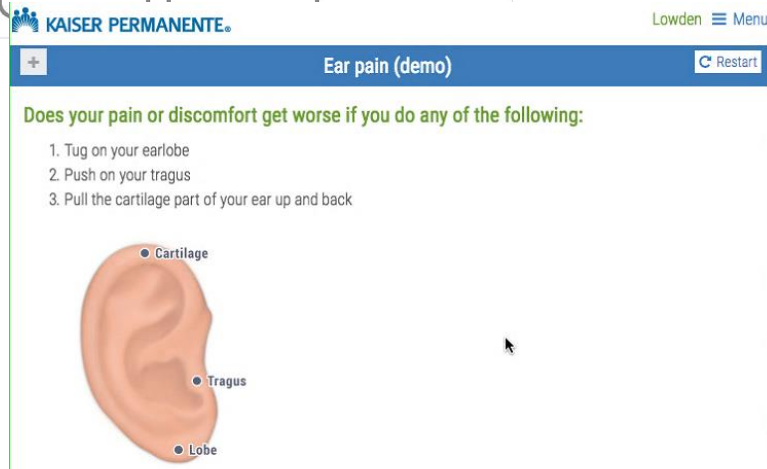
Here's how it works.

SmartExam is a service provided by Grace Health, offering the simplest, most convenient way to get care for everyday health issues.

English Español

Who is getting care today?

- Lowden (You) 46 years old, male
- Crystal 10 years old, female
- Lil' Johnny 2 years old, male
- Other

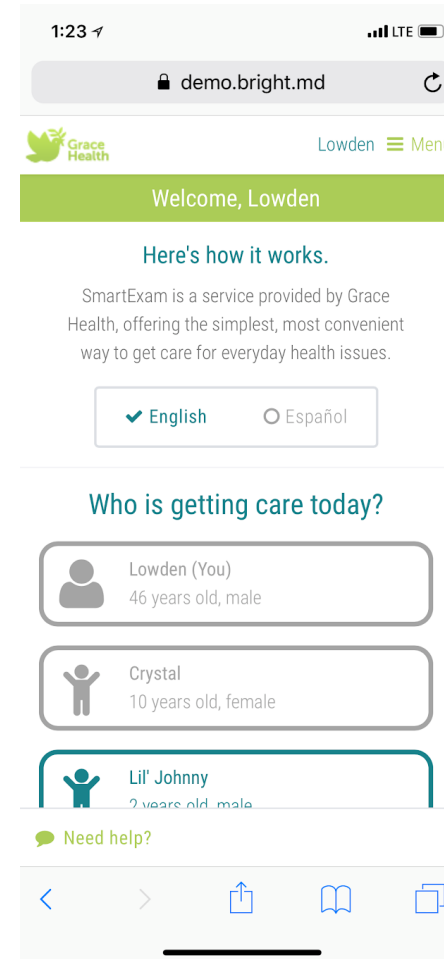



KAISER PERMANENTE. Lowden Menu

Ear pain (demo) Restart

Does your pain or discomfort get worse if you do any of the following:

1. Tug on your earlobe
2. Push on your tragus
3. Pull the cartilage part of your ear up and back



1:23 demo.bright.md

Grace Health Lowden Menu

Welcome, Lowden

Here's how it works.

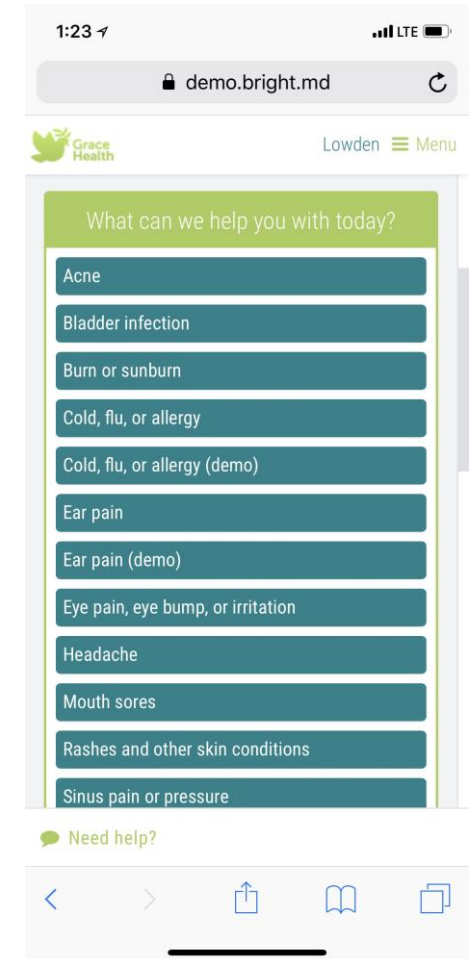
SmartExam is a service provided by Grace Health, offering the simplest, most convenient way to get care for everyday health issues.

English Español

Who is getting care today?

- Lowden (You) 46 years old, male
- Crystal 10 years old, female
- Lil' Johnny 2 years old, male

Need help?



1:23 demo.bright.md

Grace Health Lowden Menu

What can we help you with today?

- Acne
- Bladder infection
- Burn or sunburn
- Cold, flu, or allergy
- Cold, flu, or allergy (demo)
- Ear pain
- Ear pain (demo)
- Eye pain, eye bump, or irritation
- Headache
- Mouth sores
- Rashes and other skin conditions
- Sinus pain or pressure

Need help?

WHAT YOU NEED TO KNOW

- Available now on kp.org and on the KP mobile app
- Members may submit anytime and expect 1 hour response within defined hours of operation (8am-11pm, 7 days per week).
- A new dedicated team of Kaiser Permanente physicians, Regional Virtualists, will be reviewing and responding to e-visits
- E-visits are offered at no cost for members through 2019

Learn More and Try it Yourself

Learn more about E-Visits powered by SmartExam from Dr. Cory Ogden, Family Medicine Physician and NWP Telehealth Physician Lead:
[E-Visit Toolkit and Video](#)

Then, try the new E-Visits yourself or for your family's care

Virtual Visits

Telehealth (virtual care) leverages technology to expand access to care outside traditional care settings — bringing providers and patients together — anytime, anywhere. With the global adoption of smarter and faster technology, telehealth is becoming a new norm for effectively delivering high quality and personalized care. At KP we leverage the power of our integrated system to deliver convenient effective care virtually, offering telephone and video visits that still provide the same high-quality connected care with your preferred providers.

Video Visits: Here are some reasons you might consider trying a video visit the next time you need care:

- Easy to access - they bring the care to you, allowing you to attend from the comfort of wherever you are
- Eliminates travel time, transportation issues, stress from traffic and finding parking.
- Minimizes the need to take time off work or find childcare to go to an appointment
- Increases accessibility to care if you who have mobility issues
- Limits exposure to certain contagious ailments you might encounter in person at the medical office
- May allow you to get care you need sooner with all regional appointments at your fingertips
- Are less expensive than office appointments: *While most members have no copay for video visits, members with High Deductible Health Plans do have a cost for video visits until they meet their deductible. The cost is half of an office visit for the same level of service.*



Care Essentials by Kaiser Permanente

Care Essentials by Kaiser Permanente are convenient care clinics that provide non-emergency and preventive health services to KP members and non-members.

- KP members pay regular co-pays and non-members are offered affordable pricing, including direct insurance billing
- Currently there are two locations in the Portland Metro area, one on each side of the river:
 - **Hawthorne:** 3060 SE Hawthorne Blvd St 1, Portland OR 97214
 - **Pearl:** 1035 NW Northrup St.
- Open Weekday, Evening, and Weekend hours: M-F 8a-8p and Sat/Sun/Holidays 9a-6p
- Walk in or schedule appointments online or by telephone
- Be seen by a KP board-certified Physician Assistant, Advanced Registered Nurse Practitioner, or Physician
- Get your non-emergency health care needs met, including minor illnesses (such as colds, flu, or strep) and injuries (such as minor cuts, burns, or sprains) or receive preventive services, including checkups, vaccinations, and some lab and diagnostic tests

For additional information and easy online booking, visit: www.careessentials.org

Urgent Care

Additional walk in and on demand virtual options are available to meet your care needs at our six Urgent Care locations.

Longview-Kelso MOB M-F 6-9p Sat/Holidays 9a-6p	Cascade Park MOB M-F 1-10p Sat/Sun/Holidays 9a-6p	Interstate South MOB M-F 1-10p Sat/Sun/Holidays 9a-6p
Mt. Talbert MOB M-F 1-10p Sat/Sun/Holidays 9a-6p	North Lancaster MOB M-F 1-10p Sat/Sun/Holidays 9a-6p	Beaverton MOB M-F 9-9p* Sat/Sun/Holidays 9a-6p
<i>*Soon all Urgent Care locations will have extended daytime hours M-F 9a-9p like Beaverton MOB</i>		

Urgent Care can treat your urgent / immediate care needs that are not emergencies 7 days per week. If you walk in to Urgent Care, the healthcare team may offer to start your visit virtually to expedite your access to care and minimize the wait.

Find Kaiser Permanente Convenient Care that Meets Your Needs

1. Register on kp.org and download the KP app
2. Schedule your next appointment online
3. Consider an E-Visit or Video visit next time you need care
4. Try Care Essentials by Kaiser Permanente for walk in or scheduled nonemergency care needs
5. Let Urgent Care take care of your urgent in person care needs and avoid the Emergency Room if appropriate