

YOUR WELL-BEING is our top priority

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

The National Union of Healthcare Workers (NUHW) plans to conduct a series of strikes and picketing activities starting September 21, 2011. The schedule of work-stoppage activities and participating employee groups in Southern California include:

- **American Federation of Nurses** who will conduct a three-day strike and picketing activities at Los Angeles Medical Center beginning at 6 a.m. on Wednesday, September 21, and ending at 6 a.m. on Saturday, September 24, 2011.
- **Psych-Social Workers and Health Care Professionals** units who will conduct a two-day strike throughout Southern California beginning at 6 a.m. on Wednesday, September 21, and ending at 6 a.m. on Friday, September 23, 2011. They will also picket our San Diego, Fontana, and Los Angeles Medical Center locations. Psych-Social Workers include social workers, counselors, therapists, and case managers. Health Care Professionals include dietitians, audiologists, speech therapists, and health educators.

This work stoppage shouldn't 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'll continue receiving high-quality care from a fully staffed team of experienced doctors and other clinicians. Our hospitals and medical offices throughout Southern California remain open and are not affected by the strike.

We're here to meet your needs

Before, during, and after the strike, you can continue to visit our medical center 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 Los Angeles Medical Center, elective procedures may be rescheduled. If you have a procedure scheduled at Los Angeles Medical Center, you will be contacted by an appointment team member who will reschedule your elective procedure. If you're concerned about your appointment, you can call your physician's office.

We're continuing to negotiate with the NUHW to reach a fair and equitable agreement, and we hope to resolve the situation soon.

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.

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