

10. Emergency & Urgent Care Services

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This section defines emergency services and urgent care so that affiliated practitioners can appropriately direct Kaiser Permanente Members to receive these services.

10.1 EMERGENCY SERVICES

A medical emergency is a sudden, unforeseen, and potentially life-threatening situation that requires immediate attention.

A member with a medical emergency should be directed to the nearest emergency facility. Coverage for emergency care is based on the Member's health plan eligibility and benefit coverage at the time of service.

On Hawaii Island: <ul style="list-style-type: none">• Kona Community Hospital• Hilo Hospital• North Hawaii Community Hospital
On Kauai: <ul style="list-style-type: none">• Wilcox Memorial Hospital• Kauai Veterans Memorial Hospital• Samuel Mahelona Hospital
On Maui: <ul style="list-style-type: none">• Maui Memorial Medical Center
On Oahu: <ul style="list-style-type: none">• Moanalua Medical Center

Emergency services from non-Kaiser Permanente practitioners are covered **ONLY** if the services meet the prudent layperson standard and the services were immediately required because it was an unforeseen illness or injury and the delay caused by coming to a Kaiser Permanente facility would have resulted in death, serious impairment to bodily functions,

serious dysfunction of a bodily organ or part, or placed the health of the individual in serious jeopardy. Continuing or follow-up care from non-Kaiser Permanente providers is not covered.

Coverage for emergency services is slightly different for Senior Advantage and Medicare Cost Members, so please see your Evidence of Coverage for details.

10.2 URGENT CARE

Urgent care is care requiring prompt medical attention, usually within 24 or 48 hours, but not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

When Members are in need of urgent care, please contact the nearest KP facility. After hours, call the Kaiser Permanente After-Hours Advice Nurse (**1-800-467-3011** on neighbor islands or **808-432-7700** on Oahu).

10.3 EMERGENCY TRANSFERS TO MOANALUA MEDICAL CENTER

If a member needs to be transferred to Moanalua Medical Center and it is an emergency, the treating affiliated network practitioner needs to follow the procedure as outlined below:*

When you encounter a Kaiser Permanente member at your emergency department who may need to be admitted, we request that you call the **Kaiser Permanente Hawaii Emergency Transfer Hotline (now called the MD Call Center) at 643-6363**. Our support staff at the MD Call Center will be able to assist you in providing care to our members, including transfers and follow-up care.

- Patient name & DOB
- Patient's medical record number (if known)
- Treating physician
- Phone/pager number where the physician can be reached
- Patient diagnosis
- Patient condition
- Services needed
- Vital Signs and events of current ED visit including any diagnostic tests and treatments.
- Most current provider note if available.

A Kaiser Permanente emergency physician will then accept the transfer of the patient, and the transfer process can be initiated. The Kaiser Permanente hospital team will take all necessary steps to ensure the patient's needs can be met at the Moanalua Medical Center.

If the patient cannot be accommodated at either the original hospital or Moanalua Medical Center, the rendering hospital will coordinate care at a facility that is able to provide the level of care or specialty that is required.

In the event of acute trauma, Kaiser Permanente Members should be directed immediately to the trauma center at Queen's Medical Center. For patients requiring treatment of severe burns, Kaiser Permanente members should be directed immediately to the burn center at Straub Medical Center. In both cases, Kaiser Permanente should be notified via the MD Call Center (643-6363) as soon as practicable, but prior to transfer to an inpatient status.