PHONE AND ONLINE CARE:

No cost virtual care is available through the following options:

Coronavirus (COVID-19) E-Visits:
Get care for possible coronavirus symptoms by conducting a coronavirus E-Visit using kp.org or via the Kaiser Permanente app.
You will be asked questions about your situation which will help us determine the best way to treat your symptoms.

Phone Appointments:
Make an appointment online at kp.org or use the Kaiser Permanente app to receive medical care or advice from a doctor over the phone. The doctor will call you by the end of the day. If you need care sooner, you can call us for 24/7 advice.

24/7 Advice:
Call us 24/7 to talk with a licensed care provider day or night for medical and mental health care advice.

Video Visits:
Make a same or next day appointment to see your doctor or care team by video to get care from anywhere online by computer, smartphone, or tablet.¹,²,³

Email:
Message your doctor’s office with nonurgent questions anytime. You can also exchange photos and documents to help your care team stay informed about your health.
Go to our secure Message Center on kp.org or use the Kaiser Permanente app and get a reply usually within two business days.

You have many ways to get care without leaving the comfort and safety of your home – including same-day phone, video, and E-visit appointments. This allows you to access high-quality care while helping to address the community spread of COVID-19. If you need to come in, we’re here for you – and we’re taking every precaution to keep our facilities safe.

¹ ² ³

Oahu: 808-432-2000
Maui/Molokai/Lanai: 808-243-6000
Hawaii Island: 808-334-4400
Kauai: 808-246-5600
TTY: 711

kp.org
MEDICATION REFILLS AND ADVICE:
Call us anytime at 808-643-7979 (TTY 711) for refills and advice on medications and supplements. You can also refill most medications online at kp.org/refill or use the Kaiser Permanente app.

IN-PERSON CARE:

Call If You Think You Have Symptoms
It’s important to call us first if you think you have COVID-19 symptoms or believe you’ve been exposed. Calling ahead helps us direct you to the most appropriate care, and helps us take precautions to protect other members, patients, and employees.
To schedule an in-person appointment or if you’re concerned about your specific health condition, call us at the following numbers:

Oahu: 808-432-2000
Maui/Molokai/Lanai: 808-243-6000
Hawaii Island: 808-334-4400
Kauai: 808-246-5600
TTY: 711

After-Hours Care:
After-hours care will remain open at the following locations:

OAHU
Moanalua Medical Center
3288 Moanalua Road
Honolulu, HI 96819
Monday through Friday, 5 to 10 p.m.
Saturday, Sunday, and most holidays, 8 a.m. to 10 p.m.
Appointment required for after-hours care
808-432-7700

MAUI
Maui Lani Medical Office
55 Maui Lani Parkway
Wailuku, HI 96793
Monday through Friday, 5 to 8 p.m.
Saturday, Sunday, and most holidays, 8 a.m. to 5 p.m.
Walk-ins welcome, no appointment needed for after-hours care
808-243-6000

You can also visit our affiliated urgent care partners on Maui, Hawaii Island, and Kauai. Before getting care from our affiliated providers, we recommend you call the 24/7 advice line.

Visit kp.org/coronavirus for information to help protect yourself and your loved ones and get the latest updates and guidance on COVID-19.

1These features are available when you receive care at Kaiser Permanente medical offices.
2To schedule most appointments, you must be 18 years or older.
3Check with your doctor’s office to find out if video visits are available to you.