

YOUR WELL-BEING is our top priority

Our Kaiser Permanente medical centers and medical offices in Northern California are open

The National Union of Healthcare Workers (NUHW), which represents about 1,500 optical workers and behavioral health employees at Kaiser Permanente facilities in Northern California, is conducting a one-day work stoppage beginning at 7 a.m. on Thursday, September 22, 2011, and ending at 7 a.m. on Friday, September 23, 2011.

Our nurses represented by the California Nurses Association (CNA) will conduct a work stoppage to coincide with NUHW's work stoppage.

These events should not affect the care you receive during your visit.

As always, our first priority is the safety and care of our members and patients. We've taken steps to ensure that you will continue to receive high-quality care from a fully staffed team of experienced doctors and other clinicians. Our hospitals and medical offices throughout Northern California remain open and are not affected by the work stoppage.

We're here to meet your needs

Before, during, and after the work stoppage, you can continue to visit our medical centers for a wide range of care and services, including:

- **Appointments with your physician**
- **Prescriptions at our pharmacies**
- **Tests or X-rays at our Lab or Radiology**
- **Emergency or urgent care**

Note: At some facilities, elective procedures and appointments may be rescheduled. If it's necessary to reschedule your appointment, you will be contacted by an appointment team member who will reschedule your elective procedure or appointment. If you're concerned about your appointment, you can call your physician's office.

Kaiser Permanente is in contract negotiations with NUHW. We continue to negotiate in good faith and hope to resolve the situation soon. Kaiser Permanente is not in contract negotiations with CNA, which has a contract through 2014.

If you have any questions, contact our Member Service Call Center at **1-800-464-4000**, weekdays from 7 a.m. to 7 p.m. and weekends from 7 a.m. to 3 p.m. For TTY service for the deaf, hard of hearing, or speech impaired, call **1-800-777-1370**. You can also visit the Member Services Department at our facility and a team member can help you.

kp.org