

ACCESSING HEALTH CARE

Where to Seek Care If Your Clinic Was Damaged During the Disaster:

- **Kaiser Permanente's Lahaina clinic:** Kaiser members in need of a same-day or urgent care appointment can contact the [Maui Lani Medical Office](#) or [Wailuku Medical Office](#) at (833) 833-3333.
- **Malama I Ke Ola Lahaina satellite clinic:** Patients can contact Malama I Ke Ola's [main clinic](#) in Wailuku for more information at (808) 871-7772 during normal business hours. Business hours are 7:30 a.m. – 7:00 p.m. Monday through Thursday, 9:00 a.m. – 5:00 p.m. on Friday, and 8:45 a.m. – 12:00 p.m. on Saturday.
- **Maui Medical Group's Lahaina Clinic:** Patients can call (808) 249-8080 to schedule or reschedule an appointment.
- **DaVita Rainbow Dialysis Lahaina:** If you have end-stage renal disease and need information for accessing treatment, you can call the Kidney Care Emergency Response Network hotline at (800) 232-3773.

Mobile Medical Care

Kaiser Permanente is providing free medical services to members and non-members at three locations in Lahaina from 10 a.m. to 5 p.m. daily. For more information, visit Kaiser Permanente's website [here](https://kpinhawaii.org/clinic-closures): <https://kpinhawaii.org/clinic-closures>.

- **Mobile Health Vehicle at Lahaina Gateway Center**
Services: First aid, pediatric services, OB/GYN services (Fridays only), pharmacy courier
Address: 325 Keawe St, Lahaina
- **First Aid Station at Hyatt Regency Lahaina Ballroom**
Services: First aid, pharmacy courier
Address: 200 Nohea Kai Drive, Lahaina
- **First Aid Station at Napili Park**
Services: First aid, pediatric services, pharmacy courier
Address: 50 Maiha St, Lahaina

The **Maui District Health Office**, in partnership with local community agencies, has opened a coordinated health clinic at the Comprehensive Health Center on Akoakoa Place. No appointment is necessary and insurance is not required. Limited translation services are available in Ilocano and Tagalog. For more information, please call (808) 984-8201 or (808) 984-8260.

- Services: General wound care, first aid, pharmacy services, primary care, mental health services
- Hours of operation: Daily from 8 a.m. – 5 p.m.

Minit Medical is providing urgent care and pharmacy services, in coordination with Mauiola Pharmacy, at **Lahaina Gateway Center**.

For assistance with **non-emergency health services**, you can call the Department of Health's call center at (833) 833-3431 or (808) 586-4468 or visit their website [here](https://health.hawaii.gov/mauiwildfires/): <https://health.hawaii.gov/mauiwildfires/>. The call center is open from 7:45 a.m. – 4:30 p.m., Monday through Friday.

Prescriptions

HMSA and AlohaCare are allowing early refills of maintenance medications for members on all islands. If you are an HMSA member, you must have refills available on your prescription. You must call HMSA's Customer Care line for approval at one of the following phone numbers:

- Medicare Part D: (855) 479-3659
- HMSA QUEST Integration: (855) 479-3656
- HMSA members who get their health insurance from their employer or buy it on their own: (855) 298-2491

If you are an AlohaCare member, you can ask your nearest pharmacy for an early refill override, call (877) 973-0712, or email memberhelp@alohacare.org.

HIV and Harm Reduction Services

- **HIV & PrEP emergency medication refills** are available through [Maui AIDS Foundation](#). If you need your HIV or PrEP medications, please text or call Bryan Chin 808-269-1643 to discuss emergency refills.
- **Naloxone and overdose prevention supplies:** Please call (808) 242-4900 or visit [1935 Main Street, Wailuku](#) for more information.
- **Harm reduction supplies:** Please contact Hawaii Health and Harm Reduction at (808) 264-1982 on weekdays from 8 a.m. – 3 p.m. for more information.
- **Opioid use treatment telehealth appointments:** Please visit <https://www.hhhrc.org/buprenorphine> or call (808) 521-2437 weekdays from 9 a.m. – 4 p.m.

For additional information, follow [Hawaii Health & Harm Reduction](#) on Instagram or contact the Maui AIDS Foundation at (808) 242-4900 or <https://www.mauiids.org/about-5-3>.

Medicare Beneficiaries' Durable Medical Equipment

If you have Medicare and lost or realized damage to your durable medical equipment, prosthetics, orthotics, or other medical supplies, you are entitled to receive replacements. Contact 1-800-MEDICARE (1-800-633-4227) for assistance.

Medical Transportation

- **AlohaCare** members impacted by the wildfires may qualify for medical transportation. To arrange transportation services, call Intelliride at (877) 973-0712 or email memberhelp@alohacare.org.
- **HMSA** is arranging travel accommodations to Oahu for HMSA members who need care they are unable to obtain on Maui due to disaster. You can call the HMSA Customer Relations number on the back of your membership card or (800) 776-4672.
- **Maui Economic Opportunity** is offering free buses to medical appointments from 8 a.m. – 4 p.m. on weekdays for people staying at the Hannibal Tavares Community Center and South Maui Community Park Gym. Reserve the shuttle by calling (808) 877-7651.

Volunteer Medical Services

If you are a health care provider interested in helping, you can visit the Department of Health's website to sign up [here](https://health.hawaii.gov/mauiwildfires/): <https://health.hawaii.gov/mauiwildfires/>.

Information for Providers

Health care providers who need flexibilities specific to the effects of fires can submit a request to the Centers for Medicare and Medicaid Services here:

https://cmsqualitysupport.servicenowservices.com/cms_1135

Under Governor Green's Fifth Emergency Proclamation relating to the fires:

- Health care facilities and professionals engaging in emergency response are immune from civil liability during the proclamation period, except for willful misconduct, gross negligence, or recklessness.
- Pharmacists are able to refill prescriptions for up to a 30-day supply for people directly impacted by the wildfires, even when the pharmacist is unable to obtain refill authorization from the prescriber.