

To: Federal Groups

March 19, 2020

Important Coronavirus (COVID-19) Information for Kaiser Permanente Members

Our top priority is keeping our members and our communities as safe as possible during this rapidly evolving situation. This is a critical moment, and together, we can make a difference in our fight against COVID-19.

The current demands across the entire health system and our own system are straining our supplies, equipment, and our people. Because of this, we will be taking the following temporary measures beginning Monday, March 23, 2020.

Expanding Telehealth and Virtual Care

- This will allow our members to stay at home if they want while increasing the number of patients we can treat.
- As an integrated care delivery system, we are uniquely positioned to lead in providing high-quality care to our members through expanded virtual care.
- We're adding additional phone and video technology to our hub locations to increase our capacity for virtual care.
- In addition, allowing people to stay home and still get great care will also help address the community spread of coronavirus and ease the global shortage of personal protective equipment (PPE).

Postponing Non-Urgent Surgeries and Procedures starting March 23, 2020

- To ensure we have capacity and equipment to care for the potential of more critically ill patients, Kaiser Permanente will be postponing elective/non-urgent surgeries and procedures. We will re-evaluate these plans on an ongoing basis through April as we monitor the community spread of COVID-19.
- We are proactively reaching out to members to postpone non-life-threatening and non-urgent surgeries and procedures.
- Members are also strongly encouraged to email their doctor with any questions about their surgery being canceled or for any other ongoing care needs.

Consolidating Medical Offices starting week of March 23, 2020

- With our expansion of virtual care and postponement of non-urgent surgeries and procedures, we will decrease the need for in-person care wherever possible by temporarily consolidating Kaiser Permanente clinics and medical offices.
- We will have our after-hours care open at Moanalua Medical Center and Maui Lani Medical Office, as well as regular hours at the following medical facilities to continue serving the needs of our members for in-person care and pharmacy needs:
 - Honolulu (HON)
 - Hilo (HIL)

- Kona (KON)
 - Koolau (KOO)
 - Lahaina (LAH)
 - Lihue (LIH)
 - Mapunapuna (MAP)
 - Moanalua Medical Center (MOA)
 - Maui Lani (MLN)
 - Wailuku (WAI)
 - Waipio (WPO)
- The following neighbor island facilities will be temporarily closed effective **March 23, 2020**:
 - Kihei (KIH)
 - Waimea (WMA)
 - The following Oahu facilities will be temporarily closed effective **March 25, 2020**:
 - Hawaii Kai (HAK)
 - Kahuku (KAH)
 - Kailua (KAI)
 - Kapolei (KAP)
 - Nanaikeola (NAN)

We recognize these **temporary measures** may cause some inconveniences. Given the rapidly changing situation in Hawaii, we need to take a leading position for our communities, and we believe these necessary actions will address the community spread of COVID-19. We anticipate these changes to be in effect for the next few weeks but will evaluate this plan on a weekly basis.

Our top priority is keeping our members and our communities as safe as possible during this rapidly evolving situation. This is a critical moment, and together, we can make a difference in our fight against COVID-19.

Be well,

Chris Hause
Vice President, Marketing, Sales and Business Development