

NORTHERN CALIFORNIA | MAY 27, 2020

# This week's member updates on the coronavirus

As the situation around the coronavirus and COVID-19 evolves, we're working diligently to help our members stay healthy and informed – and keep you aware of updates that could impact your employees.

Helping members understand how to get care and support is more important than ever in times of crisis. So is keeping them informed about what to expect as we implement changes to protect the health of our members, care teams, and communities. Here's everything we shared with your employees this week regarding the coronavirus:

## Getting care based on your symptoms

To help you and your loved ones get the care you need, we put together a one-page guide to what you should do based on your symptoms. Download "[COVID-19: How to get the care you need](#)" for a helpful tool to use if you're not feeling well.

## Testing updates

Explore our online coronavirus resource center with updated information on COVID-19 testing. You'll find answers to many common questions, like who should be tested. To learn more, visit our "[Testing for COVID-19](#)" FAQs.

## Prescriptions and refills

To support physical distancing, we recommend placing your prescription order online for mail-order delivery. Most prescriptions can be filled by mail and you should receive them within 3 days. To get started, visit [kp.org/pharmacy](http://kp.org/pharmacy).

## Protecting those at high risk

COVID-19 causes a mild illness in many people. But some people may be at higher risk for severe illness. If you have an ongoing health concern, such as asthma, a heart condition, or high blood pressure, we have resources to help keep you safe. If you're a smoker, we also have resources to help you quit. Get tips and explore tools on how to protect those at higher risk at [kp.org/coronavirus](http://kp.org/coronavirus).

## Important resources

- [Up-to-date COVID-19 information](#)
- [Temporary facility closures and consolidated services](#)
- [Care by phone or online](#)
- [Self-care resources and tools](#)
- [Loss-of-coverage information](#)
- [Donating COVID-19 supplies and personal protective equipment](#)

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This is a challenging time for everyone, and we're committed to supporting our members and customers as things continue to unfold. For more information about how Kaiser Permanente is responding to the coronavirus, contact your account manager.

Please continue to take the necessary precautions to help prevent the spread of the coronavirus. Together, we can work to keep our communities healthy and strong.