

Experience the Kaiser Permanente difference

	With Kaiser Permanente ¹	Without Kaiser Permanente
	Learn about our doctors by reading their profiles and biographies on kp.org/searchdoctors , then choose the one who's right for you.	You may not know anything about your doctor. Or you may be offered a simple provider directory with minimal information.
 Choosing how you get care	For minor concerns, you have the option to request a phone appointment or email your doctor's office with routine questions.	Even for minor concerns, you usually make an appointment, drive to the doctor's office, and sit in the waiting room.
	You've got options: You can use your phone, computer, or mobile device – anytime, anywhere.	You'll likely have to call during business hours, which can interrupt your work day.
 Calling for medical advice	Our specially trained nurses can help you 24/7. They have access to your health record, and can also help you make an appointment at the facility nearest you, if needed.	If medical advice is available by phone, the person you speak with won't have access to your medical history and won't be able to connect you directly to care.
 Getting the convenient care you need	In most of our facilities, you can see your doctor, get a lab test, and pick up prescriptions all under one roof.	Seeing your doctor, getting a lab test, and picking up medication probably means 3 separate trips.
 Viewing your medical records and test results	You and your providers have access to your electronic health record – which includes your medical history and most test results – keeping everyone connected and in the know.	You have to collect or request all your medical records on your own, and your providers are not likely to be connected to each other.
 Getting care in your language	We have multilingual doctors and staff, and we offer interpretation services by phone in 150+ languages.	Some health plans offer limited access to interpreter services and multilingual doctors.