

Patient education and support services

Kaiser Permanente has many population-based programs and services for members with certain health conditions, such as diabetes, heart health, and depression. Kaiser Permanente continually evaluates the need to develop additional population-based care programs.

Kaiser Permanente offers several types of educational and support services for our members, including:

- Establishing a health profile to support member goals
- Case management for complex care needs
- Health and wellness library covering over 4,000 medical conditions, symptoms, and medical procedures
- Tobacco cessation programs for members 13 and older
- Wellness coaching via phone
- Classes, support groups and fitness events at our medical centers and in our community
- Patient education brochures, handouts, booklets, and self-management resources, printable in easy-to-read PDF format
- 24/7 nursing advice hotline
- Community resources connection assistance

By registering for an account on kp.org, members may access all the resources listed above at any time. Additionally, many of these resources are included at no cost in member plans. Members may verify coverage by calling Member Services at 1-888-901-4636.

Providers who are interested in connecting their Kaiser Permanente patients with these resources can call the Provider Assistance Unit at 1-888-767-4670 for further information.

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