

Thursday  
December 24, 2020

Kaiser Permanente  
Member Services Department  
2500 South Havana Street  
Aurora, Colorado 80014

Attn: Member Services Administration

According to the Kaiser Statement on Member Rights and Responsibilities

Customer satisfaction is a core value at Kaiser Permanente, as well as a necessity for a successful organization.

We welcome your questions about Kaiser Permanente, our services, our health professionals, and your rights and responsibilities.

You are entitled to:

Know the name and professional status of the individuals who provide your service or treatment,

And,

Receive information about Kaiser Permanente as an organization, its practitioners, providers, services, and the people who provide your health care.

Member Services answers questions.

I have 1 question.

On Thursday, 7/23/20 6:30 AM

I placed an Internet order for 90 phentermine tablets with the Kaiser Mail Order Pharmacy, in Downey, California.

DOCTOR'S ORDERS, which showed up on the prescription and on the label, said "PHARMACY PLEASE FILL ALL 90 TABLETS". This was a repeat order. 3 months earlier in April, I had placed an identical order for 90 phentermine tablets, and Kaiser had shipped 90 without incident. This time they shipped a quantity of 30 tablets.

RX 3078 0141 7186, dated 7/28/20. Copy attached. Between Monday, 7/27/20, 9:54 AM (the contract) and the early morning hours of Wednesday, 7/29/20, (the shipment), there was no communication. Kaiser made changes to the price charged and the quantity shipped without my consent. I had no way of knowing.

Question 1)

I would like to know the name and the professional status (license number) of the pharmacist who dispensed that prescription. Specifically, the pharmacist who is responsible for the quantity of tablets and/or overall responsibility for this prescription.

I request that you respond in good faith. I request that you provide the requested information in the form of a written response so that I receive it no later than January 25, 2021. If you are unable to do so, please commit to a deadline that you will honor, and communicate that date to me no later January 25<sup>th</sup>. You can do this.

Thank You



Philip G Rice  
11268 E Linvale Dr  
Aurora, CO 80014  
720-282-3376  
phil.rice@mkgappraisal.com

Health Record Number 427582802, DOB 4/25/53

FGR-12-24-20.pdf



Caution: Federal law prohibits transfer of this drug to any person other than the patient for whom prescribed.

KAISER PERMANENTE

866-523-6059/www.kp.org  
KP CO Mail Order Pharmacy  
9521 Dalen St  
Downey, CA 90242  
JEANNE VOGEL NP

07-28-2020

Refill Phone:  
866-523-6059  
www.kp.org

RX: 3078 0141 7186

Rice, Philip  
phentermine 37.5 mg tablet

Mf: KVK-TECH, INC.

Take 1 tablet by mouth every morning for weight loss -  
PHARMACY PLEASE FILL ALL 90 TABLETS

5017717



white-blue speckled, scored, oval, tablet, K 25,  
Claim RX: 4004081169

10702002510

Discard: 07/28/2021  
JKB

QTY: 30/30  
W

BK4844658  
P342148780

1 refills by 1/21/2021



Warning: Do not use if you are pregnant, suspect that you are pregnant, or breastfeeding.

May cause dizziness

This drug may impair the ability to operate a vehicle, vessel (e.g., boat), or machinery.