

## Information for SDSC Employees with Kaiser Permanente Medical Coverage:

In response to the ongoing spread of COVID-19 in San Diego County, Kaiser Permanente has made the decision to proceed with a temporary geographic consolidation of our San Diego Medical Office Buildings (MOBs). Careful consideration for this decision included not only proximity of services to adjacent MOBs but also our population served in these areas. This consolidation will help “flatten the curve” by providing more virtual visits, allow for social distancing, preserve Personal Protective Equipment (PPE), and redistribute resources where they are needed most.

The consolidation goes into effect today, Friday, March 27, and will impact the following MOBs: Bostonia, Carlsbad, Carmel Valley, Kearny Mesa, El Cajon, Point Loma, and Vista Medical Offices. That means – temporarily - there will be no in-person patient visits at these facilities in Primary Care, Pediatrics, or Surgical and Medical Specialties. Radiology, Lab and Pharmacy will also be closed at these locations. Although there will be no in-person patient visits at these facilities, there may still be physicians and staff in the buildings, performing other care-related functions. Additionally, all Kaiser Permanente Target Clinic locations in San Diego County are temporarily closed.

Please note - specific to the department of Pediatrics - we have designated our Rancho San Diego, Rancho Bernardo and Oceanside MOBs to serve **ONLY** pediatric Well-Baby and Well-Child visits. Additionally, the Behavioral Health/Addiction Medicine Department at Point Loma will remain open for in-person visits, while Rancho Bernardo, Vista and Bostonia will provide virtual Behavioral Health/Addiction Medicine care. Our Fertility Clinic will remain open at the Point Loma location, as will Pharmacy, Laboratory, and Radiology.

We are focused on providing virtual care to our San Diego members whenever possible and appropriate. Currently, Kaiser Permanente San Diego has a Primary Care Telephone Appointment Visit (TAV) rate of 88%. We have contacted members that were previously scheduled to be seen at impacted MOBs and converted most of their appointments to TAVs. For patients who still need an in-person visit, the following MOBs will remain open for outpatient appointments: San Diego Medical Center (outpatient clinics), Zion Medical Center (outpatient clinics), Otay Mesa, Bonita, Vandever, Clairemont Mesa, Escondido, San Marcos, Garfield, Viewridge, and La Mesa. Radiology, Lab and Pharmacy are available at the open facilities that routinely offer those services.

Both Kaiser Permanente hospitals and Palomar Medical Center (plan hospital in North County) remain open for Emergency and inpatient care. Also, all four Kaiser Permanente Urgent Care locations (Otay Mesa, La Mesa, San Diego Medical Center, and San Marcos) remain open.

The health and safety of our members is our priority. We believe that by taking this action, we can help minimize additional exposure of COVID-19 throughout the community, aid in management of critical resources (such as PPE) and continue to provide the highest quality health care to San Diegans.

We cannot stress enough that this consolidation is only temporary, and we recognize the inconvenience that this might cause to our members. However, we know that our ability to be agile and respond to the needs of our larger community is vital to our success in providing the highest quality health care possible. Our members need us more than ever in this time of uncertainty and we continue to be prepared to answer that call.

We are grateful for your understanding and flexibility in these times of rapid change.