



Kaiser Permanente Fredericksburg Medical Center FAQ

Q: Who is Kaiser Permanente?

A: Nationally, Kaiser Permanente is the oldest and largest nonprofit health maintenance organization in the United States. Kaiser Foundation Health Plan and its subsidiaries operate eight regional health plans serving 8.3 million members in nine states and the District of Columbia. Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc. provides and coordinates health care services for almost 500,000 members locally. Our 30 medical centers are conveniently located throughout Maryland, Virginia, and Washington, DC. We believe in providing care when our members are well and when they're sick, emphasizing preventive care in all aspects of our services.

Since our beginning, we have been known for our innovation and leadership in the health care industry. We're known as pioneers: an organization that sets the example for others to follow.

We're ahead of the crowd

- Our personal health records and interactive Web site use technology to its fullest potential to help improve the health of our members. They have secure online access to their personal health record, can send emails directly to their physician's office, check immunization records and lab results, review past appointments, request prescription refills, and check their medication history.
- We operate, together with the other Kaiser health plans, one of the nation's largest nonacademic medical research programs, and gather valuable information from decades of clinical data. This aids in the treatment of heart disease, obesity, and depression and the development of life-saving vaccines and therapies.
- We deliver "culturally competent care," and our workforce reflects the broad diversity of the communities we serve.
- We're community focused, and fulfill our mission through a variety of programs and initiatives, including providing assistance to the uninsured and special populations, training new health professionals, and more.

Q: When will the new Kaiser Permanente Fredericksburg Medical Center be operational?

A: The Fredericksburg Medical Center is **now open**. The center opened on January 5, 2009.

Q: Where is the Kaiser Permanente Fredericksburg Medical Center located?

A: The medical center is located in the Bunker Hill Building, on the Mary Washington Hospital campus, at:

1201 Hospital Drive
Fredericksburg, VA 22401

Q: What are the hours of operation at the new Kaiser Permanente Fredericksburg Medical Center?

A: The medical center is open Monday through Friday, 8:30 a.m. to 5 p.m. It is closed weekends and major holidays.

Q: Why did Kaiser Permanente open a center in Fredericksburg and how were the zip codes selected for the service area expansion?

A: The Fredericksburg area is an important part of the Kaiser Permanente growth strategy to reach our members where they live and work. We look forward to contributing to and participating in the Fredericksburg area's growth, and to providing quality and affordable health care through expanding access to our integrated health care delivery system. We also hope to provide greater convenience to existing members. The specific zip codes were chosen to meet the needs of our approximately 7,000 members who live in the Fredericksburg area, as well as to expand our presence in the surrounding communities.

Q: Is the Kaiser Permanente Fredericksburg Medical Center fully staffed and accepting patients?

A: The center is staffed with primary care physicians, medical professionals, and administrative executives who have been serving/continue to serve our patients since the date the center opened. Kaiser Permanente has 30 medical centers located throughout the Maryland, Virginia, and Washington, D.C. metro area, and each center has a unique list of services available. From time to time we move or add a service at a center to better serve our members. Except for our specialty care center in Penderbrook, Virginia, every Kaiser Permanente medical center includes doctors and medical professionals who provide primary care to our members. Most centers also include specialty care, and pharmacy and lab services, as well. Please see below for specific information about what services are currently available at the Kaiser Permanente Fredericksburg Medical Center and which services you can receive in the community from our contracted physicians and providers, along with the services we plan to add in the future.

Q: What services are available at the Kaiser Permanente Fredericksburg Medical Center?*

A: Adult and pediatric primary care services, as well as gynecologic services, are offered through Kaiser Permanente physicians at the Kaiser Permanente Fredericksburg Medical Center. Pharmacy and lab services are also available. In addition, the center offers state-of-the-art telemedicine services. All other services are provided through contracted providers in the Fredericksburg community (please see below for more details).

Q: If I need medical care that is not provided at the Kaiser Permanente Fredericksburg Medical Center, where do I go to receive that care?

A: Depending on the type of care that you need, you may be given an appointment with or referred to a Kaiser Permanente doctor in another Kaiser Permanente medical center, a contracted physician in the Fredericksburg community, or in some cases, a contracted physician outside of the Fredericksburg community.

Q: What services do you plan to add to the Kaiser Permanente Fredericksburg Medical Center?

A: We plan to add obstetric services at the medical center this fall, and radiology (mammography and ultrasound) services this winter. Because construction schedules can change, we cannot predict the exact dates on which these services will become available.

Q: What telemedicine services are available at the Kaiser Permanente Fredericksburg Medical Center?*

A: Physicians practicing at the Fredericksburg Medical Center are part of a large physician group practice, Mid-Atlantic Permanente Medical Group, PC (MAPMG). MAPMG is a community of physicians who provide medical care for Kaiser Permanente members in our medical centers and who support each other in providing that care. So, for example, a physician at the Fredericksburg Medical Center can send electronic messages to a MAPMG dermatologist for initial review and recommendations for treatment. In addition, members with chronic diabetes can have their annual retinal scans done at the center via special retinal scanning equipment. The images are electronically forwarded to an ophthalmologist for review.

Q: What doctors are available in the Kaiser Permanente Fredericksburg Medical Center?*

A: There are two full-time internal medicine physicians, one full-time pediatrician, and two part-time physicians who are assigned to provide gynecological services at our medical center in Fredericksburg. Obstetrics and gynecology services are available through community providers.

Q: Where do members go to receive primary care?

A: The Commonwealth of Virginia offers Kaiser Permanente Signature HMO. The Signature network of doctors includes primary care physicians who practice in Kaiser Permanente medical centers, including our medical center in Fredericksburg. Primary care physicians who practice in the Fredericksburg community are not available to Commonwealth of Virginia employees who join Kaiser Permanente Signature.

Q: If a member is currently seeing a specialist in the Fredericksburg community, does the member have to switch to a Kaiser Permanente physician? Is a referral from a primary care physician required to see a specialist?

A: Our goal as a care provider is to make the best course of care decisions for the patient. Our specialty care referral guidelines and care coordination practices involve primary care physician involvement and referral coordination for specialty care services. In most cases, Kaiser Permanente requires that a member's primary care physician provide a referral to a specialist in one of our medical centers, or to a contracted specialist in the community, when specialty care is necessary. However, if a patient is in active treatment with a specialty provider not contracted with Kaiser Permanente when he or she joins our plan, and covered services for continuity of care are needed, that patient's situation would be evaluated to see if it's possible to continue to see the non-contracted specialist he or she has been seeing for his or her care. Each person's situation is different and we cannot guarantee access to community specialists who are not contracted with our plan.

Q: What is the wait time to get an appointment at the Kaiser Permanente Fredericksburg Medical Center?

A: In general, regular and routine care appointments with a primary care physician in our medical centers are scheduled for the next available opening within 14 calendar days. Urgent care appointments are made the same day.

Q: Can you see any dentist under Kaiser Permanente?

A: Dominion Dental administers the dental plan for the Kaiser Permanente members. It is a Point of Service plan which means that at the time of service, the member decides whether to select a participating Dominion dentist or any other dentist. A fee schedule is followed and the cost to the member is less than if the member chooses a dentist not contracted with Dominion.

Q: With which Fredericksburg area hospital and network physicians are we contracting?*

A: A contract has been signed with Mary Washington Hospital and we are working to contract with community providers in the Fredericksburg area. Please note that Kaiser Permanente Commonwealth of Virginia Signature HMO members receive primary care from our physicians in our medical centers including our new medical center in Fredericksburg, and receive most specialty care from physicians in the Fredericksburg community and surrounding communities.

Q: Which specialties does Kaiser Permanente provide through contracted physicians in the Fredericksburg community?*

A: We are currently contracted with physicians representing the following specialties (Please note: Members may need a referral from their Kaiser Permanente primary care physician to receive services from doctors in these specialties.):

Allergy
Cardiology
Cardiovascular surgery
Chiropractic
Endocrinology
Gastroenterology
General surgery
Infectious disease
Nephrology
Neurosurgery
Neurology
Obstetric/Gynecology
Ophthalmology
Orthopedics
Podiatry
Psychiatry
Psychotherapy
Pulmonary medicine
Radiation oncology
Rheumatology
Urology

If a member needs medically necessary specialty care not listed above, then the member will need to visit the nearest available Kaiser Permanente medical center that provides the required care.

Q: Where will members receive common services, such as mammograms, X-rays, etc.??*

A: The following services require an order from a Kaiser Permanente primary care physician, but not a formal referral. Services are offered through any of the Kaiser Permanente contracted Medical Imaging of Fredericksburg (MIF) facilities.

X-rays
Mammograms
Sonograms
CT scans
Ultrasounds
Dexa (bone density) scans

Colonoscopies:

Members will receive colonoscopies from a Kaiser Permanente contracted gastroenterology physician in the Fredericksburg community. A referral from a primary care physician is required.

Q: Do members need to travel to the Kaiser Permanente Woodbridge Medical Center to receive care, and if so, which types of care?*

A: At this time, psychology services for children are provided by community providers. However, adult members who require care from a psychologist need to travel to our Woodbridge medical center for scheduled appointments.

Psychiatry services are currently available to both children and adult members in the Fredericksburg community.

Q: What is an emergency? What do you do if you experience an emergency inside or outside the Kaiser Permanente service area?

A: Emergency services are defined as those health care services provided after the sudden onset of a medical condition manifesting itself by symptoms of sufficient severity, including severe pain, that the absence of immediate medical attention could reasonably be expected by a prudent layperson, who possesses an average knowledge of health and medicine, to result in:

- Placing the patient's health in serious jeopardy, or in the case of a pregnant woman, placing the health of the mother and/or the fetus in serious jeopardy;
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part.

Members who think they are experiencing an emergency medical condition should call 911 to obtain immediate attention. If members are unsure if the situation requires an emergency room visit, they should call 1-800-677-1112, toll free. The call will be handled by a specially trained medical advice nurse.

Examples of an emergency include:

Heart attack	Loss of consciousness
Stroke	Poisoning
Hemorrhaging	Difficulty breathing

Note: If you are admitted to the hospital as a result of the emergency visit, your emergency room copayment will be waived. For details about benefits, including your emergency room cost share, please refer to your *Evidence of Coverage*.

Receiving emergency care when you are out of our service area

You can receive care for urgent and emergency illness or injury anywhere in the world, including other Kaiser Permanente regions. If you receive care outside the District of Columbia, Maryland, and Virginia area, you will need to submit bills for reimbursement of your payment, unless the provider agrees to take assignment and then submits a claim for payment.

Q: How do members receive urgent care? Can members receive after-hours care services in Fredericksburg?*

A: If you require urgent care during normal business hours, you will be given an appointment with your primary care physician or a member of his/her team. During weekends, evenings, and holidays, you may receive an urgent care appointment at one of eight Kaiser Permanente urgent care and after-hours care locations. You may also receive care for an urgent illness or injury at any Kaiser Permanente medical center nationwide.

We currently do not provide after-hours care services in the Kaiser Permanente Fredericksburg Medical Center or at any after-hours care facilities in the Fredericksburg community. However, Kaiser Permanente members can visit the Mary Washington Hospital for emergency care (emergency room visit copayments will apply unless the member is admitted). Members who require urgent after-hours, non-emergency care may choose to visit a Kaiser Permanente medical center that provides after-hours care (such as Woodbridge) instead of the Mary Washington Hospital Emergency Room because the copayment will most likely be less costly. For details about benefits, please refer to your *Evidence of Coverage*.

Q: How do members select a Kaiser Permanente Fredericksburg primary care physician?*

A: Members can log on to kp.org or call the Member Services Call Center to select a primary care physician.

Q: If a member lives in the Hanover zip code area, where is the closest Kaiser Permanente medical center?

A: Kaiser Permanente's service area expands to the Fredericksburg area, including one zip code in Hanover County: 23015. The closest Kaiser Permanente medical center is our center in Fredericksburg.

Q: Who is eligible to enroll for membership in the expanded Kaiser Permanente service area?

A: Employees and non-Medicare-eligible retirees who live or work in Kaiser Permanente Mid-Atlantic States region's service area, including the expanded Fredericksburg area, are eligible to enroll in the plan offered to Commonwealth of Virginia employees.

The expanded service area includes the counties of Stafford, Spotsylvania, and King George, and the City of Fredericksburg, and portions of Caroline, Culpeper, Fauquier, Hanover, Louisa, Orange, and Westmoreland counties.

*The continuous availability of physicians, medical centers, hospitals, and other providers cannot be guaranteed. For the most up-to-date list of primary care physicians, go to our Web site, kp.org.

Address:

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