

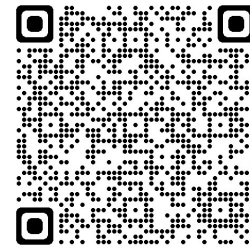


Food for health

Eating healthy can be easy and delicious

Kids can cook: Apple cranberry crisp
Make cooking a family affair this holiday season.

[Click here](#) to read the entire article or scan the QR code



Kaiser Permanente Antelope Valley Upcoming Events

Get your free flu shot now!

Available in the lobbies at Antelope Valley, Lancaster and Palmdale Medical Offices, or through your provider.

For a list of flu shot locations and times – [Click Here](#)



Red Cross Blood Drive

Wednesday, December 27th
10 a.m. to 4 p.m.
AV Medical Office Building
615 W. Avenue L, Lancaster, CA 93534
www.RedCrossBlood.org and enter KaiserAV into keyword search.

Member Services Info:

Local AV Member Services
Normal Hours: 8:30 am - 5:00pm
(800) 464-4000

Welcome to Health Views with Deb Friesen, MD

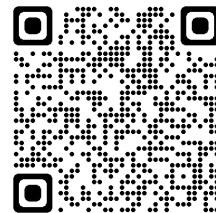
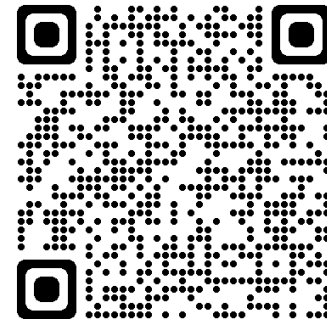
A new podcast about health, wellness and their intersection within the health care industry. With over 20 years of health care experience, Dr. Deb has learned the most powerful tool for healing is the importance of listening and the value of asking the right questions. Come join Dr. Deb as together you'll explore timely topics that impact people, businesses, and communities.

Scan the QR code to listen to the Podcast.

Register for KP.org

Scan this QR code to get started
Refill most prescriptions, view most test results, schedule routine appointments, email your doctor's office with non-urgent questions, access most medical records, and more, all on your phone!"

Scan the QR code to register on kp.org



Patient Perspective

Newsletter of Kaiser Permanente Antelope Valley Patient Advisory Council

Winter 2023

Antelope Valley Medical Offices

615 W Avenue L Lancaster, CA 93534
Mon-Fri, 8 a.m. to 5 p.m.
Sat-Sun, Closed
Appointments: **1-833-KP4CARE**
Refills by phone : **1-844-824-6474**

Lancaster Medical Offices

43112 15th St West Lancaster, CA 93534
Mon-Sat, 8 a.m. to 5 p.m.
Sun, 8 a.m. to 2 p.m.
Appointments: **1-833-KP4CARE**
Refills by phone: **1-844-824-6474**

Palmdale Medical Offices

4502 E. Avenue S Palmdale, CA 93552
Mon-Fri, 8 a.m. to 7 p.m.
Sat-Sun, Closed
Appointments: **1-833-KP4CARE**
Refills by phone: **1-844-824-6474**

Behavioral Health

44444 20th St West Lancaster, CA 93534
Mon-Fri, 8:30 a.m. to 5 p.m.
Appointments: **1-833-KP4CARE**
Behavioral Health Care Member Help Line:
1-800-900-3277

Women's Health Office

Obstetrics-Gynecology
44105 15th St W 4th Floor Ste 405
Lancaster, CA 93534
Mon-Fri, 9 a.m. to 9 p.m.
Appointments: **1-833-KP4CARE**

Message from The Patient Advisory Council

The AV Patient Advisory Council (PAC) promotes positive ties between Kaiser Permanente and its members by advising the AV PAC Steering Committee on care improvement.

Comprised of Kaiser Permanente patients and employees, the Council volunteers and contributes insights on our service delivery. Their invaluable feedback guides enhancements for members, patients, and visitors.

Our commitment is to provide compassionate care, acting diligently to address perceived care deficiencies.

2023 PAC Topics

Here is an inside look on topics discussed in 2023

- COVID/Flu/Vaccine Update
- CSG & Medicare 5 Star Update
- Patient Perspective Newsletter
- Exceptional Experience

To become a Patient Advisory Council member please contact:

Maria Torres
(661) 951-3563 | Maria.c.torres@kp.org

1967 No cell phones... a letter took 2 weeks to get home to California. All questions took 2 weeks to get asked and then if your family or girl (engaged) were to answer you 2 weeks to get answer. 12,000. Miles away. One month to get info back and forth and the Vietnam War raged in Asia. I had no info to my grandfather's decline to his imminent passing. We were close when I was a child, and he was my mentor during my life.

I have been a Kaiser Permanente patient member for approximately 65yrs. I have remained a patient, and now a pac member since 2015 here in AV I additionally became a rpac member in 2017 currently serving as such. I have a story that has made me committed to our health care system and our wonderful health care teams. Kaiser even touched my life when I was drafted into the military in 1965. after my basic training (boot camp), on to school in Pensacola Florida. once trained, I received orders to north Africa. 1 year into my assignment 25 months total. I was called from my unit to the captain's office where he and the Chaplin were in a heavy discussion about a Red Cross call, they had received that my paternal grandfather was dying of colon cancer in stage four. All day haggling ensued between the captain and the Chaplin while I waited outside the office. The Chaplin /had gotten permission for me to go home and visit my dying grandpa.

The details were in the dispute they had. finally, the captain stated that he would allow me to use 30 days leave which was on the books. He would not use any base funds. They would put me on the mail plane a (wwii c-47) flew me to Rota Spain and then I would have to find an air force hop. I finally was awakened in my transit barracks at 2:30am. I grabbed my things and a jeep drove me out to a c-130 cargo plane engines running. I was put in the cargo area with the cargo, and we flew to the Azores for a 13-hour transfer of cargo and I was able to sleep while they did so. They then sent another jeep which took me back to the c-130. We then took off on a thirteen-hour flight to Norfolk Virginia. I had the Red Cross letter with me from the Chaplin who so valiantly got my leave. We arrive at 12:23am. When I made it to the airport it was closed, with hundreds of military personnel sleeping on floors, benches, and windowsills. When the airport opened at 5:00am airline boarding lines formed, and I had to buy a ticket to Los Angeles. My ticket costs \$96.00. My unit had taken up a collection that was between paydays, so they gave me \$56.00 to go with the \$43.00 I had. Once I got in the extensive line of service men going home for the Christmas. It was December 23rd, 1967. Soon an individual from the military and airlines announced that the plane was over booked so they would give priority to Vietnam service men on RR leave and if anyone had a Red Cross letter to come forward. I went forward with my Red Cross letter it was read by them, and I returned to my place in line. As the line finally moved forward to board the three service men ahead of me were Bumped Off the plane for the next flight. I was allowed to board as the last passenger. That Red Cross letter was written by my Grandfather's Kaiser Oncologist at Sunset Kaiser. He had asked my dying Grandfather what his biggest wish was at this point? My Grandfather began to cry and spoke it was to "see his grandson who was in the military serving thousands of miles away." That Kaiser Doctor took the time on his own to promulgate the letter to the Red Cross.

I am forever grateful to the Empathy, of that "Selfless Humanitarian Act." Kaiser Permanente, having those kinds of caregivers are examples of the deepest commitment to the: "Oath to do no Harm" and when possible, give comfort to those who are at the end of their lives. I am forever grateful and a supporter of my Kaiser. My grandfather died one month after I returned to my duty station in North Africa served there an additional 12 months total 25 months (about 2 years). I have now served as Patient Advisor for the last 8 years here at Antelope Valley Medical.

Topic of the Month

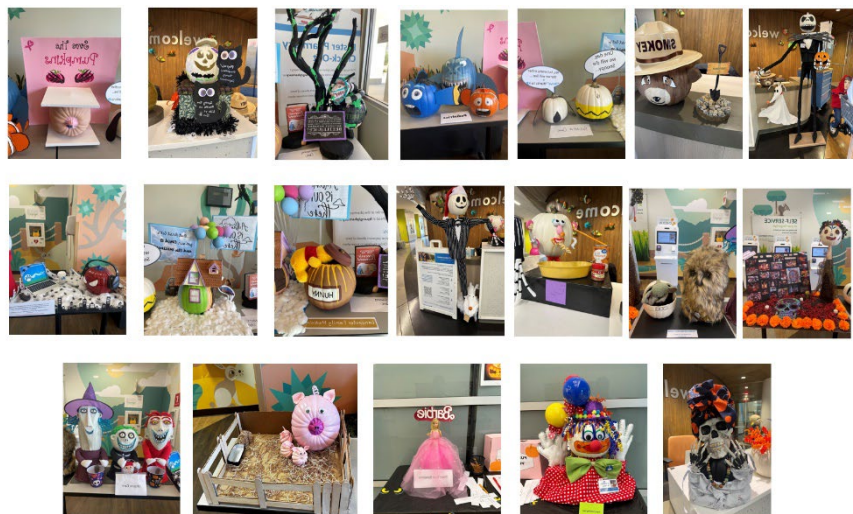
"KP Antelope Valley Employees Work Hard and Play Hard"

Pumpkin Decorating Competition 2023!

To get into the spirit of the season, Kaiser Permanente Antelope Valley hosted an annual pumpkin decorating competition. Each department (or multiple departments under same manager) are encouraged to decorate a **non-perishable/non-food** pumpkin to display for our members. Then Our Pumpkin Decorating Competition Winner is selected by our Reward & Recognition Committee.

Please see the following pumpkin decorating contest entries and our winner.

Contest Entries



Contest 2023 Winner



Flu shots are now available

Get your flu vaccine starting September 1st – Visit kp.org/flu



Who should get the flu vaccine?

Everyone age 6 months or older should get a flu vaccine each year. It lowers the chance of getting and spreading the flu. The vaccine is very important for people who are at high risk for getting other health problems from the flu. This includes:

- Anyone 50 years of age or older.
- People who live in a long-term care center, such as a nursing home.
- Young children.
- Adults and children 6 months and older who have long-term heart or lung problems, such as asthma.
- Adults and children 6 months and older who needed medical care or were in a hospital during the past year because of diabetes, chronic kidney disease, or a weak immune system (including HIV or AIDS).
- People who are pregnant.
- People who have any condition that can make it hard to breathe or swallow (such as a brain injury or muscle disorders).
- People who can give the flu to others who are at high risk for problems from the flu. This includes all health care workers and close contacts of people age 50 or older.



Faster Pharmacy Check-Out

Picking up your prescription order at the pharmacy?

Save time when you order ahead at kp.org/pharmacy or on the KP mobile app.

Three easy steps:

- 1 Order online and set your payment ahead of time
- 2 Sign up for Pharmacy Order Updates to know when your order is ready
- 3 Present your secure QR code at pick up for a contactless experience



Order online at kp.org/pharmacy



Order using the **KP mobile app**