

Getting Started: An Introduction to *Kaiser Permanente* services in the South Bay

Thank you for choosing Kaiser Permanente as your health care provider. Our members can access services at any of our locations as soon as your coverage becomes effective. If you aren't sure of your exact effective date, ask your employer.

You will receive your Kaiser Permanente identification card and informational material after your coverage becomes effective. However, since you may need health services as soon as your coverage is effective, the following information can help you get started.

Getting your Medical Record Number

Printed on your Kaiser Permanente ID card will be your Medical Record Number. This card will be mailed to you. However, if your health coverage is effective and you need care before your card arrives by mail, you can request your Medical Record Number. Call **Member Services**, seven days a week from 7 a.m. to 7 p.m. at 1.800.464.4000; **TTY** for the hearing and speech impaired, 1.800.777.1370.

Medical Advice & Appointment Phone Numbers

For advice or to make an appointment, call one of the numbers listed below, or call the Kaiser Permanente facility that is most convenient for you. It's helpful if you bring a copy of your enrollment form to your appointment.

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| ▪ KP Campbell Medical Offices | 408.236.6440 |
| ▪ KP Gilroy Medical Offices | 408.848.4095 |
| ▪ KP Milpitas Medical Offices | 408.945.2933 |
| ▪ KP Mountain View Medical Offices | 650.903.3020 |
| ▪ KP Redwood City Medical Center | 650.299.2015 |
| ▪ KP Santa Clara Medical Center | 408.236.6440 |
| ▪ KP Santa Teresa Medical Center (San Jose) | 408.362.4740 |

Choosing a personal primary care provider

To choose a personal physician or nurse practitioner after you've obtained a Medical Record Number, simply call the number below or visit the web site(s) for the Kaiser Permanente facility that is most convenient for you.

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| ▪ KP Santa Clara Medical Center | 1.888.466.1800 | www.kaisersantaclara.org
(Click on Choose your Provider) |
| ▪ KP Campbell Medical Offices | | |
| ▪ KP Milpitas Medical Offices | | |
| ▪ KP Mountain View Medical Offices | | |
| ▪ KP Gilroy Medical Offices | 408.972.7321 | www.kpgilroy.org |
| ▪ KP Redwood City Medical Center | 650.299.4291 | Not currently available |
| ▪ KP Santa Teresa Medical Center | 1.877.327.3633 | www.kpsantateresa.org/ |

Transfer your existing prescriptions

Please make sure that you have an adequate supply of your medication on hand prior to your transfer of an existing prescription to Kaiser Permanente. As a member, you may transfer a prescription from a non-Kaiser Permanente pharmacy to any of our pharmacies. Be ready to tell the pharmacist your prescription number and the name and phone number of the outside pharmacy. This transfer can take up to 48 hours. To use this service, simply call the pharmacist at the Kaiser Permanente pharmacy that is most convenient for you.

- KP Campbell Pharmacy 408.871.6337
- KP Gilroy Pharmacy 408.848.4640
- KP Mountain View Pharmacy 650.903.2150
- KP Milpitas Pharmacy 408.945.2640
- KP Redwood City Pharmacy 650.299.2234
- KP Santa Clara Pharmacy 408.236.6431
- KP Santa Teresa Pharmacy 408.972.6335

Transfer your medical records

New members should receive a Medical Record Number from Kaiser Permanente before completing an Authorization for Disclosure Form and transferring medical records. The form can be obtained by writing to request the form from the Business Office at any of our Kaiser Permanente medical centers. In the South Bay, these medical centers are in Redwood City, Santa Clara and San Jose.

If you have medical information to transfer to Kaiser Permanente, you can do one of the following:

- Complete an Authorization for Disclosure Form and take it to your non-Kaiser Permanente physician. Have your physician mail your records along with the form to the Kaiser Permanente facility that you have chosen (addresses are listed below). Make sure you have your Kaiser Permanente Medical Record Number on the form before sending materials.
- OR**
- Complete an Authorization for Disclosure Form and submit it to the Kaiser Permanente facility that you have chosen (addresses are listed below). Make sure you have your Kaiser Permanente Medical Record Number on the form before sending materials

For Santa Clara, Campbell, Milpitas, Mountain View, Gilroy and Santa Teresa (San Jose), send your medical records to the attention of the Chart Room. For Redwood City send your medical records to the attention of the Medical Secretaries.

South Bay Locations

There are three major medical centers and several medical offices in the South Bay. All locations have pediatrics, obstetrics/gynecology, pharmacy and laboratory services. Please note that only the medical centers have Emergency Departments.

- KP Campbell Medical Offices (No emergency services)
220 E Hacienda Ave, Vasona Technology Park, Campbell, CA 95008
- KP Gilroy Medical Offices (No emergency services)
7520 Arroyo Circle, Gilroy, CA 95020

- KP Marina Playa Medical Offices (No emergency services)
1333 Lawrence Expressway, Buildings 100, 200, 300 and 400, Santa Clara CA 95051
- KP Milpitas Medical Offices (No emergency services)
770 E Calaveras Blvd, Milpitas, CA 95035
- KP Mountain View Medical Offices (No emergency services)
555 Castro St, Mountain View, CA 94041
- KP Redwood City Medical Center (Emergency services available)
Hospital and Main Campus, 1150 Veterans Blvd, Redwood City, CA 94063
- KP Santa Clara Medical Center (Emergency services available)
Hospital and Main Campus, 900 Kiely Blvd, Santa Clara, CA 95051
- KP Santa Teresa Medical Center (Emergency services available)
Hospital and Main Campus, 250 Hospital Pkwy, San Jose, CA 95119

How to use our award-winning web site

Visit our national web site—www.kaiserpermanente.org—for regional maps, phone numbers and other helpful information. As a member, request a Personal Identification Number (PIN) so that you can take advantage of our members-only services—such as *making routine/non-urgent appointments* in real time, *refilling Kaiser Permanente prescriptions* and requesting *non-urgent advice*. To receive your PIN, go to the “Kaiser Permanente Online Members Only” section of our web site. After registering, your one-time activation code will be mailed to you within 10 days and you’ll be able to use all the web site’s automated features.