

# GETTING STARTED WITH KAISER PERMANENTE

## Welcome, new member!

We're pleased you've decided to support your overall well-being by choosing a Kaiser Permanente health plan. Now that you've joined, we want you to immediately start making the most of your plan by using all our tools and resources—and getting care that's personalized to meet your specific needs. Here are some tips to get you started.

### Before your first appointment:

Set up a profile and register on **kp.org** with your contact information and communication preferences.

Learn about our clinical services, member wellness offerings, locations, network hospitals, and more.

Download the Kaiser Permanente app—it has your digital member ID card so you always have it handy.

Once registered, go to **kp.org** or use the **KP app** to:

Choose a medical center and primary care doctor (which you can change at any time).

Transfer your prescriptions and medical records.

Set up access for family members and choose a doctor for family members.

Schedule first in-person appointment with primary care doctor.

### At your first appointment:

When you arrive at the medical center for your first appointment, check in at the kiosk in the lobby.

Ask for assistance at the information desk if needed.

Get your Member Passport from your clinical assistant during your first visit. The Member Passport can help guide your conversation with your doctor and help you with next steps.

### After your appointment:

Complete the post-visit survey that we will send you by email about your experience.

Visit **kp.org/newmember** for more tips on how to start getting care that meets all of your health needs.

Thank you for choosing Kaiser Permanente as your health plan. We look forward to providing you with convenient, high quality care that's tailored just for you—and that fits your life.

