

Greta Walker
Kaiser Permanente Colorado member

The way I stay active right now is being out in my garden, practicing yoga, taking Tars on daily walks...we think he's pretty special.

Over the course of the past 25 years, I have been a Kaiser Permanente member three times. I was really excited to come back to a place where I could have a primary care physician and a medical care team that could work with my medical needs of where I am right at this moment.

The New Member Connect team helped me find a primary care doctor that could manage all of my challenging health needs...and I was very happy to be able to find a physician who was close to my house and could really direct my health care moving forward.

In the first week of being insured, I met with a clinical pharmacist, and I talked to her about my medication being spread all over metro Denver at different pharmacies with different doctors.

I was just put at ease immediately talking with the clinical pharmacist, and I was actually online on my record while I was on the phone with her, and as she was putting in my medications and asking me the questions about each medication, I could see them pop up right on my record, and so that just gave me the complete confidence that yes, if I need to go refill my medication next week, I can just go right down the road and it will be there at the pharmacy.

Derrick Washington
Director of New Member Experience
Kaiser Permanente Colorado

It's unique to us to have a team of people that are energetic about helping our new and returning members to Kaiser Permanente.

Our primary service is to really get the member connected with their doctor.

We cut out a lot of that work that the member would normally do on their own and that the doctor would have to put into the system and we really allow them to connect on that first visit.

We go over benefits with them to make sure they understand their plans.

Each member has a different level of concern.

Maybe some have more care needs, maybe others have more administrative needs.

We're there to help them on both ends.

Greta Walker

When I walked back into the Kaiser Permanente building and was able to go see my primary care physician go and get lab work and then go pick up my prescriptions, I just remembered why I loved Kaiser Permanente so much.

The experience at Kaiser Permanente has been fantastic for me and for my family.