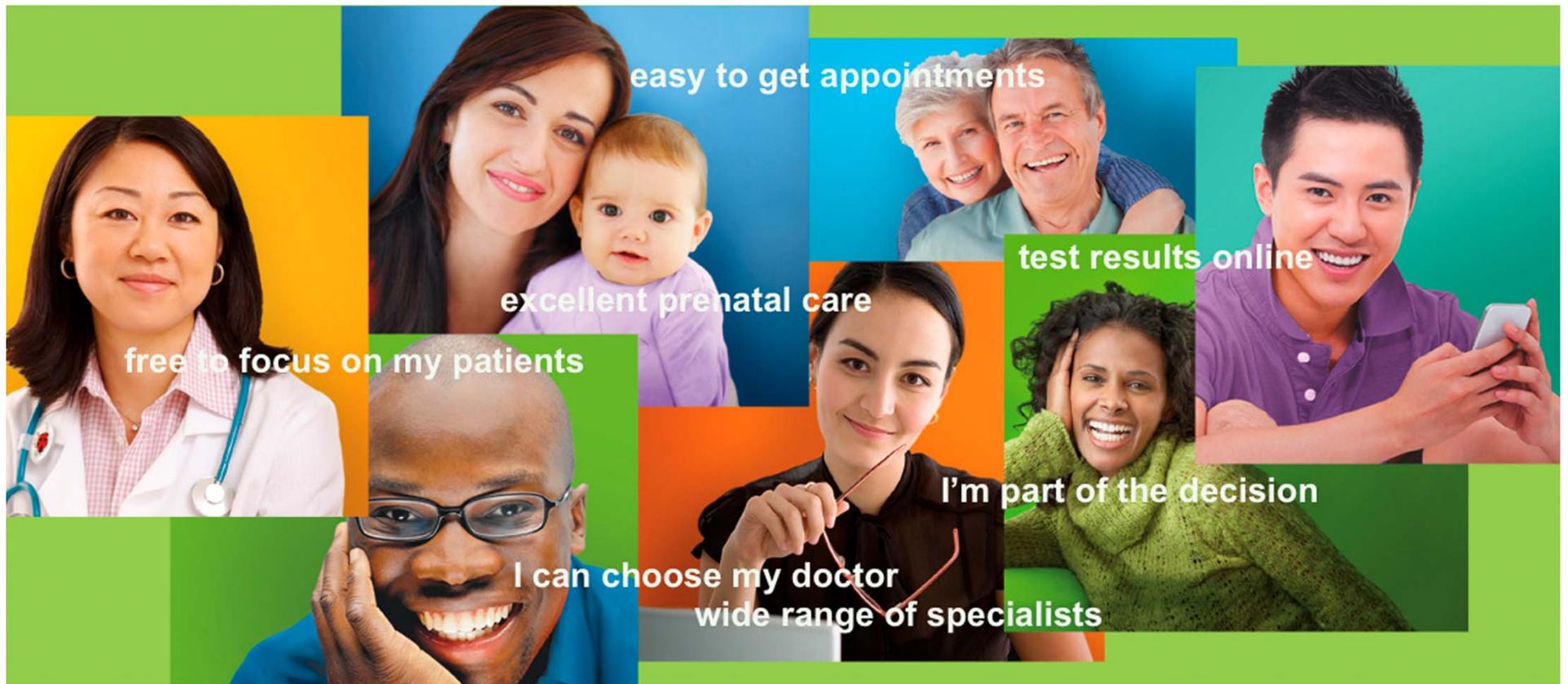


# BETTER INFORMED. BETTER TOGETHER.

## County of San Bernardino



Making smart decisions about health care  
can be easier than you think



# Everything under one roof



## Save time and avoid driving all over town

Most of our locations conveniently offer multiple services under one roof.

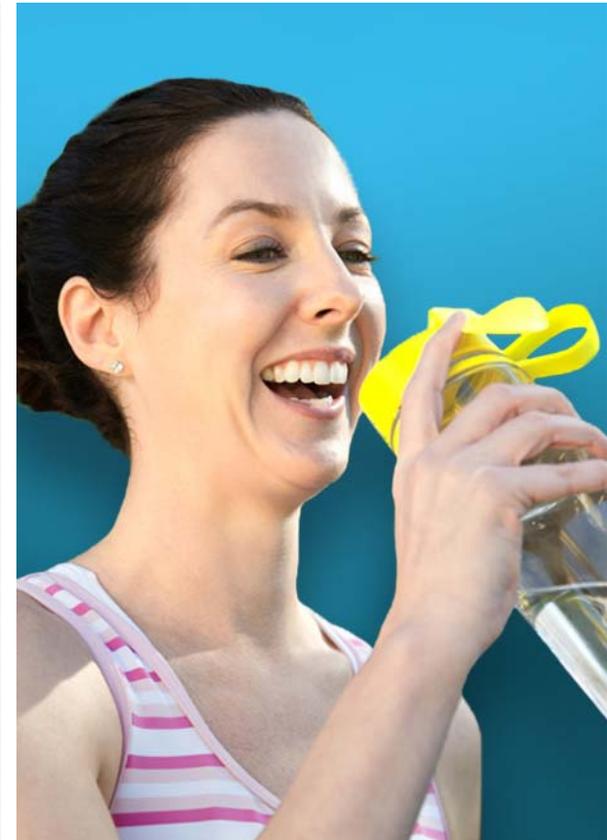
- See your doctor
- Get lab services
- Get X-rays
- Fill prescriptions (and order most refills online)



# What you want, when you need it



- Easy-to-schedule appointments
- Email access to your doctor's office
- Same-day, after-hours, and weekend services at many locations
- 24-hour telephone health advice from registered nurses
- Medical information and most test results online
- Convenient locations
- Emergency care coverage anywhere in the world



# Personalized care and attention



- Our doctors, nurses, and specialists take the time to know you and your health needs
- They're connected to your secure electronic health record, which keeps them up to speed and ready to take care of you\*
- Having a team that's informed and focused on you can lead to quicker, better diagnoses and treatments



\* When receiving care at Kaiser Permanente facilities

# Your choice of top doctors



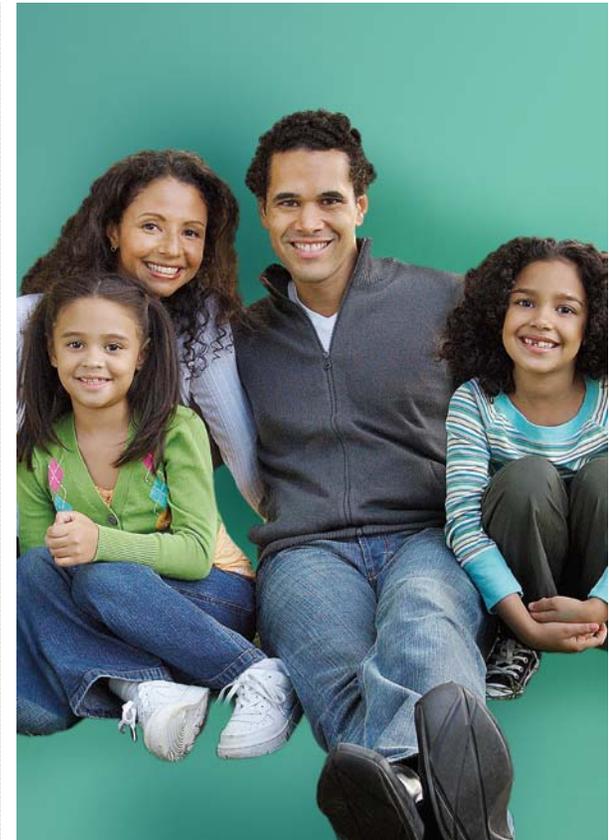
- You get a wide choice of skilled physicians from many of the top medical schools in the country
- Our doctors are caring, supportive, and highly respected in their fields—many teach at prestigious universities throughout the state
- View our online doctor profiles to learn more about them and find the right one for you
- You can choose or change your doctor at any time



# A focus on you and your family



- You get an entire care team that works with you and for you
- Our doctors, nurses, and specialists aren't overburdened by insurance paperwork—their only focus is delivering the care you need



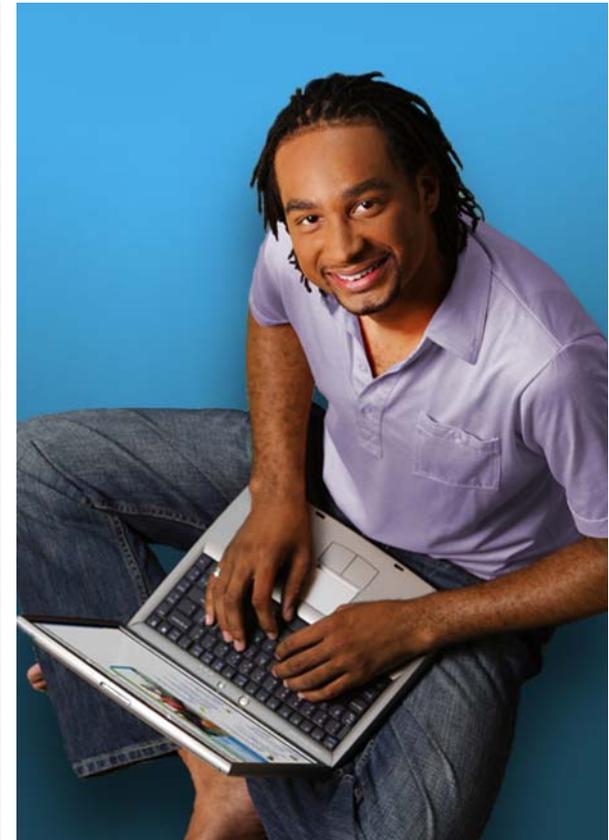
# It's easy to stay connected



## My Health Manager on kp.org

Manage your care online or from your web enabled mobile device:

- Email your doctor's office
- View most lab test results as soon as they're available
- Refill most prescriptions
- Schedule or cancel routine appointments
- Help take care of a family member, like a child or parent, using these features and more



# A website full of healthy ideas



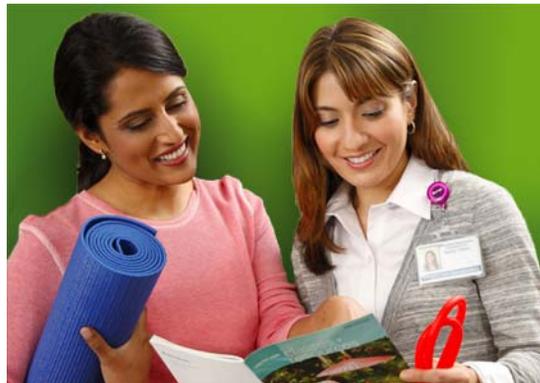
## kp.org

Get informed and inspired on our award-winning website. You'll find:

- Articles
- Wellness topics
- Health calculators
- Recipes from world-class chefs
- Music channels
- Podcasts
- Videos



# Convenient classes, resources, and more



Learn something new



Fresh food in the parking lot



Maximize your health



# Learn something new

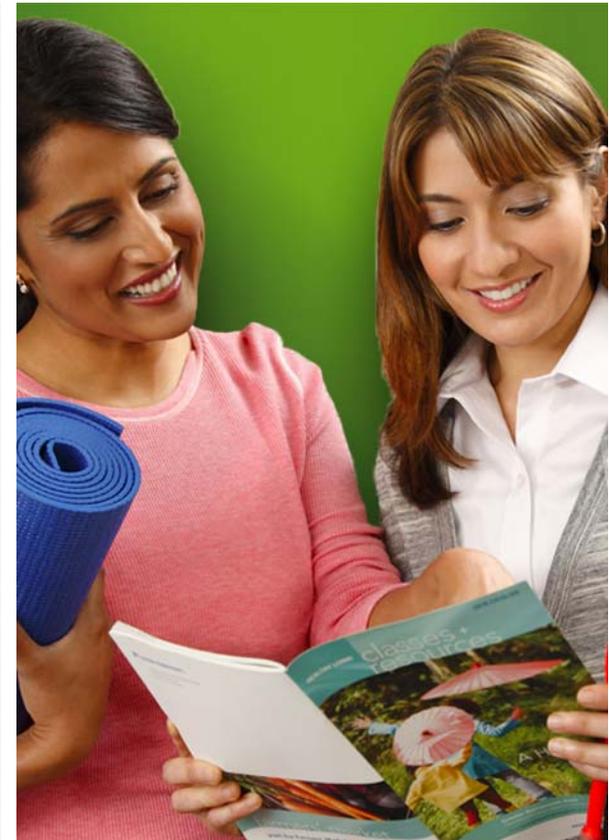


## Health classes

Most facilities offer something for everyone, including classes on:

- Yoga
- Eating well
- Baby care
- Specific health conditions

Classes vary by location and some may require a fee.



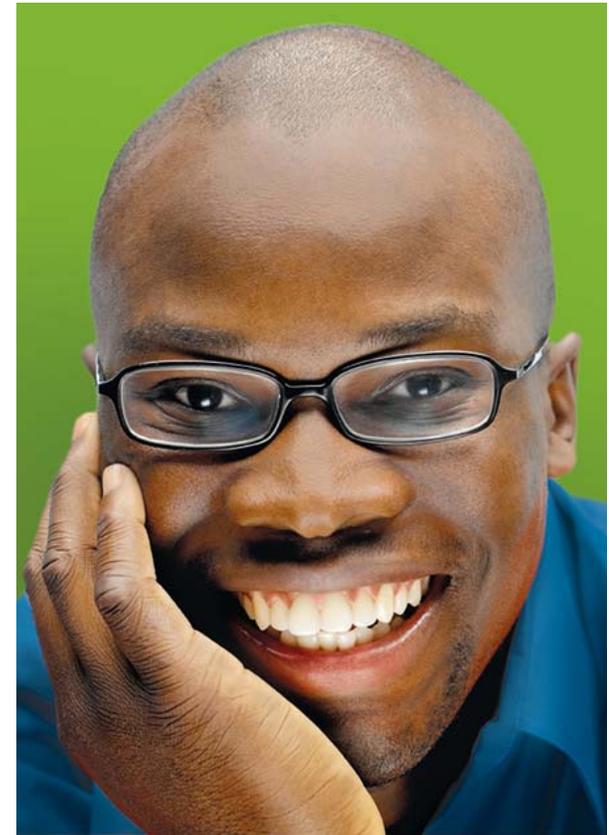
# Maximize your health



## Personalized online wellness programs on kp.org

Get a customized plan for making healthy, positive changes.

- Lose weight
- Stay active
- Reduce stress
- Sleep better
- Stop smoking, and much more



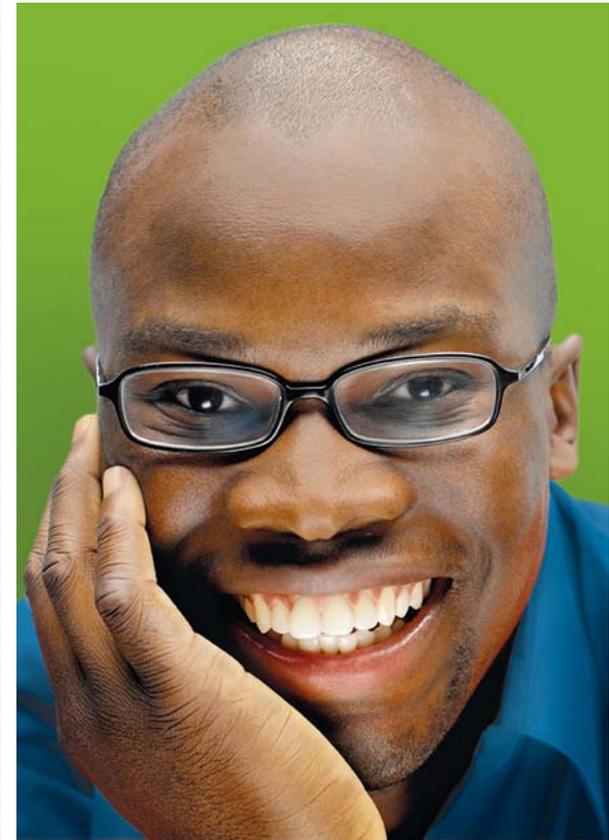
# Maximize your health



## Wellness coaches

Experienced coaches are available by phone, at no cost to members.

- Your coach will work one-on-one with you to help you set goals to improve your health
- Get a personalized plan to help you lose weight, quit smoking, manage stress, eat right, and more
- Coaching is available in English and Spanish and no referral is needed



# Fresh food in the parking lot



## Farmers markets

- Fontana
  - Fridays 10 a.m. to 2 p.m.
- Ontario
  - Wednesdays 10 a.m. to 2 p.m.
- Riverside
  - Fridays 10 a.m. to 2 p.m.



## County of San Bernardino

This chart highlights some of your group's benefits:

Annual out-of-pocket maximum	\$1,500 individual / \$3,000family
Covered service	You pay
Preventive care	No charge
Doctor's office visits	\$10 copay
Lab tests and X-rays	No charge
Outpatient surgery	\$10 copay
Hospitalization	No charge
Emergency care	\$50 copay
Prescription drugs (100-day supply)	\$10 copay (generic) / \$15 copay (brand)

\*

# High Desert Medical Offices

Monday - Saturday 9:00 a.m. to 9:00 p.m.

Sunday 1:00 p.m. – 9:00 p.m.

- Allergy (Injections only)
- Family Medicine
- Health Education
- Insurance/Medical Request Department
- Internal Medicine
- Laboratory
- Pediatrics
- Pharmacy
- Physical Therapy
- Podiatry
- Preventative
- Urgent Care

# Redlands Medical Offices

## After-hour and Saturday appointments available

- Family medicine
- X-ray
- Lab services
- Pharmacy
- Optical dispensing
- Internal medicine
- Cardiology
- Podiatry
- Pediatrics
- Physical and speech therapy
- Ob/Gyn

# Rancho Cucamonga Medical Offices

After-hour and Saturday appointments available

- Family medicine
- X-ray
- Lab services
- Pharmacy
- Optical dispensing
- Internal medicine
- Pediatrics

# New Meridian Medical Office Building in Riverside

## Opening July 7

- **Primary care**
- **Allergy**
- **Dermatology**
- **Ophthalmology**
- **Pharmacy**
- **Lab**
- **Radiology**

Better Informed. Better Together.

Care When You Need It

Call for Care

(888) 750-0036

After-hours advice

888 KPONCALL (888) 576-6225

# Better Informed. Better Together.

## Questions?

Call our Member Service Contact Center, 24 hours a day, seven days a week (closed holidays).

1-800-464-4000 English

1-800-777-1370 TTY for the hearing/speech impaired

[my.kp.org/sbcounty](https://my.kp.org/sbcounty)

Join Kaiser Permanente to be  
Better Informed. Better Together.  
[www.my.kp.org/sbcounty](http://www.my.kp.org/sbcounty)

