



COVID-19 UPDATE | May 7, 2020

What you need to know

As we continue to manage through the battle against COVID-19, Kaiser Permanente is committed to making sure our customers have all the latest information. When we receive updates, we will ensure you receive any information that may impact KP members. We will email you weekly with updates as the situation evolves. This is a challenging time for everyone and Kaiser Permanente is here to support you with news and information to help manage your Kaiser Permanente plan.

Living with Uncertainty

Our schedule and daily lives have changed dramatically. The COVID-19 pandemic has potentially affected employee mental, physical, and emotional health. To support your employees as they are coping with COVID, Kaiser Permanente is offering a 1-hour webinar focused specifically on ways individuals can cope with this pandemic and tricks to build resilience during this time of uncertainty and change. Employees can register at: <https://wellness-event.kaiserpermanente.org/signup/covidwebinars>. Recorded versions are available to all at: <https://kp.qumucloud.com/view/SCPMG-Coping-with-COVID-19-LIBRARY>.

Masking Do's and Don'ts

According to public health guidance, you should wear a face mask in public places to help slow the spread of COVID-19 and properly wearing a mask can help protect both you and those around you from getting sick. Share the *attached flyer* for a few do's and don'ts of wearing a mask with your teams.

New Resources

- The *attached COVID-19 FAQ* document for business customers includes new information on cost-sharing information for Choice products.
- Kaiser Permanente's business website, kp.org/choosebetter, has a dedicated **COVID-19 resource center**. See how Kaiser Permanente is responding to the coronavirus pandemic in this [webinar](#). We continue to produce updated webinars focused on the most common questions we hear and the latest clinical news. For more information, please contact your Kaiser Permanente Account Manager or Sales Executive.
- Kaiser Permanente members can download the **MyStrength** app and support their mental health and wellness 24/7 using their kp.org sign-in information on their smartphone, computer, or tablet at no cost and without a referral.



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Explaining COVID-19 to Children

With COVID-19 dominating the news and schools shut down as part of efforts to slow down the spread of the disease, it's understandable that many children feel overwhelmed and in need of reassurance to help them cope with the stress. Parents have an important role to play to make sure their children's mental health does not suffer, according to Dr. Ashley Zucker. Read more about Dr. Zucker's suggestions [here](#).

Facility Update: Thermal cameras

Kaiser Permanente will expand temperature scanning of members, patients, physicians, and staff through the use of thermal infrared technology. The program initially launched at Anaheim Medical Center, Santa Clara Medical Center, San Jose Medical Center, and Irvine Medical Center, and deployed in all hospitals in the Hawaii, Northern California, Northwest, and Southern California regions the first week of May.

Thermal infrared scanning technology supports an existing Kaiser Permanente protocol of taking members' and patients' temperatures. Members with elevated readings are guided to a triage station, where clinicians read their temperatures with a conventional thermometer. The process will enable physicians and staff to quickly and efficiently direct patients, symptomatic of coronavirus infection or not, to the right location in the hospital.

Coming Soon: Return to Work Resources

Kaiser Permanente is developing information for employers about Return to Work, including: workplace safety and hygiene, mental health, creating a psychologically healthy workplace, and social health. More to come!

Kp.org is a valuable resource for information and member communications, as well as their link to any telehealth services. Encourage your employees who are KP members to register on kp.org.

<https://healthy.kaiserpermanente.org/register>.

For **facility updates** and re-openings, see www.kp.org/careoptions/scal. For updates in each region, select your region from the drop down menu at the top of any kp.org page, then scroll to the Getting Care section.

Spanish language also available.

Requests for Testing: Members should call the Appointment and Advice Call Center prior to visiting a facility for testing. They will be instructed to the most appropriate care.