

At Kaiser Permanente San Francisco, we care deeply about your health and safety as well as others. No matter your health needs, you have many safe ways to get care. If you need care, do not delay contacting us. We are readily available by video, email, telephone, or in-person.

We are taking multiple measures in order to keep our members safe, including regularly cleaning all surfaces of our buildings. To ensure physical distancing, we have posted signage and are carefully planning and timing foot traffic into our building.

In order to protect the safety of our members and staff, we ask that **all in-person visits be made by appointment only at this time**. Please call ahead to schedule an appointment (415-833-2200) or book online at kp.org. We will discuss your symptoms with you and determine the best venue for your care. If you have symptoms of a potential COVID infection, and the clinician determines you need to be seen, we will guide you toward a specific location in our medical center for your appointment. If you think you have an emergency, please call 911 or go to the nearest Emergency Room. **Please arrive 15 minutes early for your appointment.** We have safety processes in place that will take additional time.

What to expect at the medical center:

- **Please come alone.** If you bring someone with you, they may be asked to wait for you outside. The exceptions to this include:
 - Individuals with a disability requiring caregiver assistance
 - Children
 - Individuals coming in for certain procedures, chemotherapy or infusion (your clinician will let you know)
 - Individuals requiring wound care
- **Screening:** When entering, a greeter will welcome you, take your temperature, and ask screening questions.
- **Masking:** You are required to wear a mask in our buildings at all times. If you do not have a mask, we will supply you with one. Please keep your mask on in the exam rooms, unless the provider asks you to remove it.
- **Laboratory:** To facilitate social distancing, lab appointments are required. Please pre-book your lab appointment on kp.org or by calling 415-833-2200.
- **Pharmacy:** Continuing your medications is very important. We highly encourage using our mail order option if possible. Mail order is free and convenient. You can order online at kp.org or call 415-833-8150.

We appreciate your cooperation and ask for your understanding, our changes in process are meant to keep you safe during the COVID 19 pandemic.

<https://healthy.kaiserpermanente.org/health-wellness/coronavirus-information/get-care>

Thank you,