

# COVID-19 Surge May Cause Pharmacy Delays

Due to the high number of COVID-19 cases in our community, we are experiencing long wait times at South Bay pharmacies. We apologize for this inconvenience.

**To fill non-urgent prescriptions, please use Kaiser Permanente's mail order pharmacy.**

Three ways to get started:

1. Visit [kp.org/pharmacy](https://kp.org/pharmacy)
2. Sign-in to the Kaiser Permanente app
3. Call (866) 206-2983
  - Automated service 24 hours / 7 days
  - Live customer service Mon – Fri, 7 a.m. to 7 p.m.

Thank you for your patience and understanding.