

# Update on Northern California fires

Kaiser Permanente is closely monitoring the fires in Northern California. Our top priority is the safety of our patients, members, employees, and our community.

Although [certain medical offices](#) may be temporarily closed or have limited services due to the COVID-19 outbreak, most Kaiser Permanente facilities in Northern California are currently open and operating during normal hours. However, the following facility has been impacted by the fires:

- [Scotts Valley Medical Offices \(5615 Scotts Valley Dr., Scotts Valley\)](#) will be closed until further notice due to evacuations and wildfires. If you need to reschedule an appointment please call 1-866-454-8855 or visit <https://mydoctor.kaiserpermanente.org/ncal/get-care/>.

Note: Although the Kaiser Permanente Scotts Valley pharmacy is closed, you may get prescriptions filled at any open Kaiser Permanente pharmacy or contact the Pharmacy Call Center at 1-888-218-6245 for additional options. See below for additional information about getting your prescriptions if you're affected or displaced by wildfires.

For many nonurgent appointments and health care needs, we are using telehealth options — including phone, email, and video — so you can get care without an in-person visit. To take advantage of these telehealth options, you can visit [kp.org/getcare](https://kp.org/getcare) to book an appointment online or you can contact our Appointment and Advice Call Center at 1-866-454-8855.

Note: When an in-person visit is required, you may not be able to book it though [kp.org/getcare](https://kp.org/getcare) in all areas. If that is the case in your area, please call our Appointment and Advice Call Center at 1-866-454-8855.

We will continue to evaluate the situation and provide more information as it becomes available.

Reminder: Safeguard Your Health

It's important to take precautions to stay healthy if you or your family are in an area being impacted by the current fires — especially people with respiratory conditions such as asthma and chronic obstructive pulmonary disease.

- Stay indoors and keep your windows closed (unless instructed otherwise).
- Use "controller" steroid inhalers (such as QVAR) as prescribed.
- Use "quick relief" inhalers to help with shortness of breath.

- If you have oxygen, use it if you have difficulty breathing.
- Run an air conditioner, but keep the fresh air intake closed and the filter clean to prevent outdoor smoke from getting inside.
- Use fans in each room to help move the air in your house.
- If you have difficulty breathing and would like medical advice you may reach our Appointment and Advice Call Center at 1-866-454-8855. If you think you have a medical emergency, call 911 for assistance.

### About masks

- There are some important differences between masks that protect you from smoke (N95 masks) and those that protect you and others from COVID-19.
- Adults may benefit from using an N95 mask if they have one and must be outdoors. This helps protect you from unhealthy air. [Masks must be fitted properly](#). Masks and cloth face coverings that help slow the spread of COVID-19 aren't effective for smoke.
- We don't recommend children wear N95 masks. N95s aren't made for children and may not fit properly. They won't protect them from smoke. Masks and cloth face coverings also can obstruct breathing in babies and young children. [It's best to keep children indoors](#) to reduce smoke exposure.

### Getting your prescriptions if you're affected or displaced

If you would like your nonurgent prescriptions mailed to you, you can order them online at our [refill page](#) or call our Northern California mail-order pharmacy at 1-888-218-6245. Please note, it may take 3 to 5 business days to deliver your prescriptions via mail. Please be sure to provide your current address for delivery.

For urgent prescriptions, you should visit your closest open Kaiser Permanente medical center pharmacy. For a list of open pharmacies in your region, please visit our [Facility Directory](#) or call our Appointment and Advice Call Center at 1-866-454-8855. If you need additional assistance filling an urgent prescription due to the wildfires, contact the Pharmacy Call Center at 1-888-218-6245.

Curbside pick-up or home delivery options are available in some locations for members affected by current circumstances. To see if you are eligible, please call our Appointment and Advice Call Center at 1-866-454-8855.

For information about member coverage or how to redirect or replace your prescriptions, or if your Kaiser Permanente ID card has been lost, call our Member Services Contact Center.

Member Service Contact Center

Open 24 hours a day, 7 days a week (closed holidays).

English: 1-800-464-4000  
Spanish: 1-800-788-0616  
Chinese dialects: 1-800-757-7585  
TTY: 711

\*When calling, be sure to let our member services representative know you've been affected by the wildfires.