

What is a curbside consultation?

Kaiser Permanente recognizes the need to provide affordable, high-quality care to our members at the time when they need it, which is most often at their primary care appointment. Many conditions may be treated at the primary care level once diagnosed, and that’s where our Curbside Consultation meets that need.

Our Curbside Consultation service offers specialist to primary care provider phone consultations to our contracted network providers within 20 minutes of the request for a consultation. Having this specialist consultation in the moment avoids the primary care provider’s need to refer the patient to a specialist, allowing the patient to get treatment advice on the day of the primary care appointment.

What are the benefits?

The primary care provider will now be able to offer integrated, multi-specialty care within their own clinic, making it easier to manage the patient’s care. By consulting with a Kaiser Permanente specialist via phone, the primary care provider may order potentially necessary tests, prescribe medication, and coordinate the patient’s care themselves.

What specialty service consultations are being offered?

Allergy & Asthma	General Surgery	Neurosurgery	Otolaryngology/ENT
Cardiology	Infectious Disease	OB/GYN	Plastic Surgery
Dermatology	Mind Phone/Mental Health	Oncology/Hematology	Pulmonary
Endocrinology	Nephrology	Ophthalmology/Optometry	Rheumatology
Gastroenterology	Neurology	Orthopedics	Urology

How does it work?

If you are seeing a patient with symptoms that would typically lead you to refer to one of the above specialists, you may call Kaiser Permanente On-Call Paging Operator at (206) 326-3341, state the desired specialty consultation and provide a call back number. A specialist will call you within 30 minutes to provide a consultation on the patient.

How much does it cost?

This service is offered at no cost to you.

How do I sign up?

No sign-up is required. You can call the On-Call Paging Operator at (206) 326-3341 at any time to request a consultation.

