

KPWA - How to find your Personal Care Physician (PCP)

1. Visit www.kp.org/wa and select “Sign in” above the search box.
2. Enter your **Member ID** and **Password**, then click “Sign on”.

The screenshot shows the Kaiser Permanente Washington website. At the top left is the Kaiser Permanente logo. A search bar is located at the top center. To the right of the search bar, a red arrow points to the "Sign In" link. Below the search bar is a navigation menu with links for "Shop Plans", "Get Care", "Find a Doctor", "Member Resources", and "Wellness". A large banner image shows a man looking at a computer screen. Overlaid on the banner is a white box with the text "Coronavirus and COVID-19 symptoms?" and a blue "Get care now" button. A sign-in modal is open on the right side of the page, containing fields for "MEMBER ID" and "PASSWORD", a "Forgot your password?" link, and a blue "Sign on" button. A red arrow points to the "Sign on" button. Below the modal is a list of services: "Make an appointment", "Call a consulting nurse", "Make a payment", "Request reimbursement", "Request medical records", "Refill a prescription", "Get a cost estimate", and "Find a location". Below this list is a "Featured resources" section with links for "Community events", "Vision and eye care", "Pregnancy services", and "Health and wellness". At the bottom of the page, there are three columns of information: "Shop our plans" with a shopping cart icon, "Doctors and locations" with a family icon, and "New member? Start here" with a person icon. At the bottom right, there is an NCOA Quality Rating logo for Kaiser Permanente Washington.

3. After signing in, you will be directed to the Member Dashboard. The Member Dashboard contains several “cards” of information and actionable links relating to your membership.
4. Scroll down and look for the card labeled “Care Team”.

KEVIN HAVENS | Account Preferences | Sign Out

KAISER PERMANENTE

Search Search

Get Care Appointments Message Center Medications Medical Record Coverage & Costs

Find Care Care Chat E-visit (Online Visit) Consulting Nurse Urgent Care

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Appointments (0) →
You have no upcoming appointments.
🕒 SCHEDULE AN APPOINTMENT
🕒 VIEW APPOINTMENTS, AFTER VISIT SUMMARIES, AND NOTES
🗨️ START CARE CHAT NOW?

Medications →
You have no medications.
➡️ TRANSFER PRESCRIPTIONS
🗨️ CHAT WITH A PHARMACY REPRESENTATIVE?

Referral Status →
You have no referrals.
➡️ SEE ALL REFERRALS
➡️ REFERRAL LETTERS
ERROR: missing content value 'home.cards.referralStatus.info.text'

Care Team | **Messages (1)** → | **Care Reminders (3)** →

Scroll ↓

5. Once you have located the Care Team card, select the link “Find a doctor”.

The screenshot shows a patient portal dashboard with a grid of cards. The 'Care Team' card is highlighted with a red border and contains a red arrow pointing to the 'FIND A DOCTOR' link. Other cards include 'Messages (3)', 'Care Reminders (3)', 'Medical Bills', 'My Plan', and 'Health Profile'. The 'REFERRAL LETTERS' card shows an error message.

VIEW APPOINTMENTS, AFTER VISIT SUMMARIES, AND NOTES
START CARE CHAT NOW ?

CHAT WITH A PHARMACY REPRESENTATIVE ?

REFERRAL LETTERS
ERROR: missing content value 'home.cards.referralStatus.info.text'

Care Team
Depending on your health plan and where you live, choose a Kaiser Permanente primary care provider or another physician who is in-network for your plan.
→ **FIND A DOCTOR** ←
START CARE CHAT NOW ?

Messages (3) →
checking to see if email sent
From : Wayne T Dodge, MD
Received : January 28, 2013 12:42 PM
RE: Customer Service: Billing
From : PROXY ACCESS TEAM
Received : January 28, 2013 12:40 PM
✉ SEE ALL MESSAGES

Care Reminders (3) →
Vaccine: Dtap-tdap-td
Due: February 1, 1989
Status: Overdue
Colon Cancer Screening: Fit (home Stool Test)
Due: February 1, 2020
Status: Overdue
→ SEE ALL CARE REMINDERS

Medical Bills →
Balance Due \$182.82
→ PAY BILL
→ EXPLANATION OF BENEFITS
A summary of services you've received and related charges.
→ BENEFITS USAGE STATUS
A record of your benefits and payments so far this year.

My Plan
→ DIGITAL ID CARD
Electronic version of your member ID card.
→ COVERAGE DOCUMENTS
Information about what services are covered by your plan.

Health Profile →
→ COMPLETE YOUR HEALTH PROFILE
Take control of your health with an updated Health Profile. Use it as a guide to discuss any health concerns with your doctor
→ YOUR HEALTH ACTION PLAN
Learn about personal health risks, how to address those risks, and how to keep up your good health.

6. After clicking “Find a doctor”, you will land on the **Provider Directory** page.

7. To find a Personal Care Physician, select “**Browse by Category**”, or use the **search bar**.

KAISER PERMANENTE English USERTWO PHE

Core Seattle, WA — 98101 For: USERTWO PHE

Browse by Category or

Common Searches

Primary Care Urgent Care Mental Health Pregnancy Care

Online Care

Get care from your computer or smartphone with live online Care Chat or an online visit.

[Get Care Online](#)

Consulting Nurse Service 24/7

Talk with a nurse for care advice, or find out if you need immediate medical attention.

Call 1-800-297-6877 or

[Learn More](#)

CareClinic at Bartell Drugs

For minor medical issues, walk in to CareClinic by Kaiser Permanente at Bartell Drugs.

[Find a CareClinic](#)

- After browsing or submitting a search, you will see a list of providers. Look for the “PCP” label next to the Physicians name.
- When you have found someone you want as your Personal Care Physician, select the button “Choose Me”.

The screenshot shows the Kaiser Permanente website interface. At the top, there is a navigation bar with the Kaiser Permanente logo, language selection (English), and user profile (USERTWO PHE). Below this is a search bar containing "Kaiser Permanente Providers" and a location filter set to "Seattle, WA - 98101". The main heading is "Kaiser Permanente Providers". A filter bar includes options for "All Specialties", "All People & Places", "All Genders", "All Patient Ratings", "All Providers at Kaiser...", and "More Filters". Below the filter bar, there are checkboxes for "VIEW ONLY: Accepting New Patients" and "Primary Care Physician", and a distance filter set to "WITHIN 10 miles".

The "Get Care Now:" section offers three options: "Online Care", "Consulting Nurse Service 24/7", and "CareClinic at Bartell Drugs". Below this, there are view options for "List view" and "Map view", and a "Sort By Best Match" dropdown.

The main provider profile is for "Rick Hong, DO", a Family Medicine physician. A red arrow points to the "PCP" label next to his name. Below his name is a "Choose Me" button, which is highlighted with a red box. To the right of his name are "Add to Compare" and "View Profile" buttons.

The profile details include:

- LOCATION:** Kaiser Permanente Burien Medical Center, 140 SW 146th St, Burien, WA 98166. Includes a "Get directions" link.
- CONTACT INFORMATION:** Phone: 206-901-2400. Includes a "Learn more about me" link.
- Accepting New Patients:** Indicated by a checkmark.
- Be the First to Review:** A section with five stars and a "Be the First to Review" prompt.
- Affiliations and Awards:** 1 Affiliation, 1 Award.
- Education:** Completed Education in 2016.
- In your network:** Indicated by a checkmark icon.

10. After selecting the button “Choose Me”, a window will appear asking you to verify your selection. Select “**OK**” to continue.

PCP Selection

Are you sure you want to choose Rick Hong at 9800 4th Ave NE, Seattle, WA 98115 as your PCP?

11. Finally, you will be guided back to the Member Portal for one last verification page. Select “**Submit**” to finish choosing your Personal Care Physician

[Account Preferences](#) | [Sign Out](#)



[Home](#) [Get Care](#) [Appointments](#) [Message Center](#) [Medications](#) [Medical Record](#) [Coverage & Costs](#)

Rick Hong

My Details
TEST USER

Add Dependents

If you want to select a doctor for your dependents only, contact [Member Services](#).