

BROKER BLAST

June 2020

Kaiser Permanente COVID-19: Medical Center Update

Enhanced safety protocols and resuming medical center operations

Kaiser Permanente's top priority continues to be keeping our members, staff, and communities safe and healthy.

As our local communities reopen their businesses and restart our economy, we are also taking steps to resume full medical center operations. This month, Kaiser Permanente will gradually expand in-person visits at our medical centers. This involves ensuring there are adequate supplies and personal protective equipment to meet the needs of our members, staff, and physicians, while continuing to accommodate ongoing physical distancing and other precautionary measures.

Here are our steps for resuming full medical center operations and how each step will be carried out:

Continuing to keep our medical centers safe

We're taking numerous precautions to keep our members and staff safe as we start to welcome more members back to our medical centers. Our safety protocols include:

- Greeters at the entrances of our medical centers to welcome and prescreen everyone who enters. Our triage process enables us to immediately care for those whom we believe may have COVID-19 before they encounter other patients in the center.
- Requiring masks for all members, visitors, and staff in our medical centers.
- Equipping our physicians, nurses, and health care staff with the appropriate safety gear to protect themselves and members.
- Hand sanitizing stations located throughout each medical center. Our doctors, nurses, and other medical staff sanitize or wash their hands before and after every

interaction with patients.

- Signage and wayfinding arrows to help members, visitors, and employees adhere to physical distancing.
- Erecting physical barriers – bio-shields – when six feet of space between members/visitors is not possible, such as in the pharmacy and reception areas.

We have enhanced cleaning procedures in place to disinfect our facilities and prevent the spread of COVID-19:

- Wiping and disinfecting all surfaces of the medical center including pharmacy, laboratory, and radiology counters; reception desks; and waiting rooms and exam rooms using products that are effective against COVID-19.
- Regularly disinfecting high-touch areas such as door handles, elevator push buttons, waiting room chairs, wheelchairs, handrails, trash cans, soap dispensers, and ledges.
- Deep cleaning of exam rooms and equipment, as required.

Maintaining expanded telehealth

In response to the COVID-19 outbreak, Kaiser Permanente greatly expanded our telehealth services – video, phone, and secure messaging. And we’ll continue to provide these services while also expanding the availability of in-person visits for members who need them. It’s all part of our continuing effort to meet members where they are.

Expanding in-person services using a phased approach

We do not want our members to put off getting the care they need. And while we can treat more conditions virtually, those who need an in-person visit can get one. To expand in-person visits safely and responsibly, we will use a phased approach to make them available at all our medical centers. We will also minimize the number of people in the medical center at any given time.

Details of the phased expansion for in-person primary care and certain specialty care visits:

	Effective June 1*	Effective June 22	Effective July 6
DC	Capitol Hill		Northwest DC
Maryland	Gaithersburg Kensington Largo South Baltimore County White Marsh Woodlawn	Annapolis Baltimore Harbor Camp Springs Columbia Gateway North Arundel Prince Georges Shady Grove Silver Spring	Abingdon Frederick Marlow Heights Nottingham Rehabilitation Center Towson
Virginia	Burke Falls Church Fredericksburg Manassas	Colonial Forge Ashburn Haymarket Crossroads	Alexandria Fair Oaks Springfield

	Reston Tysons Woodbridge		
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* These centers continued to provide in-person visits, but effective June 1, we expanded the availability of in-person primary care and certain specialty care visits.

COVID-19 testing and triage

COVID-19 testing will continue to be available at our triage assessment areas at Capitol Hill, Gaithersburg, Largo, South Baltimore, Tysons Corner, and Woodbridge medical centers. We will also offer additional drive-up testing locations at our medical centers in Kensington, Manassas, and White Marsh effective June 8, and Marlow Heights effective July 6. Members need a doctor's order and appointment for the test.

Extending COVID-19 testing, diagnosis, and treatment at no additional cost

We have waived all member out-of-pocket costs related to COVID-19 testing, diagnosis, and treatment since March 19. This policy has been extended through the end of the year for all fully insured customers. We are encouraging our self-funded customers to do the same.

Keeping you informed

The situation around the COVID-19 pandemic continues to evolve and affect our daily lives. We are grateful for your understanding and flexibility. We will continue to communicate updates through our COVID-19 Town Halls and emails such as this. You can also continue to get updated information on kp.org/coronavirus.

Thank you for your patience and for all you are doing to protect yourself, your loved ones, and your communities. We're in this together. And we're here for you.

Your partner in health,



Mark Ruszczyk
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