Experience the Kaiser Permanente difference

Because our optometrists, ophthalmologists, and opticians work together within our integrated care delivery system, they’re able to help connect to our larger team of medical professionals and services.

- Your eye health is part of your total medical record.
- Choose from an extensive collection of eyewear, from top designers to high-quality, affordable options.

Ophthalmology

Optometry

Optical
The Member Journey
How to use our unique eye care services

**Appointment**

Sign in to kp.org or the Kaiser Permanente app,¹ then select “Appointments.”

Call Member Services Monday through Friday, 8 a.m. to 6 p.m.
- 1-800-813-2000 (English), option 3
- 1-800-324-8010 (interpretation services)
- TTY 711

Scheduled phone and video visits² and our advice line are available for immediate care of eye conditions.

**Optometry**

104,456 members were screened for comprehensive eye and systemic conditions in 2020,³ including:
- Glaucoma
- Macular degeneration
- Diabetic retinopathy
- Dry eye
- Low vision

48,175 care gaps were closed in 2020 following routine eye exams.⁴

If an ongoing eye condition is detected

If a medical condition is detected

5,910 screenings for diabetic retinopathy with 1,369 found positive.⁵

After your comprehensive eye exam, a prescription will be given for eyeglasses and contact lenses if needed.

**Optical**

Experienced opticians will help you select and fit your next pair of eyeglasses.
- Frames: Hundreds of choices.
- Lenses: Our opticians help you choose the best lenses and coatings for your lifestyle.

**Contact lenses:** We teach you how to insert and remove your new contact lenses.

**Safety glasses:** Kaiser Permanente works with employer groups to set up safety eyewear programs that help fit their needs and keep members safe on the job.

Eugene-Springfield service area
- For information on eye care appointments, prescription glasses and sunglasses, and contact lenses, please visit kp2020.org/pacnw/#location for our affiliate locations.
Ophthalmology

Ophthalmology provides medical and surgical eye care. They treat ongoing eye diseases such as:

- Glaucoma
- Macular degeneration
- Diabetic retinopathy
- Cataracts
- Retinal and vitreoretinal diseases
- Pediatric developmental eye disorders

If a medical condition is detected

Ophthalmologists perform surgery at the **Eye Surgery Care Center**.

Integrated care

If a medical condition is detected during your eye exam:

Your optometrist or ophthalmologist will work directly with your personal doctor and specialty providers to order tests and coordinate care plans.

**Your vision care at Kaiser Permanente is connected to:**

- Primary care
- Specialty care
- Lab
- CT/MRI imaging services
- Pharmacy

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1 To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org.
2 When appropriate and available. These features apply to care you get at Kaiser Permanente facilities. If you travel out of state, phone appointments and video appointments may not be available due to state laws that prevent doctors from providing care across state lines. Laws differ by state. To have a video visit, members must be registered on kp.org and have a camera-equipped computer or mobile device
6 National Alliance for Eye and Vision Research (NAEVR) Fact Sheet, National Eye Institute, [eyeresearch.org/resources/NEI_factsheet.html](http://eyeresearch.org/resources/NEI_factsheet.html).
Quality, Service, and Affordability for Every Member
Experience TOTAL EYE CARE at Kaiser Permanente

Everyday values

• 2 pairs of single vision glasses for $129 (exclusions apply).\(^1\)

• 30% off second pair of complete glasses.\(^1\)

• Kids lenses always 50% off.

• Upgrade to polycarbonate lenses at no additional charge.

• Complimentary adjustments and repairs.

• Your lenses are manufactured locally in our Kaiser Permanente lab.

• 50/50 Protection Plan: one-year protection plan that covers 50% of the original price paid for your glasses at no additional cost.\(^2\)

• Glasses and contact lenses direct-shipped at no additional cost.

• For more information, please visit kp2020.org.

\(^1\)Discounts and promotions cannot be used in conjunction with an optical benefit.

\(^2\)The damaged product must be purchased from and returned to a Northwest Kaiser Permanente Vision Essentials location.

We have you covered

Kaiser Permanente locations in Oregon and Southwest Washington

• Open weekdays, 8 a.m. to 6 p.m.

• Saturday hours are available at Beaverton Medical Office, Cascade Park Medical Office, and Clackamas Eye Care.

Experienced health care professionals to help meet your eye care needs

• Ophthalmologists: general, subspecialty, and surgeons

• Optometrists: general, medical, and subspecialty

• Opticians to help you select glasses and contact lenses

• Eye care advice

Eugene-Springfield affiliate locations

• For information on eye care appointments, prescription glasses and sunglasses, and contact lenses, please visit kp2020.org/pacnw/#location for our affiliate locations.

Facility information is current as of May 2020. Go to kp.org/locations to see all our current locations and to find the facility closest to you. Or call Member Services at 1-800-813-2000 (TTY 711).