

# Important information for Kaiser Permanente members

Kaiser Permanente is committed to providing you with regular information on all that we are doing to prepare and respond to the outbreak of the COVID-19.

The outbreak of COVID-19 across the world and here in our region has led us to vastly expand our virtual care services to convert all possible in-person appointments to virtual and postpone non-urgent surgeries and procedures. These efforts have led to a dramatic decrease of in-person visits to our facilities. Over the past several weeks, we have successfully increased our virtual appointments from 19% at the beginning of March to more than 85% at the end of the month.

At this time, we are focusing our resources on caring for our most vulnerable members, including those with confirmed or suspected cases of COVID-19. To most effectively focus our resources, we need to temporarily consolidate Kaiser Permanente medical offices in the Mid-Atlantic region. By temporarily consolidating our facilities, we can help to support the growing number of members who are in need of care, meet the critical need to conserve Personal Protective Equipment (PPE) necessary for our providers to care for patients, consolidate our staff to protect against potential staffing shortages, and limit exposure to the virus for our members, employees, and physicians.

We recognize these temporary measures may cause some short-term inconveniences for our members, and we appreciate your patience. However, we believe these necessary actions will ensure we provide our members with outstanding care during this pandemic.

We anticipate these changes to be in effect for the next few weeks but will evaluate this plan on a weekly basis and will communicate updates to our members.

## Details of temporary changes

- **Open Locations:** The following 14 medical office buildings will remain open for a wide variety of services in our region:
  - In Virginia: Tysons Corner, Woodbridge, Reston, Manassas, Fredericksburg, Burke and Falls Church
  - In Maryland and DC: Capitol Hill, Largo, Gaithersburg and Kensington, as well as our physician offices at Holy Cross Hospital
  - In Baltimore: South Baltimore, Woodlawn and White Marsh

- **Urgent Care Closures:** Urgent care will close in the following locations at the end of their shift on April 3: Manassas, Fredericksburg, Kensington, Camp Springs, Baltimore Harbor, and Woodlawn.
- **Temporary Consolidation:** In the following medical centers lab, pharmacy and imaging will remain open and all other departments and services will temporarily close on Monday, April 6:
  - In Virginia: Colonial Forge, Springfield, Alexandria, Ashburn, Haymarket Crossroads and Fair Oaks
  - In Maryland and DC: Camp Springs, Frederick, Marlow Heights, Northwest, Prince George's, Silver Spring and Shady Grove
  - In Baltimore: Abingdon, Annapolis, Baltimore Harbor, North Arundel, Towson, Columbia Gateway. Also, our physician offices at the Greater Baltimore Medical Center and Nottingham Physical Therapy will temporarily close.

### Testing and triage

We will screen members and do a quick medical assessment at our South Baltimore, Gaithersburg, Largo, Tyson's Corner, Capitol Hill and Woodbridge Medical Centers, as well as provide COVID-19 testing at our Triage Surge Assessment Areas. Members must have a doctor's order and appointment for the COVID-19 test.

### Prescriptions

While our pharmacies are open in all our facilities, we encourage members to use our mail-order prescription program which delivers medications to members in less than 7 days. We also have added same-day home delivery for critical medications. In addition, we have added curbside pharmacy pick-up at all open pharmacy locations.

We're working around the clock to continue providing high-quality care for our members. Please continue to take the necessary precautions to help prevent the spread of coronavirus. Together, we can work to keep our communities healthy and strong.

For more information, visit [kp.org/coronavirus](https://kp.org/coronavirus).