

NOW OPEN

KAISER PERMANENTE SANTA CRUZ COUNTY MEDICAL OFFICES



Healthy change is here

Kaiser Permanente members in Santa Cruz County can now get high-quality primary and specialty care from Kaiser Permanente – right in their own communities.

Santa Cruz

Scotts Valley

Watsonville

3 convenient locations in Santa Cruz County

Our members now have convenient access to local primary and specialty care, urgent care, lab, X-ray, pharmacy, and more – making it easier for them to get the care they and their families need.

Santa Cruz Medical Offices

115 Locust Street
Santa Cruz, CA 95060
Hours: Mon-Fri, 9 a.m.-5:30 p.m.
831-425-4100

Departments/Services

- Adult and Family Medicine
- Mental health and wellness
- Obstetrics and Gynecology
- Pediatrics

Scotts Valley Medical Offices

5615 Scotts Valley Drive
Scotts Valley, CA 95066
Hours: Mon-Fri, 9 a.m.-5:30 p.m.
831-430-2700

Departments/Services

- Adult and Family Medicine
- Allergy¹
- Cardiology¹
- Cardiothoracic and Thoracic Surgery¹
- Dermatology¹
- Endocrinology¹
- Gastroenterology¹
- General Surgery¹
- Head and Neck Surgery¹
- Infectious Disease¹
- Laboratory
Mon-Fri, 8:30 a.m.-5:30 p.m.;
Sat, 9:30 a.m.-1 p.m.
- Mental health and wellness
Mon-Fri, 9 a.m.-5:30 p.m.;
Sat, 9:30 a.m.-6:30 p.m.
- Nephrology¹
- Neurology¹
- Obstetrics and Gynecology
- Ophthalmology¹
- Optometry
- Orthopedics¹
- Pain Medicine¹
- Pediatrics
- Pharmacy
Mon-Fri, 9 a.m.-8 p.m.
Sat and Sun, 10 a.m.-6 p.m.
(closed 1-2 p.m. on weekends)
- Physical Medicine and Rehabilitation¹
- Plastic Surgery¹
- Podiatry¹
- Pulmonology¹
- Radiology/Imaging Services
Mon-Fri, 8:30 a.m.-8 p.m.;
Sat and Sun, 10 a.m.-6 p.m.
- Rheumatology¹
- Urgent Care²
Mon-Fri, 10 a.m.-8 p.m.;
Sat and Sun, 10 a.m.-6 p.m.
- Urology¹
- Vascular Surgery¹

Watsonville Medical Offices

1931 Main Street
Watsonville, CA 95076
Hours: Mon-Fri, 9 a.m.-5:30 p.m.
831-768-6600

Departments/Services

- Adult and Family Medicine
- Cardiology¹
- Dermatology¹
- Gastroenterology¹
- General Surgery¹
- Head and Neck Surgery¹
- Laboratory
Mon-Fri, 8:30 a.m.-5:30 p.m.
- Mental health and wellness
- Nephrology¹
- Neurology¹
- Obstetrics and Gynecology
- Ophthalmology¹
- Optometry
- Orthopedics¹
- Pain Medicine¹
- Pediatrics
- Pharmacy
Mon-Fri, 9:30 a.m.-5:30 p.m.
- Physical Medicine and Rehabilitation¹
- Podiatry¹
- Pulmonology¹
- Radiology/Imaging Services
Mon-Fri, 8:30 a.m.-5:30 p.m.
- Urology¹

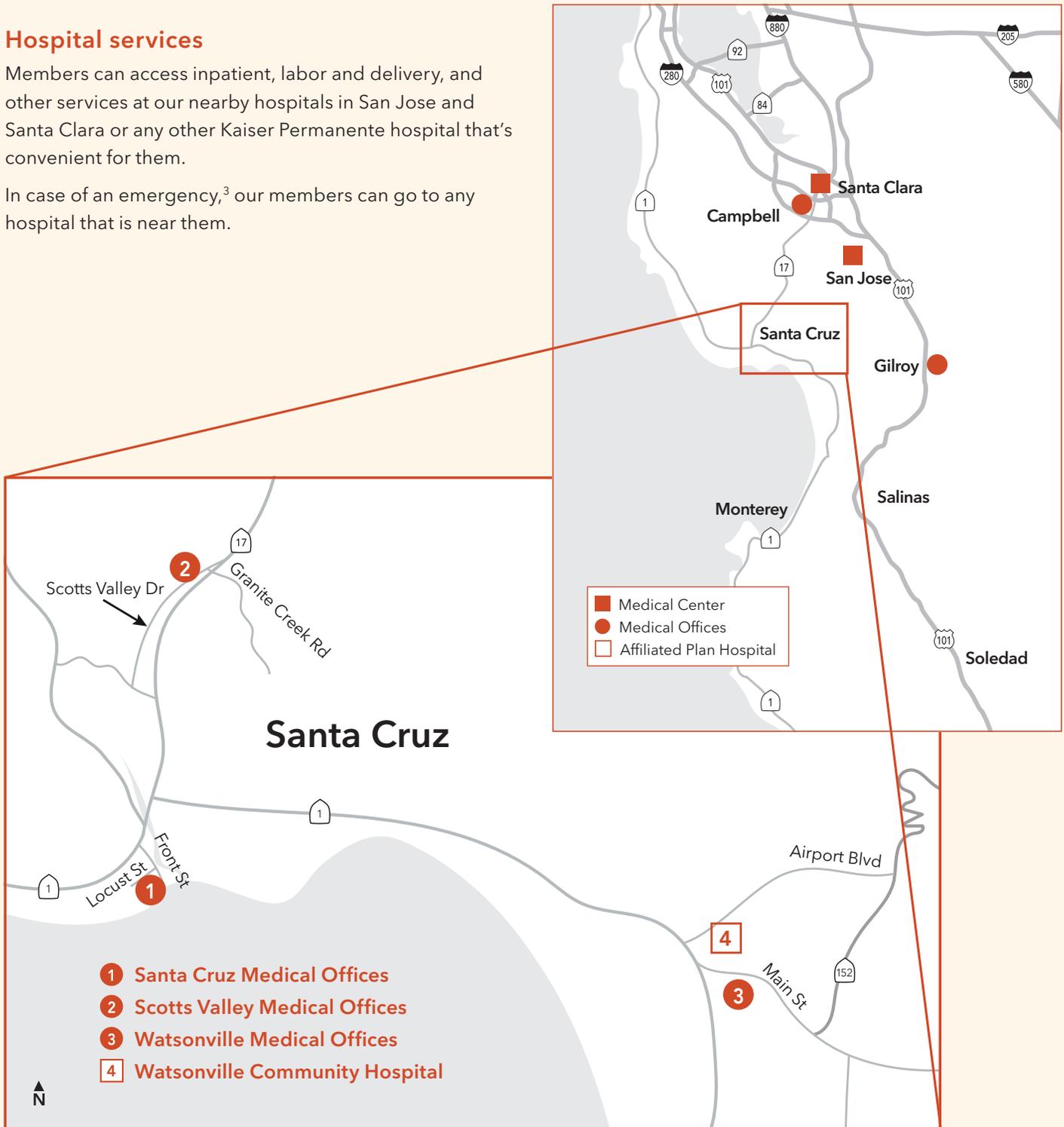
Kaiser Permanente care in Santa Cruz County and beyond

Members can receive care at any Kaiser Permanente location. Our nearby medical centers in San Jose and Santa Clara and our medical offices in Campbell and Gilroy offer additional access to inpatient care, primary care, specialists, and outpatient procedures.

Hospital services

Members can access inpatient, labor and delivery, and other services at our nearby hospitals in San Jose and Santa Clara or any other Kaiser Permanente hospital that's convenient for them.

In case of an emergency,³ our members can go to any hospital that is near them.



Maps not to scale

Community first. Health always.

Our mission is to provide high-quality, affordable health care services to improve the health of our members and the communities we serve. Members in Santa Cruz County now have access to local doctors, hospital services, and specialty care close to home.

Local doctors, quality care

Kaiser Permanente doctors are carefully selected. We hire our doctors from top medical schools, and they share our vision of making lives better. As a Kaiser Permanente member, you can choose your own doctor and change at any time.

Most of our doctors working in Santa Cruz County live in and around Santa Cruz, and many also speak Spanish. They know this area well and are excited to serve the community they call home.

Hospital services

You have a network of hospitals available to you throughout the area. Local hospital services and inpatient care are provided by Watsonville Community Hospital, as well as our nearby medical centers in San Jose and Santa Clara.

A respected local provider, Watsonville Community Hospital is a Kaiser Permanente plan hospital that shares our commitment of coordinating and providing high-quality health care. The hospital is conveniently located near Highway 1 at 75 Nielson Street, Watsonville, CA 95076.

Specialty services

You'll have access to a wide range of specialty doctors in our new offices in Scotts Valley and Watsonville. For added convenience, telephone and video visits might also be available for many specialty services. If a specialty service you need isn't available within Kaiser Permanente, we'll work with other providers to help you get the right care.

Coordinated, connected care

Kaiser Permanente doctors, nurses, and specialists put you at the center of everything they do. The care team is connected to each other, and to you, through your electronic health record – so you get personalized care that's right for you.

From preventive screenings to care for serious conditions, Kaiser Permanente provides the care you need, when and where you need it. And many of our facilities feature a variety of services under one roof for your convenience.

Culturally responsive care for diverse communities

Your care at Kaiser Permanente is not one-size-fits-all. We believe your story, background, and values are as important as your health history. That's why we provide care that's sensitive to the ethnicities, cultural values, and languages of our members. To do this, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with, and care for, people of all backgrounds

Your care, your way

No matter what life throws their way, our members can connect to the care they need, when and where they need it. Whether it's a same-day appointment, or a phone or video visit, our providers are committed to providing the right care at the right time.

Care the way you want it

From the way you interact with your doctor to the device you use to stay on top of your care, you've got many convenient options:

 **In person.** Most of our locations offer many services under one roof, so you can see your doctor, get lab services and X-rays, and pick up your prescriptions – all in one trip.

 **By phone.** You can save yourself a trip to our medical offices and talk to your doctor by phone. We also offer care guidance and advice by phone 24/7.

 **By email.** Email your doctor's office anytime with nonurgent questions. You'll get a reply usually within 2 business days, if not sooner.

 **By video.** For some conditions and symptoms, you can connect with your doctor face-to-face online – from your computer, smartphone, or tablet.

 **24/7 care and advice.** To get medical advice and care guidance in the moment, call our appointment and advice line. A Kaiser Permanente provider will help you figure out the right care for your situation and can even schedule routine, same-day, next-day, and other appointments for you.

Types of care you may need

Whether you have an urgent care need or want health advice after hours, support is just a call or a click away.

 **Routine care.** Get regular checkups and preventive screenings to help catch problems early, when they're easier to treat.

 **Urgent care.²** If you have an urgent care need, call our appointment and advice line and a Kaiser Permanente provider can help you decide what to do. In most cases, you can make a same-day urgent care appointment.

 **Emergency care.³** You're covered anywhere, anytime. You can get care at any Kaiser Permanente or non-Kaiser Permanente hospital emergency department.

 **Specialty care.** You don't need to get referrals for certain specialized departments, like obstetrics-gynecology or mental health.

 **Travel care.** If you get sick or injured while traveling, we can help you get care. We can also help with vaccinations, prescription refills before you leave, and more. Just call our 24/7 Away from Home Travel Line or visit [kp.org/travel](https://www.kp.org/travel).

Great care, great results

Get the care you need to get and stay healthy. From preventive screenings to care for serious conditions, we've got you covered. And your care is backed by cutting-edge research and advanced medical technology.

Preventive care to keep you healthy

We believe prevention plays a vital role in health care. That's why we offer many resources to help you stay healthy and happy, and avoid getting sick.

To help catch problems early, we offer preventive screenings, routine appointments, and more. Your electronic health record plays a key role in this, tracking the services you get and reminding your doctor when you're due for care.

Comprehensive care when you need it

Along with our commitment to prevention, we're here for you if you get sick. You get great doctors, state-of-the-art facilities, and the latest technology – all combined to help you recover quickly.

If you have a condition like diabetes or heart disease, we'll work with you to help manage it using proven best practices and treatment guidelines. Our well-rounded approach supports you physically and emotionally to help you continue living life to the fullest.

Hear from members about their care experiences at kp.org/carestories.

Advanced research working for you

We're always looking to improve care for our members. Through our ongoing medical research, we discover new and better ways to help prevent and treat illness.

To make this work possible, we have:

- Approximately 2,000 studies underway
- 1,200 staff working on health service studies
- 7 regional research centers and 1 national center

We share our learnings from groundbreaking studies and trials that focus on a wide range of health issues, including cancer, heart disease, diabetes, childhood obesity, and autism. Learn more at share.kp.org/research.

Healthy resources

Good health goes beyond the doctor's office. Take a look at all the healthy tools and resources available online, by phone, and at our facilities – and choose the ones that work for you.

Online wellness tools

Visit kp.org/healthyliving for helpful articles, wellness information, health calculators, fitness videos, music channels, podcasts, and recipes from world-class chefs.

Healthy lifestyle programs

Connect to better health. Our online programs can help you lose weight, quit smoking, reduce stress, sleep better, and more – all at no cost. Learn more at kp.org/healthylifestyles.

Personal wellness coaching

Work one-on-one by phone with a personal wellness coach – at no cost. You can get help and inspiration for reaching a variety of health goals. Find out more at kp.org/wellnesscoach.

Reduced rates for members

Our members get special rates on a variety of health-related products and services – like gym memberships, massage therapy, and more at participating companies. Check out your options at kp.org/choosehealthy.



Santa Cruz Medical Offices



Scotts Valley Medical Offices



Watsonville Medical Offices

Shopping for a health plan? Let's talk.

Whether you need to find a new health plan or are looking to switch plans, our Shop KP locations help make it simple and stress free.⁴

A Shop KP licensed representative will be happy to speak with you one-on-one and walk you through Kaiser Permanente coverage.

Go to **shopkp.org** to make an appointment or learn more.

Stop by our new Shop KP location

Watsonville Square Shopping Center

1878 Main St.
Watsonville, CA 95076
408-972-7116
Mon-Sat: 9 a.m.-6 p.m.
Sunday: closed

Se habla español.

Ready to sign up?

Employees

Let your employer know you're interested in getting Kaiser Permanente coverage.

Businesses

Check with your broker. If you don't have a broker, please contact:

Small business plans in California

(1-100 employees)

Call to speak with a sales agent:

1-866-727-3575

Large group plans in California

(100+ employees)

Call our Client Services Unit at

1-866-752-4737 or visit

businesshealth.kaiserpermanente.org/contact.

Individuals or families

Visit a Shop KP location or go to **kp.org**.

¹By referral only

²An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

³If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

⁴No medical services are available at our Shop KP locations.