

# Welcome to Kaiser Permanente, your partner for a healthy life

Your Kaiser Permanente new member welcome team is ready to help you make the most of your coverage and care. To get started, complete these 3 steps:

## 1 Register online

 [kp.org/wa/getstarted](https://kp.org/wa/getstarted)

Register to create an account as soon as you have your member ID number. Then you can sign on anytime to order prescriptions or check your account, use health and wellness resources, and much more.

## 2 Choose your doctor

 [kp.org/wa/find-a-doctor](https://kp.org/wa/find-a-doctor)

Use the provider directory to find Kaiser Permanente doctors as well as 9,000 other high-quality providers in our network. You can pick a doctor you like, and change at any time.


## 3 Transfer your prescriptions

 [kp.org/wa](https://kp.org/wa)

It's easy. Call our new member welcome team at the number below, and they'll help you transfer your prescriptions to your Kaiser Permanente coverage.

### Questions? Call our new member welcome team

Our dedicated team can help transition any ongoing care and prescriptions to Kaiser Permanente. We can also help you find a doctor, answer plan questions, and more.

 Call **206-630-0029** or **1-888-844-4607** (TTY 711).

# Find the care that fits your life.

As a Kaiser Permanente member, you have many ways to get high-quality care when you want it:

## Come In

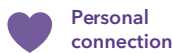
### Doctor appointment

Your doctor is your partner in health, and sometimes coming in for a visit is exactly what you need. And Kaiser Permanente medical offices have many services under one roof. So you can get more of what you need in just one trip.



### CareClinic at Bartell Drugs

With 15 locations across the Puget Sound area, CareClinic at Bartell Drugs offers walk-in care for minor medical issues for everyone age 2 and up. It is staffed by Kaiser Permanente clinicians. Open every day 9 a.m. to 7 p.m. including weekends.



## Click

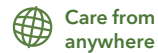
### Care Chat

Care Chat is an online messaging feature that lets you get real-time medical care from a Kaiser Permanente care provider. It's available 7 days a week, 8 a.m. to 10 p.m.



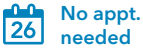
### Online visit†

For common medical issues that don't need a physical exam, such as a sore throat or allergies, go online and get a diagnosis and a treatment plan, usually within 2 hours.



### Urgent Care

For issues that require prompt attention, you can walk in to any Kaiser Permanente urgent care center – some open 24/7.\*



### Email your doctor

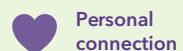
You can email your Kaiser Permanente care team non-urgent questions whenever it's convenient for you. You'll get an answer within 2 business days and often that same day.



## Call

### Consulting Nurse

When you need advice or help figuring out where to get care, our 24/7 consulting nurse helpline is here for you.



If you have a life-threatening emergency, call 911 or go to the nearest hospital.

For more information about these care options, visit [kp.org/wa/getcare](http://kp.org/wa/getcare).

\*Visit [kp.org/wa/directory](http://kp.org/wa/directory) for all care locations available on your plan.

†Prescriptions from online visits must be filled at Kaiser Permanente Washington medical offices or mail order service.