

Kaiser Permanente has strikes underway in Colorado, Mid-Atlantic, Northern and Southern California, and Northwest Regions from unions within the Coalition. For most regions, the notifications are for a strike beginning Wednesday, October 4 at 6:00 AM and could go through Saturday, October 7 at 6:00 AM. In the Mid-Atlantic the notice is only for today, Wednesday, October 4.

As a result of this activity, we may experience high call volumes resulting in longer than usual wait times. We apologize for any inconvenience and appreciate our members' patience.

### **Caring for our members and patients is our top priority**

We have contingency plans in place to help ensure members continue to receive safe, high-quality care during this time. Because we are such a large organization, with multiple ways that members can access care, the impact is different at various locations.

**Our hospitals and emergency departments remain open.** Our facilities continue to be staffed by our physicians, trained, and experienced managers, and staff. We have augmented with qualified contract staff as needed by area and department.

### **Appointment and facility changes**

In preparation for a strike, we shifted some appointments to virtual care, including phone visits, video visits, and e-chat, if appropriate. We also rescheduled some appointments, elective surgeries, and procedures. **We have contacted impacted members directly** – by text, phone call or kp.org email – and will share updates on [kp.org](http://kp.org).

Kaiser Permanente has taken the precaution of establishing agreements with community hospitals and if members are transferred, a Kaiser Permanente physician will continue to follow their patients' care.

### **Pharmacy changes**

**Pharmacies at our hospitals and urgent care clinics remain open for inpatient and critical infusion services.** Members can also sign up for our convenient mail order delivery service on [kp.org/pharmacy](http://kp.org/pharmacy) or on the Kaiser Permanente app and receive their medications delivered to their door at no extra cost.

For important local updates to our care delivery and guidance on pharmacy access, members should visit [kp.org](http://kp.org).

### **Kaiser Permanente -We'll keep bargaining until we reach an agreement.**

Both Kaiser Permanente management and Coalition of Kaiser Permanente Union representatives are continuing to bargain, having worked through the night in an effort to reach an agreement. There has been a lot of progress, with agreements reached on several specific proposals late Tuesday and overnight.

We remain committed to reaching a new agreement that continues to provide our employees with market-leading wages, excellent benefits, generous retirement income plans, and valuable professional development opportunities.

For more information about Kaiser Permanente's labor relations, please visit [kp.org/labor](http://kp.org/labor).

Sincerely,

Kaiser Permanente, Karen Delmore and Lucy Corona, Account Management Team

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[kp.org/thrive](http://kp.org/thrive)

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