

COVID-19 RESPONSE

MARCH 2020



Kaiser Permanente is committed to Colorado and to providing excellent health care for all our members. As the CORONAVIRUS/COVID-19 situation rapidly advances, the demands on the health care system threaten to exhaust our supplies, our equipment, and our people.

Temporary Changes to Care Delivery

We are taking temporary steps to ensure we can continue to provide the high-quality care our members need while also preparing for the oncoming increase in the number of patients with COVID-19.

We will be taking the following steps that will allow us to conserve supplies and equipment, as well as help address community spread of COVID-19.

Key steps Kaiser Permanente Colorado is taking over the next week:

- **Effective Immediately:** Expanding Telehealth and Virtual Care to allow our members to stay at home if they want, and to increase the number of patients we can treat.
- **Beginning March 17:** Temporarily Postponing Non-Urgent Surgeries and Procedures to ensure we have capacity and equipment to care for the potential of more critically ill patients.
- **Beginning March 23:** Temporarily Consolidating Medical Offices and decreasing the need for in-person care wherever possible. This will help reduce unnecessary potential exposure for members and staff.

Kaiser Permanente Urgent Care Remains Open We will have our Urgent Care locations open:

- Aurora Centrepont
- Lakewood
- Lone Tree

Kaiser Permanente Medical Offices Remaining Open as of Monday, March 23

To continue serving the needs of our members for in-patient care and pharmacy needs, the following medical offices will remain open:

- **Acero** (Medical Offices in Pueblo)
- **Arapahoe** (Medical Offices in Centennial)
- **Franklin** (Medical Offices in Denver)
- **Loveland** (Medical Offices in Loveland)
- **Parkside** (Medical Offices in Colorado Springs)
- **Rock Creek** (Medical Offices in Lafayette)
- **Skyline** (Medical Offices in Denver)

The health and safety of our members, patients, employees, and communities remains our top priority.

We recognize these temporary measures may cause some inconveniences, but given the rapidly changing situation in Colorado, we believe these are necessary actions.

If you develop symptoms (fever, cough, trouble breathing) or you believe you've been exposed, it's important to contact us first so we can direct you to the most appropriate care.

- Call the advice number 303-338-4545 (TTY 711) to speak with a licensed care provider or to schedule a telephone or video appointment.
- Chat with a doctor on kp.org or on the KP app.
- Visit kp.org/getcare and click on "24/7 advice."

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