

DIRECT QUESTIONS . . . DIRECT ANSWERS . . . DIRECTLY FROM KAISER PERMANENTE

Q. Where will North/Northeast Kaiser Permanente members get services, such as urgent care, when Bess Kaiser Hospital closes in 1997?

A. MEDICAL OFFICE CARE

The services used most often by our members will remain unchanged—you'll still see your own doctor when you need care. More than 1,000 physicians, dentists, and other employees will continue to provide services at our East, Central, and West Interstate medical offices and North Interstate and Grand Avenue dental offices.

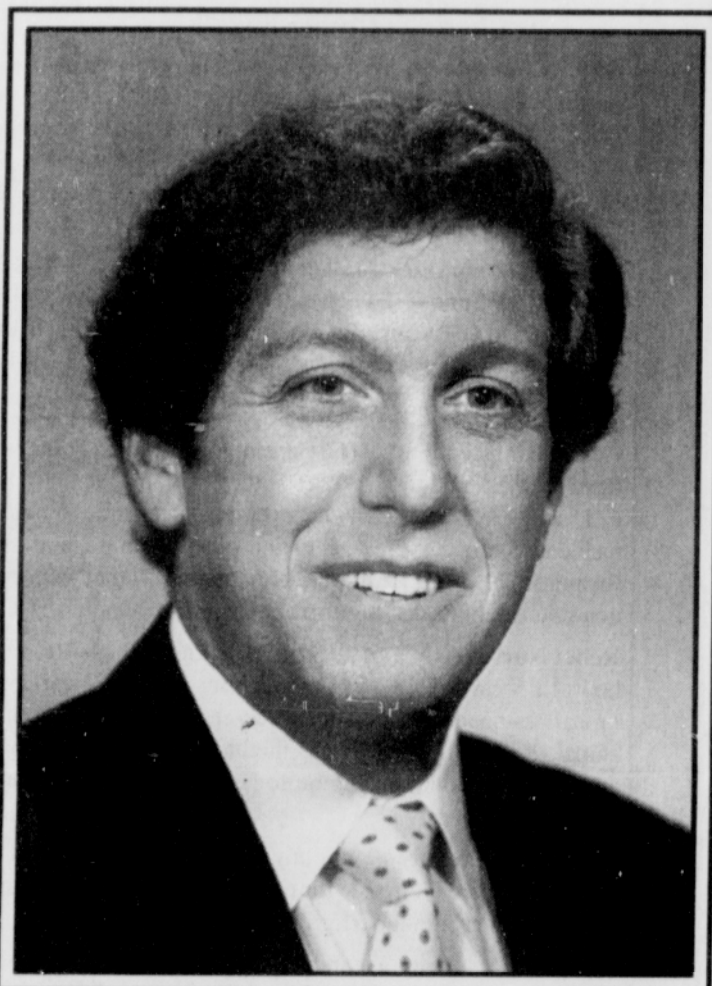
TWENTY FOUR HOUR CARE

When Bess Kaiser Hospital closes in early 1997, urgent care will then be provided at the Bess Kaiser site or one of our offices on North Interstate Avenue, 24 hours a day, seven days a week. For life-threatening emergencies, you will still call 911.

HOSPITAL SERVICES

Where you are hospitalized depends on two things—where your doctor practices and the type of care you need. In some cases, you may be hospitalized at Bess Kaiser Hospital or after March 31, 1996, referred either to Kaiser Sunnyside Medical Center or Providence St. Vincent Medical Center. Wherever you're hospitalized, your Kaiser Permanente doctor will continue to direct your care and see that our high standards for treatment are maintained.

Between February and March 1996, we'll begin caring for our children at Oregon Health Sciences University's Doernbecher Children's Hospital, a regional pediatric center of excellence.



Mike Katcher
President
Kaiser Foundation Health Plan of the Northwest

