

Important Message from Julie Miller-Phipps and Dr. Ed Ellison - August 2020

Hello, I'm Julie Miller-Phipps, Regional President for Kaiser Permanente in Southern California. I oversee our hospitals and our health plan here.

And I'm Dr. Ed Ellison. Executive Medical Director of the Southern California Permanente Medical Group. I oversee the physicians and clinical practices for Kaiser Permanente in Southern California. We wanted to take a moment to update you on Kaiser Permanente's efforts to keep you safe, healthy and thriving amidst the Coronavirus pandemic, and what you can do to help us battle this deadly disease.

It's important to know that we're not out of the woods yet. Rising numbers of infections and hospitalizations are very concerning. And too many lives have already been lost. Our hearts are in mourning for those who have lost family and loved ones to COVID-19.

As we look to reopen our facilities and reschedule elective procedures that were postponed, the health and safety of our members, physicians, staff, and communities remains our top priority. We are here for you, from your well baby visits, to your immunizations, and everything in between.

We have put in place new protocols and safety measures. Masks are required in all of our facilities. Everyone is screened for symptoms before entering, and we have increased the frequency of our regular cleanings. Visitation is still limited in our hospitals and medical offices to protect the safety of our most vulnerable patients. Check kp.org or your local Kaiser Permanente facility before coming to visit to make sure you're up-to-date on our latest visitation policies.

We know that many of you have questions about testing. In recent weeks, we have doubled our testing capacity and are working hard to ensure that all members who need testing are able to get tested in a timely manner. We are also partnering with local health authorities and other testing facilities to support additional testing capabilities as they are needed.

That's right, Ed, thank you. We continue to be here for you virtually. Video and phone visits, eVisits, email, and mail order pharmacy are just some of the conveniences available to you. But whether you're logging on or getting care in person, you're still receiving the same high quality care you've come to expect from us.

While we care for you, there are things you can do to care for yourselves and each other. Now more than ever, it's critical to follow the guidelines of public health authorities. I've always believed that the best advice I can give my patients is the same advice I give to my family and loved ones. And here it is, because you are our family and we care for you. Please exercise caution when leaving the safety of your home. Masks protect both you and others. So be sure to wear them at all times when not at home. Wash your hands frequently, and avoid touching your face. Keep a safe, physical distance from others, at least six feet or more. Limit outings and gatherings as much as

possible. We know this is not always easy, but these actions have been proven to work, to reduce the spread of COVID-19 and help keep everyone safe. We are here for you. If you need to be seen, do not hesitate. It is important not to delay seeking medical care as it could lead to longer-term complications down the line. And of course, always follow the advice of your doctor.

For 75 years, our members have turned to Kaiser Permanente for the very best in healthcare. Now is no different and we are up to the challenge. Our care teams are trained, they're experienced and they know what to do. We are battling this virus on all fronts, not only our frontline caregivers, but also our research teams who are doing vital work on both treatments and a vaccine. But while that work is happening, we ask for your patience, as we all adjust to our new normal and learn to live with this deadly virus.

Now, despite all the uncertainty, we have seen you show up for us. And we have been overwhelmed by the well wishes that we've received from you. We speak for all of our physicians, staff, employees when we say that your thank-you's and your heartfelt support of our physicians, nurses, and care teams has kept us afloat, and kept our spirits high during these challenging times.

That's right, Ed. And together we'll be even stronger in battling this disease. Take care everyone and be well.

Stay safe, stay well. We will get through this together.