

Easier health care for a healthier workforce

Self-service options, digital tools, and team support – for more ways to stay healthy

Your employees expect ultra-convenient, anytime access from banks, restaurants, and retailers – they should expect it from health care, too.

We offer a broad range of digital tools, guidance and support, and self-service resources – many available on demand. And unlike with most health plans, they're fully integrated into overall care. That means members get richer, more personalized details about their health, care history, and coverage. Plus, care and advice come from Kaiser Permanente teams who can view their medical records and seamlessly coordinate their care. And it's all included in every plan.

A full suite of convenient tools

[Click to learn more](#)



**Choose a doctor,
change anytime >**



**Schedule
appointments
in a snap >**



**Call or click to get
prescriptions
delivered >**



**Access health
records 24/7 >**



**Track costs with
personalized
financial tools >**



**Connect to care
remotely >**



**Email the doctor's
office anytime >**



**Get care advice
24/7 >**



**Reach health goals
with a wellness
coach >**



Choose a doctor, change anytime

Members can choose their own doctor based on what's important to them. Details about education, specialties, languages spoken, and more are online – so finding the right doctor is simple.



Our primary care physicians serve as health advocates – connecting members with specialists, and working closely with nurses, health educators, and more to deliver the best possible care. Positive doctor-patient relationships built on trust, communication, and collaborative decision-making are associated with better health outcomes.*

*Chandra et al., *Journal of Healthcare Communications*, July 2018.



Schedule appointments in a snap

Members can schedule, change, and cancel most appointments anytime – online or on the app. Managing your appointments online makes it even easier to stay on top of preventive care and screenings.



Online scheduling helps reduce patient no-shows. Missed appointments waste time, money, and resources – to the tune of \$150 billion a year.* This results in higher health care costs for businesses and employees alike.

*Gier, *Health Management Technology*, April 26, 2017, hcinnovationgroup.com.



Call or click to get prescriptions delivered

Instead of heading to the pharmacy, our members can refill most prescriptions online and have them delivered at no cost. Nearly 31 million Kaiser Permanente prescriptions were filled online in 2018.¹



Online ordering and home delivery can improve medication adherence – while nonadherence causes up to 50% of chronic condition treatment failures and 125,000 deaths per year.^{2,3}

¹Kaiser Permanente internal data, 2018.

²American Heart Association, February 19, 2016.

³U.S. Food and Drug Administration, 2016.



Access health records 24/7

Members can look up test results, prescriptions, past-visit summaries, medication allergies, and more online – which can be life-saving in an emergency. And they can access their medical records and member ID cards anytime, anywhere with our mobile app.



Studies show that easier access to medical records can positively impact patient health. However, only about half of Americans can access their medical records online.*

*Patel et al., The Office of the National Coordinator for Health Information Technology, April 2018.



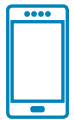
Track costs with personalized financial tools

Members can use our cost estimator to see what they'll pay for care. They can also make payments and view out-of-pocket summaries, bills, and deductibles online. Information is personalized to help them prepare for medical expenses in advance – and avoid costly surprises.



63% of consumers pay all their non-health care bills online. However, only 23% of member portals feature online medical bill pay.*

*"Trends in Healthcare Payments Eighth Annual Report: 2017," InstaMed, May 2018.



Connect to care remotely

Members can access the same high-quality care they'd get in person without taking time away from work. In 2018, phone appointments, video visits, and secure emails accounted for 62% of all care touches.¹ And instead of unknown, third-party care, our members get:

- Care from Kaiser Permanente doctors and specialists who can write prescriptions and coordinate follow-ups
- Care that's covered by your company's health plan
- Care that's connected to their electronic health record



A 20-minute doctor visit typically requires 2 hours away from work – causing many employees to avoid or delay seeking care.² Telehealth makes it easy to get health issues resolved quickly – before they develop into more serious and costly conditions.

¹Kaiser Permanente internal data, 2018.

²Ray et al., *The American Journal of Managed Care*, August 18, 2015.



Email the doctor's office anytime

Members can email their doctor's office to see when they're due for a screening, ask questions about managing a chronic condition, and more whenever they need to.



1 in 3 patients with chronic conditions who emailed their care providers said it improved their overall health – but only 15% of Americans can email their doctors.^{1,2} In contrast, Kaiser Permanente members exchanged more than 28 million emails with their providers in 2018.³

¹Reed et al., *The American Journal of Managed Care*, December 21, 2015.

²Council of Accountable Physician Practices, November 4, 2015.

³Kaiser Permanente internal data, 2018.



Get care advice 24/7

Members can call to speak to a licensed care provider day or night to help them determine what kind of care they need – and get to the right care faster.



Instead of third-party vendors, our members speak to Kaiser Permanente providers who can view their medical records and offer more personalized, comprehensive, and informed advice.



Reach health goals with a wellness coach

Members can get one-on-one support for managing their weight, quitting smoking, managing stress, and more with Wellness Coaching by Phone. Our coaches can help them get started and stay motivated to make healthy changes that stick.



Studies show that wellness coaching can significantly improve stress levels, eating and exercise habits, and overall health – and many people maintain their healthy behavior changes over time.*

*Sharma et al., *Annals of Family Medicine*, 2016.