



My Health Manager at kp.org

Linking 8.6 million members to health and productivity

With the convenient online tools available at kp.org, your employees can manage their health without losing time or reducing productivity during the workday. A recent study shows that members with access to secure messaging schedule **26 percent fewer office visits**¹ and make **14 percent fewer phone calls** to their providers than those not online.² Other providers may say they offer a personal health record, but they can't connect it in real time with a member's electronic medical record or same-day pharmacy records and lab test results. My Health Manager **includes these services at no additional charge**—delivering value other health care companies just can't match.

The world's most actively used personal health record

My Health Manager is setting the industry standard for connectivity and convenience—and has been featured in news stories by the *Wall Street Journal*, MSNBC, and ABC News. And according to the California insurance commissioner, our members use personal health records four times more than the state's average consumer.³ As of April 2009, **one out of every three members is registered** to use the tools available at kp.org—more than 3 million overall.⁴ Between September 2008 and September 2009, members:⁵

- **Signed on** 48 million times to access secure features
- **Viewed** more than 20 million lab test results
- **Sent** nearly 8 million e-mails to caregivers
- **Refilled** 6.5 million prescriptions
- **Requested** 1.7 million appointments

View our leading-edge tools for yourself by taking a tour at kp.org/experience.

92% of registered kp.org members **have recommended or would recommend Kaiser Permanente** because of our extensive online services.

KP Internet Metrics 2007 Annual Report, Kaiser Permanente Internet Services Group, February 2008.

Saving money, time, and hassle

Tools available to members

- **E-mail your doctor's office**—a convenient way for members to ask simple questions and follow up on treatment recommendations.
- **Test results and past visit information**—members can view recent lab test results, often the same day, and review or print detailed summaries of allergies, ongoing health conditions, and immunizations.⁶ They can also access information from past visits, including vital signs and follow-up instructions from doctors.
- **Manage your prescriptions**—members can order prescription refills online for themselves or a family member and have the medication mailed to them at no extra cost. They can also review their prescription history and contact a pharmacist with any questions.
- **Request or cancel an appointment**—members can request or cancel a routine visit with a primary care, pediatric, or Ob/Gyn physician, and view upcoming appointments.
- **Act for a family member**—easily act as a proxy for children, a spouse, or an elderly parent.
- **Choose a personal physician**—physician home pages help members choose their doctor based on location, specialty, education, and the doctor's personal statement.
- **Take a total health assessment**—allows members to take a complete health inventory, including vital statistics and lifestyle choices. Members can also choose to link the results to their electronic medical record.
- **View health care reminders**—an easy way for members to track when they're due for recommended tests, immunizations, and other procedures.
- **Learn about your plan**—an overview of eligibility information, plus details about benefits, copayments, and services.

Employees with Kaiser Permanente coverage can register for My Health Manager at kp.org.

¹ Catherine Chen et al., "The Kaiser Permanente Electronic Health Record: Transforming and Streamlining Modalities of Care," *Health Affairs*, March/April 2009.


² Yi Yvonne Zhou et al., "Patient Access to an Electronic Health Record with Secure Messaging: Impact on Primary Care Utilization," *American Journal of Managed Care*, July 2007.

³ *Personal Health Records: A Helpful Tool for a Healthier You*, California Department of Insurance, May 2008.

⁴ *Kaiser Permanente Employer Customer Web Metrics*, Kaiser Permanente Internet Services Group, Q2 2009.

⁵ *Kaiser Permanente Employer Customer Web Metrics*, Kaiser Permanente Internet Services Group, Q3–2009, Q1–2009.

⁶ Due to California law, not all test results are released to My Health Manager.

 For more information, contact your Kaiser Permanente broker or account manager.