

Dr. Tinisha Cheatham:

Hi, I'm Dr. Tinisha Cheatham, and I'm a family medicine physician at Kaiser Permanente. We're an integrated system. We offer coordinated care with over 1600 physicians. I'm a primary care physician, so basically I'm the one who directs your care. I focus on preventive care and managing chronic conditions. But if you have a more complex condition that requires a specialist, I direct you to the right specialists. And what's great about our integrated care model is that, I know the person that I'm sending you to is an excellent physician, and they're going to have instant access to all of your medical records so no information drops through the cracks. You won't have to explain from scratch your entire medical history. It's right there at their fingertips. And that's the convenience you get when it's all under one roof.

Dr. Tinisha Cheatham:

That kind of rapid access to specialty care simply doesn't exist out there in a world of fragmented medicine. I can get you to a specialist within a few days and oftentimes, the same day, even right down the hall. What takes hours or days here can take weeks or longer elsewhere. And that's time you've spent worrying about your diagnosis, that's time we can get to your treatment quicker. And sometimes, that's the difference between good or bad outcomes. For example, if you're a 40-year-old woman having to get your mammogram, and if they're abnormal, when that tech comes out there with those results, they're going to schedule that next test. So you leave that same day knowing when the next test is going to be. And then when you have that test done, if you can wait 15 minutes, then we're going to give you your results. In our system, we get rid of those sleepless nights.

Dr. Tinisha Cheatham:

Stories like that are what I love about what we do. Another thing I love about Kaiser Permanente is that our doctors are not financially driven. There's no incentive to do more procedures or order more tests. We get to practice evidence-based medicine and provide you the care the way you want it. Another story that comes to mind is my mom. She doesn't live in the area and she doesn't have the luxury of having Kaiser Permanente. She needed to have a lab test done, so she had to make an appointment with her primary care physician. She had to go in, take time out of her day to see her primary care physician so that he could get paid to write a lab test. I think that's just absolutely ridiculous. That's not how it should be, and that's not how we do it here. We are for care that is personal, convenient, coordinated, and top-notch.