



Dear valued employer,

At Kaiser Permanente Hawaii, our top priority is keeping our members, and our communities as safe as possible during this rapidly evolving situation. This is a critical moment, and together, we can make a difference in our fight against COVID-19.

The current demands across the entire health system are straining supplies, equipment, and people. Because of this, we will be taking the following **temporary measures beginning Monday, March 23, 2020**.

Expanding Telehealth and Virtual Care

- This will allow our members to stay at home if they want while increasing the number of patients we can treat.
- As an integrated care delivery system, we are uniquely positioned to lead in providing high-quality care to our members through expanded virtual care.
- We're adding additional phone and video technology to our hub locations to increase our capacity for virtual care.
- In addition, allowing people to stay home and still get great care will also help address the community spread of coronavirus and ease the global shortage of personal protective equipment (PPE).

Postponing Non-Urgent Surgeries and Procedures starting March 23, 2020

- To ensure we have capacity and equipment to care for the potential of more critically ill patients, Kaiser Permanente will be postponing elective/non-urgent surgeries and procedures. We will re-evaluate these plans on an ongoing basis as we monitor the community spread of COVID-19.
- We are proactively reaching out to members to postpone non-life-threatening and non-urgent surgeries and procedures.

Consolidating Medical Offices starting week of March 23, 2020

- With our expansion of virtual care and postponement of non-urgent surgeries and procedures, we will decrease the need for in-person care wherever possible by temporarily consolidating Kaiser Permanente clinics and medical offices.
- We will have our **after-hours care open at Moanalua Medical Center and Maui Lani Medical Office**, as well as regular hours at the following medical facilities to continue serving the needs of our members for in-person care and pharmacy needs.
- **The Following Clinics Remain Open:**

OAHU

- Honolulu Medical Office
- Koolau Medical Office
- Mapunapuna Medical Office
- Moanalua Medical Center
- Waipio Medical Office

MAUI

- Lahaina Clinic
- Maui Lani Medical Office
- Wailuku Medical Office

HAWAII ISLAND

- Hilo Clinic
- Kona Medical Office

KAUAI

- Lihue Clinic

- **Temporary Closures Effective March 23, 2020:**

MAUI

- Kihei Clinic

HAWAII ISLAND

- Waimea Clinic

- **Temporary Closures Effective March 25, 2020:**

OAHU

- Hawaii Kai Clinic
- Kahuku Clinic
- Kailua Clinic
- Kapolei Clinic
- Nanaikeola Clinic

The health and safety of our members, patients, employees, and communities remains our top priority.

We recognize these temporary measures may cause some inconveniences. Given the rapidly changing situation in Hawaii, we are taking a leading position for our communities, and we believe these necessary actions will address the community spread of COVID-19.

We anticipate these changes to be in effect for the next few weeks but will evaluate this plan weekly.

If you develop symptoms (fever, cough, trouble breathing) or you believe you've been exposed, it's important to contact us first so we can direct you to the most appropriate care. **Please call the appointment and advice line at:**

- Oahu: **808-432-2000**
- Maui/Molokai/Lanai: **808-243-6000**
- Hawaii Island: **808-334-4400**
- Kauai: **808-246-5600**
- TTY: **711**

For the latest information on Coronavirus Disease 2019, please visit the Centers for Disease Control and Prevention website at **[cdc.gov](https://www.cdc.gov)**.



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