

“One less thing on my mind”

Signal Hill patient grateful for personalized care from pharmacy

“When you’re experiencing immense physical change and exhaustion, you just want to get great health care without added complication,” says Kaiser Permanente member Rachel Levin. “I’m thrilled to say that’s exactly what I received from the Kaiser Permanente Signal Hill pharmacy during my pregnancy earlier this year.”

An essential part of a healthy pregnancy is taking prenatal vitamins. Yet the components of different prenats vary in their percentage of the recommended daily allowance – some have more of one vitamin, less of another – and patients may have a personal preference for which ones they’d like to take.

This was the case for Levin, who had been taking the same prenats during her second pregnancy as she did throughout her first. When that formulation became unavailable in her second trimester, she received an unexpected offer from pharmacy staff.

Levin explains, “I was a bit disappointed when I couldn’t find a refill for my preferred prenats at any nearby Kaiser Permanente pharmacy. But I was astonished when the staff at Signal Hill Medical Offices offered to order them just for me – it made me feel so valued as a patient. While I realize it may not always be possible to special order medications, the fact that the staff knew they could in this case and suggested it without my asking really impressed me.”

Perhaps most remarkable is that this transaction took place toward the end of the winter 2022 COVID surge, when patient needs for care were still very high. Many health care facilities in California were facing backlogs in services due to the rapid spike in cases from the Omicron variant.

“At every touchpoint, we strive to create exceptional care experiences, says Ozzie Martinez, chief administrative officer for Kaiser Permanente South Bay. “What’s important to our patients is important to us. That means doing anything we can to provide convenience and personalized service. We are especially proud to hear our Signal Hill pharmacy was able to continue delivering that during a pandemic surge.”

Levin agrees, saying, “I’m so grateful for easy and efficient interactions like this. If I’d had to choose another type of vitamin, it would have been fine. But as a busy mom of a (now) 20-month-old and with another one on the way, it was nice to have one less thing on my mind. Thank you, Signal Hill pharmacy team!”



Rachel Levin (with son, Noah), during her second pregnancy as a Kaiser Permanente member

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