

## **Matt Blomstedt — Kaiser Permanente Colorado member story**

### **Matt Blomstedt Kaiser Permanente Colorado member**

Kaiser Permanente is very different than any experience I've had in health care.

When I visit my Kaiser Permanente medical office, I can cover many healthcare needs at once, such as prescriptions getting filled, getting x-rays, getting blood work done.

The thing that sticks out the most in my mind when I think of the Kaiser Permanente care team is the people, and it's the genuine passion that I think that they have for their jobs and how they care for people and how they interact with people.

When I joined Kaiser Permanente, I got a call from the New Member Connect team.

She was amazing. She went through every single scenario that I think any person could ever have when it comes to a health care experience, whether it's an emergency, you just need an appointment and then she followed up with an email that I still reference to this day.

### **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. We make sure that they get established with their care with them on this first call and really answer and put their mind at ease through the entire process.

Each member has a different level of concern. Maybe some have more care needs, maybe other have more administrative needs. We're there to help them on both ends.

**Matt Blomstedt**

One of the things Kaiser Permanente does an amazing job with is the connected care. It's the ease of communication, the fact that all the providers have access to your health care records in one spot and can communicate with each other in a quick and efficient way.

My family and I have relatively basic health care needs. We've been very lucky in that regard, but I know one day one of us will have deeper needs.

I have a lot of peace of mind that if something serious happens to me or somebody in my family that I'm in good hands with Kaiser Permanente.