

Dear Valued Member,

It's our honor to care for you and your loved ones, providing the high-quality health care when and where you need it. Since the onset of the pandemic 18 months ago, we've been working tirelessly to do just that. Today we're reaching out to you to share why Kaiser Permanente is now experiencing a record demand for care and outline what we're doing to address your needs. We apologize for any inconvenience you may have personally experienced in accessing care.

A Record Demand for Care: Causes and Impact

Due to the pandemic, many doctor's appointments, preventive health screenings, procedures, and surgeries were postponed. Thanks to the protection of the highly effective COVID-19 vaccines, individuals are now more comfortable seeking care. This has created demand for care at levels we've never seen before in the history of modern health care.

You may have noticed:

- Longer than usual wait times when visiting Urgent Care and the Emergency department.
- Slower response times for messages and emails to your physician or care provider.
- Longer than usual wait times when reaching us by phone.
- Challenges in scheduling timely appointments with your doctor or health care provider.

How We're Responding

While we expect this record demand for care to be a short-term event, we are actively taking steps to address it. Our physicians and staff are working with tireless dedication to try and meet your COVID and non-COVID health needs:

- We've added additional staff and extra shifts to respond to emails and phone messages.
- We're adding appointments in primary care and specialty care.
- We've developed an online e-visit at kp.org to help you get the care you need for routine conditions such as a urinary tract infection, cold and flu, cough, rash, or other conditions. E-visits are available 24 hours a day, 7 days a week, to help you get quick and convenient online care, clinical advice, and medication prescriptions (if appropriate), all without a trip to your doctor's office. E-visits are available for children and adults at no cost to Kaiser Permanente members. Visit kp.org/evisits for more information.
- We're offering both flu vaccinations and COVID-19 vaccinations to protect you from these viruses and to reduce the need for flu and respiratory-related care. Visit us at kp.org/flu or kp.org/COVIDvaccine for information.



Thank You for Choosing Kaiser Permanente

We thank you for your continued trust and patience. We are your partner in health, and we will continue to focus our energy and attention on caring for you. Together, we can move beyond the immediate needs of this COVID-19 pandemic and build a brighter, healthier future.

Sincerely,

A handwritten signature in black ink that reads "Julie Miller-Phipps".

Julie Miller-Phipps
President, Kaiser Permanente Southern
California and Hawaii, Health Plan and Hospitals

A handwritten signature in black ink that reads "Ramin Davidoff, MD".

Ramin Davidoff, MD
Executive Medical Director & Chair,
Southern California Permanente Medical Group,
and Chair and CEO, Hawaii Permanente Medical
Group