

# Neighbor island concierge



Our Moanalua Medical Center on Oahu offers specialty coverage 24 hours a day, 7 days a week. If you live on a neighbor island and your doctor refers you to a specialist, we may recommend you get treated on Oahu, where you will have access to facilities and equipment that may not be available on your island.

If you require travel assistance to Oahu, let us help you.

- Contact our neighbor island concierge service at **808-432-8359**, Monday through Friday, 7:30 a.m. to 4 p.m. for assistance in coordinating your travel to Oahu. Our complimentary neighbor island concierge service offers shuttle and ground transportation information, hotel and housing recommendations, and tips on making your stay on Oahu as easy as possible.
- Contact our Travel Department at **808-243-6589** (Maui) or **1-800-214-6572** (all other islands), Monday through Friday, 8 a.m. to 5 p.m. and Saturday, 8 a.m. to noon (for emergencies only) to assist with booking a flight to Oahu for medically necessary care.<sup>1</sup>

<sup>1</sup>Kaiser Permanente may pay for an eligible member's round trip coach class airfare upon referral by a Kaiser Permanente physician for medically necessary care. Kaiser Permanente reserves the right to select transportation vendors. This is NOT a benefit but is a courtesy for our neighbor island members.

The following are not eligible for complimentary neighbor island concierge and travel assistance to Oahu:

- Specialty services that are available on the island the patient currently resides on, unless a Kaiser Permanente doctor has specific orders for the patient to receive medically necessary specialty care on Oahu
- Non-approved patient companions
- Sports Medicine services

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