

partners in health

FALL/
WINTER
2009



Overcoming
the blues—page 2



OVERCOMING THE BLUES

When days get shorter and temperatures get cooler, it's normal to feel your energy drop. But if the winter blahs become the winter blues, you could be suffering from seasonal affective disorder, also known as SAD.

SAD is a type of depression that is triggered by seasonal changes. The American Academy of Family Physicians estimates that winter-onset depression may affect as many as 500,000 people in the United States.

Symptoms of SAD

Mood and behavior problems most often begin in late fall or early winter. Each person experiences SAD differently, but common symptoms include:

- Feeling sad, irritated, or anxious.
- Experiencing changes in appetite. Many people start craving sweets and carbohydrates.
- Sleeping more and feeling drowsy during the day.
- Losing interest in activities you used to enjoy.
- Having difficulty concentrating.
- Gaining weight.

Treating SAD

The lack of sunlight during the winter months is one possible cause of SAD. That's why light therapy is often used to treat it.

With light therapy, you sit in front of a special light box for a set period, usually in the morning. The therapy may need to continue until spring.

Some people find relief from SAD with antidepressant medications. Counseling, exercise, eating right, and staying active can also help you manage symptoms.

Asking for help

Talk to your primary care provider about SAD if you've experienced depression in the winter months that improved by summer for at least two years in a row.

You should also seek treatment if your symptoms are severe enough to affect your daily living.

HealthMedia® Overcoming Depression™ is a free and user friendly tool that can help you get past depression. It's online at [kp.org/overcomingdepression](https://www.kp.org/overcomingdepression).





AT YOUR SERVICE:

Kaiser Sunnyside Medical Center

Kaiser Permanente's Sunnyside Medical Center, located in Clackamas, Oregon, has been serving the Portland area since 1975.

A recent \$300 million campus-wide expansion means you now have access to care in a more convenient, comfortable, and modern setting.

Getting care within Kaiser Permanente helps keep costs down. That means you get high-quality care and keep your health plan premiums affordable.

Improvements include:

- The Center for Heart and Vascular Care.
- The Family Birth Center and Cancer Care Center.
- An emergency department with 40 treatment rooms.
- Larger intensive care and progressive care units.
- Our new day surgery center at Sunnybrook Medical Office.

Surgical services

There are many advantages to getting care at facilities owned and operated by Kaiser Permanente. That's why we continue to make more services—including surgeries—available at Kaiser Sunnyside Medical Center and our specialty care medical offices.

Sunnyside Medical Center is your home for cardiovascular surgery, orthopedic surgery, and neurosurgery. It also houses an outpatient surgery center. Health

care teams work with state-of-the-art equipment and technology, plus your electronic health record can be looked up in every patient and treatment room.

If you need surgery, it will probably be scheduled at our Sunnyside campus, where you'll be in expert hands. Our general and specialized surgical teams serve more than 23,000 patients each year.

West-side expansion

Construction began this summer on the Kaiser Permanente Westside Medical Center in Hillsboro. Opening in 2013, the campus will house the first new hospital to be built in Washington County in 40 years.

Services will include an emergency department open 24/7; labor and delivery care; surgical care; and general medical hospitalizations.





Healing meals

*Greg Gates,
executive chef at
Kaiser Sunnyside
Medical Center*

Room service isn't just for hotels anymore.

Since April, patients at Kaiser Sunnyside Medical Center have been getting fresh, made-to-order meals just by picking up the phone.

Menus are designed to meet dietary needs and tickle taste buds.

Patients without diet restrictions, like new mothers, can indulge in anything from pasta to a burger. For patients with restrictions, we offer healthier—but still tasty—options, like grilled chicken sandwiches with oven roasted potatoes.

On your schedule

As a patient, you can order food when you're hungry, not just at a pre-determined meal time. And that means you're more likely to eat right, which can speed your recovery.

Executive Chef Greg Gates, along with a team of nutritionists and cooks, enjoys the challenge of making meals that are both nutritious and delicious.

"One patient recently asked for a to-go box so he could take the rest of his meal home," says Greg. "For a chef, there's no greater compliment in the world."

BRANCHING OUT IN BEAVERTON

If you live or work in Beaverton, get ready for a new Kaiser Permanente medical office—conveniently located in your neighborhood.

Murrayhill Medical Office, scheduled to open in October, is an ideal choice for members who usually only need services like routine office visits, well-child checkups, immunizations, and health maintenance screenings.

The office will have a pharmacy for new prescriptions and next-day refills. There will also be basic lab tests and blood draws.

Murrayhill Medical Office won't offer X-rays, specialty care, or a Nurse Treatment Room, but you can still access these services at one of our other west-side medical offices.

Murrayhill Medical Office will be located in Murray Scholls Town Center at 11200 SW Murray Scholls Place in Beaverton. Hours for appointments will be Monday through Friday, 9 a.m. to 5 p.m., with same-day appointments as available.

To make an appointment, call 503-813-2000.





BE A LOVE BUG, NOT A FLU BUG

No one wants to get the flu.

Here are some simple ways to lower your and your family's risk of catching it this season:

- Avoid contact with people who are sick.
- Eat a nutritious diet with lots of fruits and vegetables.
- Wash your hands often.
- Avoid touching your eyes, nose, and mouth.
- Sneeze or cough into a tissue or into your sleeve.
- Get plenty of rest and exercise.
- Get a seasonal flu vaccination.
- Avoid going to work if you are ill, and keep your children home from school if they're sick.

Seasonal flu vaccination clinics

We are offering seasonal flu vaccinations at no charge to members at our 2009 seasonal flu vaccination clinics. Get

vaccinated on Saturday October 3 or Saturday October 24 from 8:30 a.m. to 4 p.m. or on weekdays between October 5 and October 23 from 8 a.m. to 6 p.m.

Seasonal flu clinics will be held at the following medical offices:

- Beaverton Medical Office.
- Cascade Park Medical Office.
- Interstate Medical Office South.
- Longview-Kelso Medical Office.
- Mt. Scott Medical Office.
- North Lancaster Medical Office (no Saturday clinics).
- Orchards Medical Office (no Saturday clinics).
- Rockwood Medical Office.
- Salmon Creek Medical Office.
- Skyline Medical Office.
- Sunset Medical Office.
- Tualatin Medical Office.

You may also get a seasonal flu vaccination from your health care provider after October 3 and throughout the flu season during a scheduled office visit. After October 24, vaccinations will be available in our Nurse Treatment

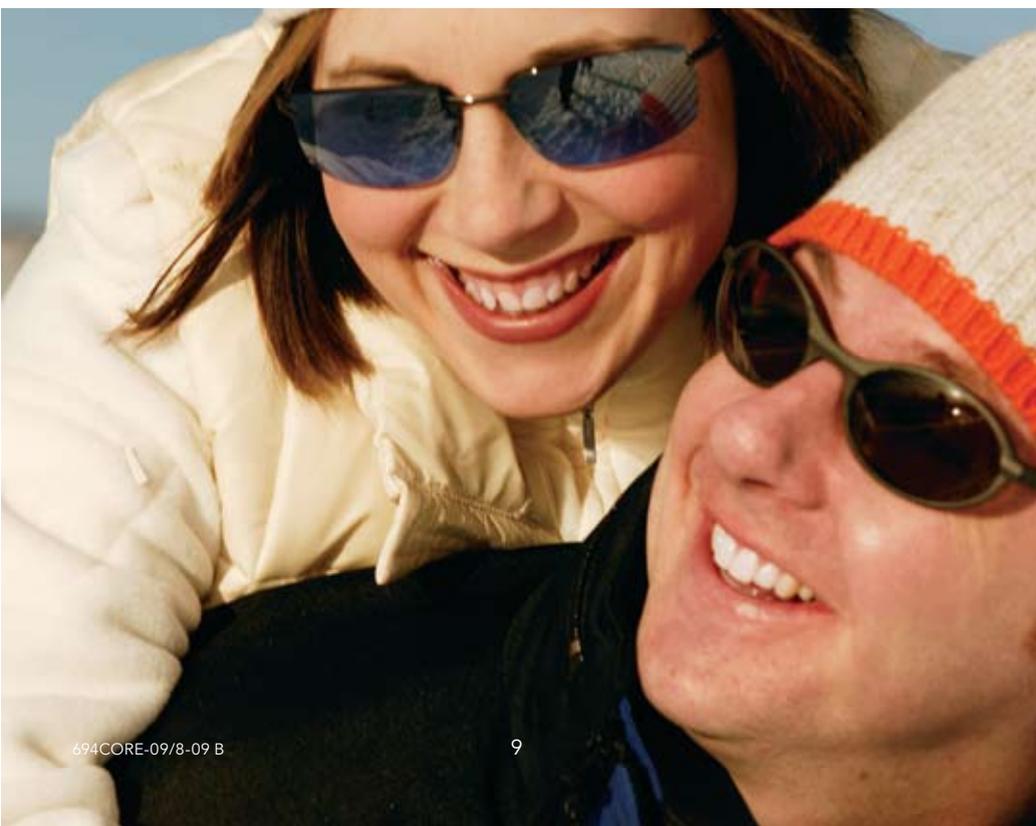
Rooms and during scheduled office visits throughout the flu season.

Stay healthy this flu season so you can spend more time with loved ones and keep your health care spending down.

NEWS ON H1N1: The seasonal flu vaccine does not protect against the H1N1 (swine flu) virus strain.

A separate vaccine is being developed for H1N1 and will be available only to government-identified high-priority groups. It's unknown exactly when supplies of the vaccine will arrive.

For the most current information on seasonal flu and H1N1, go to kp.org/flu or call our Flu Hotline toll free at 1-888-595-0005.



Neither rain, nor sleet, nor snow...

Don't look now, but the days are getting shorter—and that means the rainy months are not far off.

The weather may soon turn cool and damp, but you can stay healthy and active year round.

“The most important thing is to find an activity you truly enjoy doing,” says Shawna Care, a manager in Health Education Services at Kaiser Permanente. “That way, you’ll stay motivated even when the weather takes a turn for the worse.”



Venture outdoors

Whether you like to walk, bike, or run, wet days shouldn't slow you down. The key is to dress for them.

- To stay warm, wear layers. Remove some as your body heats up.
- Stay dry with a lightweight, waterproof shell.
- Wear a breathable, "technical" undershirt. Unlike cotton, technical fabrics wick moisture away from the skin.

Head for the mountains

Remember that when it's raining at sea level, it might be snowing in the mountains. Downhill and cross-country skiing, snowboarding, and snowshoeing are great ways to make the most of the winter months.

Get an indoor workout

Of course, you don't have to brave the elements to stay physically fit. Indoor fitness options include:

- Cardio machines and weights at a health club.
- Ice skating.
- Swimming.
- Martial arts.
- Basketball at your local community center.
- Indoor laps at the mall.



Did you know you may be eligible for discounted health club membership rates as a member of Kaiser Foundation Health Plan of the Northwest? See **CHPActiveAndHealthy.com** for details.



'TIS THE SEASON TO EAT HEALTHY

The fast-approaching holiday season will bring office parties, family gatherings, and celebrations with friends. With these simple tips, you can enjoy the festivities without packing on extra pounds.

- Don't prepare for a big dinner by skipping meals. You're more likely to overeat if you do.
- Cook with low-fat ingredients. For example, replace sausage and butter in stuffing with nuts and broth.
- Decide on one or two "must-haves." Take a modest portion, and fill the rest of your plate with fruits and vegetables.
- When sampling hors d'oeuvres, use a small plate. Avoid nibbling right from serving trays or the buffet table.
- Limit how much alcohol you drink. Alcohol adds calories and may lower your resistance to overeating.

- If you're a guest, bring a healthy dish to share. That way, you'll have an alternative if the table is loaded with high-fat foods.
- At home, keep food off tables and countertops so you'll be less tempted to overeat. Send leftovers home with guests, or freeze them for later.
- Remember that it's OK to stop eating when you're full. Don't worry about offending your host.

If you do overindulge, try to keep things in perspective. An extra sugar cookie or second helping of candied yams won't totally derail your efforts to eat a healthy diet.

You can also stay balanced by keeping up your fitness routine, drinking enough water, and getting plenty of rest.





Lace up and thrive

We're excited to once again sponsor the Kaiser Permanente 5 Miler on October 4. Part of the Portland Marathon, the event's a great opportunity to walk, skip, or run your way to better health.

Are you in running shape? Maybe this is the year you set a new personal best. If you haven't been training, you can still have a great

time completing the course at whatever pace feels right.

The Kaiser Permanente 5 Miler course features mile markers, aid stations, and special treats at the finish line. The event is chip timed, so you'll know just how fast you went.

But remember: victory is crossing the starting line!

A close-up photograph of a person's legs and feet as they run on a paved surface. The person is wearing white athletic shoes and white socks. A puddle on the pavement reflects the runner's legs and feet. The background is a light-colored, textured pavement.

Easy as 1-2-3

1. Register at **portlandmarathon.org** through Sunday, September 27.
2. Head to the start line at the corner of Southwest Salmon Street and Southwest Third Avenue in downtown Portland on Sunday, October 4. Allow plenty of time for parking.
3. Hit the pavement at 7:45 a.m.

Help advance health research

Join a research study and help improve your health and that of future generations. Since 1972, over 75,000 people in the Portland-Vancouver area have volunteered to participate in studies at the Kaiser Permanente Center for Health Research (CHR).



Recent CHR studies have helped protect teens from depression, advised pregnant women about healthy weight gain, and revealed the secrets to thriving in old age.

Joining a study is voluntary, free, and doesn't affect your health care or coverage. Here are some of our current studies:

Improving the health of teens

The **STAND** study works to improve treatment of teen depression. For information, call 1-866-453-3933 toll free.

The **AT-REST** study is for teens who have trouble sleeping and may feel sad or depressed. For information, call 1-866-453-3933 toll free.

Encouraging healthy choices

If you or someone you know is overweight and taking antipsychotic medications, CHR's **STRIDE** project may be of great help and interest. Volunteers must be Kaiser Permanente members or Cascadia Behavioral Healthcare clients, at least 18 years old, overweight, taking an antipsychotic medication, and willing to be assigned by chance to the STRIDE weight loss program or to no treatment. For information, call 503-528-3962 or 1-866-206-2976 toll free.

Helping women regain sexual interest

The **BLOOM** study is recruiting women with decreased sexual desire to test a new treatment to improve libido. If you are 30–65, have had your uterus and ovaries removed, and are or would be willing to take estrogen for at least 11 months, call 503-528-3946.





Save time and money with kp.org

We've added new features to **kp.org** so you can make the most of your time and money.

Real-time appointments

With our real-time appointments feature, you can view—and pick from—available appointment times for your primary care provider. You may also be able to schedule a same-day visit.

Real-time appointing allows you to schedule appointments with your provider in internal or family

medicine. You can also schedule an appointment in pediatrics for children 13 and younger.

If you don't have a primary care provider, call Membership Services. Staff are available Monday through Friday, 8 a.m. to 6 p.m. From Portland, call 503-813-2000. From all other areas, call 1-800-813-2000. For TTY, call 1-800-735-2900, and for language interpretation services call 1-800-324-8010.

Real-time appointing is available for routine care. It is not available for urgent care, specialty care, dental care, or other types of visits.

To access real-time appointing, log onto **kp.org** and click on "My Health Manager."

Online estimates

Setting and keeping a budget has seldom been more important, and that includes budgeting for health care.

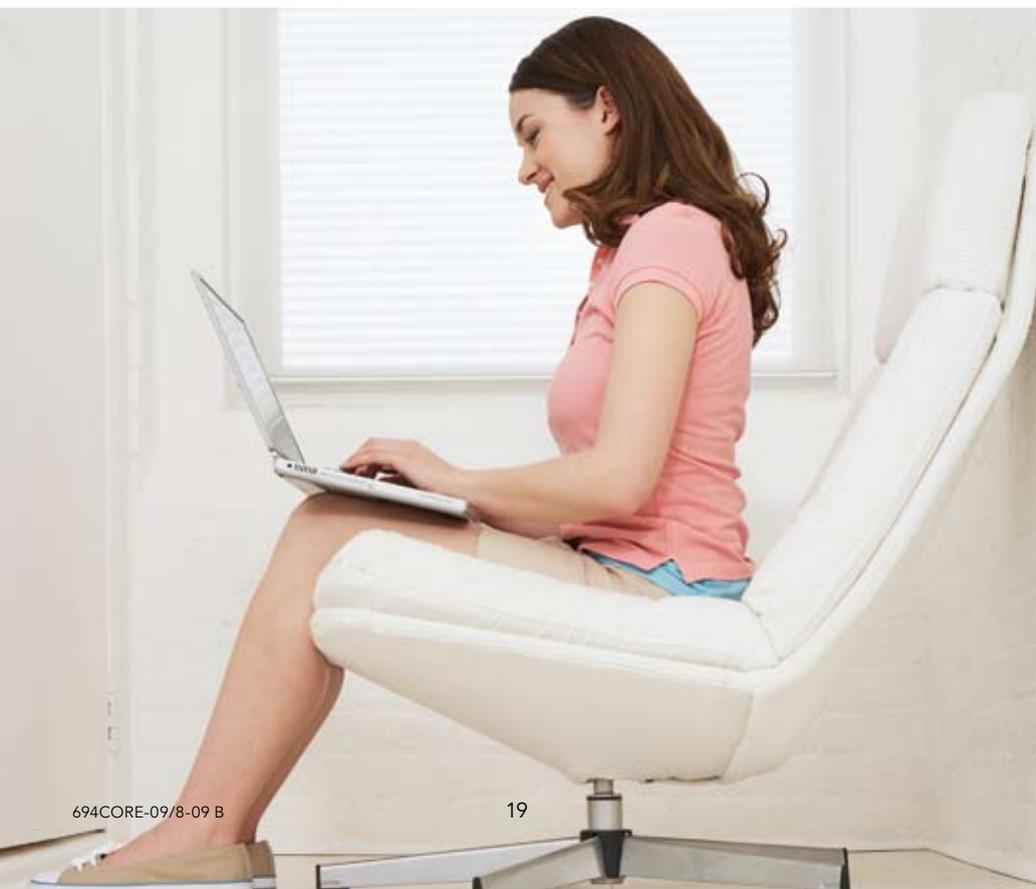
With our new cost-estimating feature, you can get quotes for many common procedures and

services, from routine office visits to hernia surgery.

Quotes are customized based on your health plan. They include any applicable out-of-pocket costs, like copayments, coinsurance, or deductibles. You can also compare the cost of care at Kaiser Permanente to the cost of care from other providers.

We can't guarantee your out-of-pocket costs, but quotes are typically accurate. In some cases, costs may be higher or lower due to unexpected circumstances.

Go to **kp.org/memberestimates** to try this feature.



Announcing changes to our Notice of Privacy Practices

Kaiser Permanente recently made changes to our *Notice of Privacy Practices*. Under the federal Health Insurance Portability and Accountability Act (HIPAA), when we make changes to the *Notice*, we are required to notify our members/patients and tell them where they can request a copy of the revised *Notice*.

Changes to the Notice

In **Section III. Your Rights Regarding Your PHI (Protected Health Information)**, we clarified the language related to Kaiser Permanente's ability to charge for the service, as follows:

Your right to choose how we send PHI to you

You may ask us to send your PHI to you at a different address (for example, your work address) or by different means (for example, fax instead of regular mail). If the cost of meeting your request involves more than a reasonable additional amount, we are permitted to charge you our costs that exceed that amount.

We clarified the language related to Kaiser Permanente's obligation to review and consider the request, as follows:

Your right to request limits on uses and disclosures of your PHI

You may request that we limit our uses and disclosures of your PHI for treatment, payment, and health care operations purposes. We will review and consider your request. You may write to us at Medical Records, 10220 SE Sunnyside Road, Clackamas, OR 97015 for medical records or Dental Administration, North Interstate Dental Office, 7201 N Interstate Ave., Portland, OR 97217 for dental records, for consideration of your request.

If you would like a copy of the revised *Notice*, it is available on [kp.org/privacy](#).

If you have questions or want to request a copy of the revised *Notice*, call the Membership Services call center at 503-813-2000 in the Portland metropolitan area and 1-800-813-2000 from all other areas. For TTY, call 1-800-735-2900. For language interpretation services, call 1-800-324-8010.

This applies to fully insured health plan members and current/former patients of Kaiser Foundation Hospitals and regional Permanente Medical groups.

KAISER PERMANENTE: WHERE MEMBERS MATTER MOST

Highest in Member Satisfaction among Commercial Health Plans.

Kaiser Permanente ranked “Highest in Member Satisfaction among Commercial Health Plans” in the Northwest region based on the 2009 National Health Insurance Plan Study by J.D. Power and Associates.



Kaiser Foundation Health Plan, Inc. received the highest numerical score among large commercial health plans in the Northwest region in the proprietary J.D. Power and Associates 2009 National Health Insurance Plan StudySM. Study based on 33,007 total member responses, measuring nine plans in the Northwest (ID, OR, WA) region (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed in December 2008 and January 2009. Your experiences may vary. jdpower.com



CLASSES AND PROGRAMS FOR YOUR HEALTH

Our Health Education Services department offers a variety of classes and online programs that can help you lead a healthier, fuller life.

They include:

- “Mindfulness and Meditation.”
- “Navigating Weight Loss.”
- “Freedom from Tobacco” (one or six sessions).
- “Adult ADHD Forum.”
- HealthMedia® Balance™ at kp.org/balance for help reaching and maintaining your ideal weight.

- HealthMedia® Overcoming Insomnia™ at kp.org/overcominginsomnia for help improving your sleep.
- HealthMedia® Relax™ at kp.org/relax for help relieving and preventing stress.

We also sell health-related products, like pedometers and DVDs. Pick up the latest *Healthy Living* catalog at your medical office for more information.

FREE premium anti-reflective treatment

when you purchase any frame with premium single vision or progressive lenses

Offer expires **MARCH 30, 2010**



visionessentials

by KAISER PERMANENTE®

Let others see that sparkle in your eyes

Besides letting others watch your eyes sparkle, anti-reflective treatments make images easier to see and reduce eye fatigue. They can even help you drive safely at night by reducing dangerous reflections and halos around bright lights. But most of all—they let you show off your face.

FREE premium anti-reflective treatment

when you purchase any frame with premium single vision or progressive lenses

Complete pair purchase required (prescription lenses and frames)

Offer expires **MARCH 30, 2010**

kp.org/2020

Kaiser Foundation Health Plan of the Northwest members typically have coverage for medically necessary eye exams. Some members may be able to apply a supplemental benefit to their purchases. Otherwise, the services and products described here are provided on a fee-for-service basis, separate from and not covered under your health plan benefits. For information about your health plan benefits, see your *Evidence of Coverage*.

This discount applies to complete pairs (prescription lenses and frames); bifocal and trifocal lenses do not apply. There is no limit on the number of eligible products you may purchase with the discount. Not valid with other coupons, discounts, package offers, promotion offers, or previous purchases. See eye care professional for details.

Offer expires March 30, 2010

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