A basic business and service policy of the Southern California Permanente Medical Group is that access to our medical services be the following:

1. If an emergency, come in now.

2. If urgent, come in today or tomorrow.

3. If routine, when would you like the appointment?

EVERY PHYSICIAN AND EACH DEPARTMENT WILL BE RESPONSIBLE FOR CARRYING OUT THIS POLICY (SCPMG Partnership Principles):
A Southern California Permanente Medical Group physician is expected to:

1. care for our members to the best of his/her ability paying heed to both their physical and emotional needs;

2. conform to the standards set forth in the SCPMG Partnership Agreement and Rules and Regulations;

3. work within Medical Group for the development and implementation of methods of care which meet the needs of all our members and achieve the most cost-effective use of the medical care resources entrusted to us by our members;

4. keep his/her professional skills current by appropriate continuing medical education activities;

5. participate in a collegial manner in the activities of Medical Group which assist his/her Module, Medical Office, Department, Area, and Region to attain the goals of both Medical Group and the Kaiser Permanente Medical Care System;

6. behave toward his/her co-workers, physicians and non-physicians, with respect, and hold them to the same high levels of care and service that he/she has set for himself/herself;

7. participate in quality improvement and other activities that improve the quality of care and service to Kaiser Permanente patients.

8. vote in SCPMG elections, if eligible to vote.