

## Access care at your convenience

### See a therapist without a referral

You can make an appointment to see a therapist without a referral from your primary care doctor. And if you ever want to change your provider, our care team will assist you in finding the best fit for your needs.

### Schedule a video visit<sup>†</sup>

Book a video visit online with your mental health provider. Routine appointments take place during regular office hours. You need to be located in Maryland, Virginia, or Washington, DC, during a visit and must have a camera-equipped computer or mobile device.

### Call or email your doctor's office

Or request a nonurgent appointment with your doctor online. You may also set up a telephone appointment or meet face-to-face by video on your computer or mobile device.<sup>† \*\*</sup>

### Get care advice 24/7

Call Member Services at **800-777-7904** or **711** (TTY), 24 hours a day, 7 days a week (closed holidays). We can help you access crisis intervention and guidance, get referrals, and connect to many other resources.

### Seek emergency care

If you think you're having a medical or psychiatric emergency, call 911 or go to the nearest hospital.\*

## Invest in your health with wellness resources

### Speak with a wellness coach

Work with a personal wellness coach by phone and explore options for meeting your health goals: **1-866-862-4295**.

### Take a class

Choose from health classes and support groups at many of our facilities. Visit [kp.org/classes](https://kp.org/classes) to see what's available in your area. Some classes may require a fee.

# Caring for you in mind, body, and spirit

Mental health and wellness services that fit your needs and your life

\*\*Available if you get care in Kaiser Permanente facilities.

<sup>†</sup>Video visits are available to Kaiser Permanente members who have a camera-equipped computer or mobile device and are registered at [kp.org](https://kp.org). You must be present in Maryland, Virginia, or Washington, DC, for visits with your primary care physician or mental health provider. For urgent video visits with an emergency doctor, you may also be present in Florida, North Carolina, Pennsylvania, or West Virginia. For certain medical or mental health conditions. For video visits with a mental health provider, appointments can be scheduled for follow-up care.

The availability of care and services may be changed at any time.

**Your mind, body, and spirit are all connected.**  
And your thoughts, feelings, and actions affect your overall well-being. We're committed to helping you achieve and maintain optimal mental, physical, and emotional health.

### **Caring providers**

Our mental health team is passionate about helping people. They include:

- Adult psychiatrists
- Child and adolescent psychiatrists
- Addiction medicine physicians
- Psychologists
- Licensed clinical social workers
- Psychiatric clinical nurses
- Substance abuse counselors
- Health educators

### **Primary care settings**

You have a range of therapy and treatment choices. As your partners in care, we'll help you select the options that are right for you. Typical services include:

- Self-care resources
- Health education programs
- Co-location of services
- Medication management
- Depression screening

### **Outpatient services**

Not all care requires a stay in a facility. We'll work with you to choose the options that best meet your needs. Typical services include:

- Clinical evaluation
- Crisis intervention (24/7 access)
- Individual psychotherapy
- Group psychotherapy
- Family therapy
- Mental health and wellness classes
- Case management
- Psychopharmacological treatment
- Dual-diagnosis programs
- Electroconvulsive treatment
- Transcranial magnetic stimulation
- Outpatient detoxification

### **Intensive outpatient programs**

Sometimes, intensive care needs can be met on an outpatient basis at our medical center locations. Typical services include:

- Intensive outpatient programs for adults
- Intensive outpatient programs for adolescents
- Chemical dependency intensive outpatient programs
- Intensive case management

### **Inpatient services**

When you need inpatient care, we'll help find the facility\* and program that's right for you. Typical services include:

- Crisis evaluation and management
- Inpatient psychiatric hospitalization
- Inpatient detoxification
- Crisis residential/hospital alternative treatment programs
- In Washington, DC, parts of Maryland, and northern Virginia: Kaiser Permanente psychiatrists make rounds in premier hospitals

### **Suicide prevention**

Our mental health providers and primary care physicians are trained to screen their patients for suicide risk. Because we coordinate care so closely among our providers, we can quickly identify those at risk and get them the care they need right away.

### **Beyond therapy, medication, and treatment**

Take advantage of classes and screening tools to help you keep your mind, body, and spirit in a healthy balance.

- Condition-specific online classes (Some may require a fee.)
- Online self-assessment tools
- Personalized mental health and wellness plans
- Support groups
- Trusted online communities
- Emotional wellness podcasts

\*Offered through our premier hospital partners. Kaiser Permanente premier hospitals are independently owned and operated hospitals and are not affiliated entities of Kaiser Permanente.