

PREPARING PATIENTS FOR AN OPEN-ENDED STRIKE

As we prepare to embark on the strongest action we can take to make our workloads sustainable, win fair pay and benefits, and provide better care for patients, it's important to remember that even during an open-ended strike Kaiser is required by state law to maintain patient care. Below is a list of recommendations everyone can do in advance to help ensure that Kaiser patients are best positioned to receive the care they need during a strike. Be sure to give yourself and your patients enough time to prepare.

Before going out on strike, you should:

- Confirm all your treatment plans are updated and return recommendations are clearly documented in your patient charts and that your supervisor has reviewed them.

Here is a sample documentation template:

"Patient should be seen (weekly/biweekly/monthly) per treatment goals. Patient informed they have the right to be seen weekly and if not provided adequate timely services within Kaiser, they have the right to request external services from Kaiser. Patient also informed they can always file a grievance with member services and or DMHC if they are not getting timely access."

- Clarify active prescription plans for patients. Review them together when possible.
- Compile a list of higher acuity patients, share it with your supervisor, and document that you shared it with your supervisor.
- Remind patients about their rights. Direct them to <https://kaiserdontdeny.org/know-your-rights-ca/>.
- Remind patients that they can directly file a complaint if they are receiving delays or denials of care or if the care is inadequate to meet their needs. Here is the link: <https://kaiserdontdeny.org/file-a-complaint-california/>.
- If a patient shares their story with you, see if they're open to you documenting it at <https://kaiserdontdeny.org>.
- Remember that the mental health status of patients is always subject to change.
- Clinicians are legally responsible for "prescribed dose frequency and documentation of patients."
- Provide the KP Behavioral Health Hotline: (800) 900-3277. Also let them know of other resources, including CalHOPE. They can call or text the CalHOPE warmline at (833) 317-HOPE (4673) or in Spanish at (833) 642-7696.

After the strike:

- Document what happened to your patients' care.