



# CORONAVIRUS (COVID-19): HOW TO GET CARE

You have many ways to get care without leaving the comfort and safety of your home – including same-day phone, video, and E-visit appointments. This allows you to access high-quality care while helping to address the community spread of COVID-19. If you need to come in, we're here for you – and we're taking every precaution to keep our facilities safe.

## PHONE AND ONLINE CARE:

No cost virtual care is available through the following options:

### **Coronavirus (COVID-19) E-Visits:**

Get care for possible coronavirus symptoms by conducting a coronavirus E-Visit using **kp.org** or via the Kaiser Permanente app.

You will be asked questions about your situation which will help us determine the best way to treat your symptoms.

### **Phone Appointments:**

Make an appointment online at **kp.org** or use the Kaiser Permanente app to receive medical care or advice from a doctor over the phone. The doctor will call you by the end of the day. If you need care sooner, you can call us for 24/7 advice.

### **24/7 Advice:**

Call us 24/7 to talk with a licensed care provider day or night for medical and mental health care advice.

### **Video Visits:**

Make a same or next day appointment to see your doctor or care team by video to get care from anywhere online by computer, smartphone, or tablet.<sup>1,2,3</sup>

### **Email:**

Message your doctor's office with nonurgent questions anytime. You can also exchange photos and documents to help your care team stay informed about your health.

Go to our secure Message Center on **kp.org** or use the Kaiser Permanente app and get a reply usually within two business days.

You have many ways to get care by phone or online. Visit **kp.org/getcare** to learn more. For more help choosing the care that's right for you, call us 24/7 at:

Oahu: **808-432-2000**

Maui/Molokai/Lanai: **808-243-6000**

Hawaii Island: **808-334-4400**

Kauai: **808-246-5600**

TTY: **711**

## MEDICATION REFILLS AND ADVICE:

Call us anytime at **808-643-7979** (TTY **711**) for refills and advice on medications and supplements. You can also refill most medications online at [kp.org/refill](https://kp.org/refill) or use the Kaiser Permanente app.

## IN-PERSON CARE:

### **Call If You Think You Have Symptoms**

It's important to call us first if you think you have COVID-19 symptoms or believe you've been exposed. Calling ahead helps us direct you to the most appropriate care, and helps us take precautions to protect other members, patients, and employees.

To schedule an in-person appointment or if you're concerned about your specific health condition, call us at the following numbers:

Oahu: **808-432-2000**

Maui/Molokai/Lanai: **808-243-6000**

Hawaii Island: **808-334-4400**

Kauai: **808-246-5600**

TTY: **711**

## After-Hours Care:

After-hours care will remain open at the following locations:

### **OAHU**

Moanalua Medical Center  
3288 Moanalua Road  
Honolulu, HI 96819

Monday through Friday, 5 to 10 p.m.  
Saturday, Sunday, and most holidays,  
8 a.m. to 10 p.m.

**Appointment required for  
after-hours care  
808-432-7700**

### **MAUI**

Maui Lani Medical Office  
55 Maui Lani Parkway  
Wailuku, HI 96793

Monday through Friday, 5 to 8 p.m.  
Saturday, Sunday, and most holidays,  
8 a.m. to 5 p.m.

**Walk-ins welcome, no appointment  
needed for after-hours care  
808-243-6000**

You can also visit our affiliated urgent care partners on Maui, Hawaii Island, and Kauai. Before getting care from our affiliated providers, we recommend you call the 24/7 advice line.

Visit [kp.org/coronavirus](https://kp.org/coronavirus) for information to help protect yourself and your loved ones and get the latest updates and guidance on COVID-19.

<sup>1</sup>These features are available when you receive care at Kaiser Permanente medical offices.

<sup>2</sup>To schedule most appointments, you must be 18 years or older.

<sup>3</sup>Check with your doctor's office to find out if video visits are available to you.