

Patient Care Information

UW Neighborhood Clinics





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Welcome to UW Neighborhood Clinics

Choosing a healthcare team is one of the most important decisions a person can make. We are honored that you have selected us to provide your primary care.

UW Neighborhood Clinics Offer:

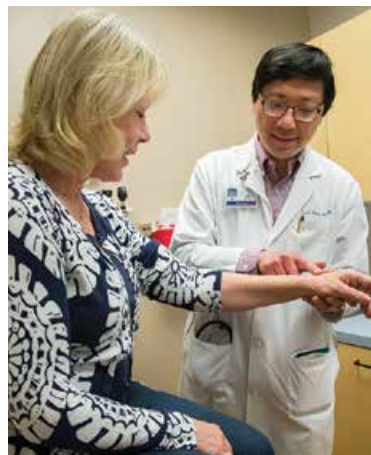
- Convenient locations throughout the Puget Sound area.
- Online access to your personal health information through eCare.
- Convenient primary care services six days a week, including evening and same-day appointments.
- Walk-in Urgent Care services seven days a week at select locations. When your primary care provider is unavailable, Urgent Care services provide attention for the sudden onset of non-life-threatening problems or issues that could become worse without treatment.
- Access to the UW Medicine Virtual Clinic when the clinic is closed, or it is inconvenient for you to leave your home. Offered 24 hours a day, 7 days a week for the treatment of minor conditions.
- On-site laboratory and digital X-ray facilities.
- Board-certified physicians, certified physician assistants, and advanced registered nurse practitioners.
- Coordinated care with specialists, hospitals and/or other medical experts to ensure you receive the best care possible.
- Open door to share your feedback with us. If we exceed your expectations or if we fall short, we want to hear from you. Please feel free to provide feedback to anyone of our staff members, or through a survey that you may receive in the mail or via email after a visit.

Clinical Services

UW Neighborhood Clinics offer comprehensive patient- and family-centered primary care, with urgent care services available at select locations. We provide care for the entire family throughout all stages of life using the medical home model. Our clinics also offer convenient hours, including evening and same-day appointments, and the following clinical services:

- Family medicine
- Pediatrics
- Internal medicine
- Geriatrics
- Integrated behavioral health
- Eye care
- Travel medicine
- Nutrition services
- Obstetrics and gynecology
- Select specialty services
- Urgent Care
- On-site laboratories and digital x-ray facilities

Because UW Neighborhood Clinics are part of the UW Medicine health system, our patients have access to highly-specialized services at other UW Medicine facilities. For additional information regarding our services and providers, visit uwmedicine.org.



Patient-Centered Medical Home

The patient-centered medical home model is a team approach to providing total healthcare. We will deliver care that is accessible, continuous, patient-centered, coordinated, compassionate and culturally appropriate. Together, The Medical Home can bring you, your family, and your care team together so you can make the best choices about your health.

Who are the team members?

Care teams include physicians, nurse practitioners, physician assistants, medical assistants, registered nurses, dietitians, social workers, health navigators, a trusted family member or friend (if you wish) and most importantly, you.

What can I expect from my care team?

We will:

- Listen to your concerns.
- Answer your questions.
- Help you to make a care plan.
- Provide evidence-based care. This means that your care plan is based on reliable evidence that proves it is the best choice for treating your health issue(s).
- Provide ongoing support to help you manage your care.
- Coordinate your care with specialists, hospitals and/or other medical experts.
- Encourage you to take an active role in your care.

As the patient, we expect that you will:

- Be an active participant.
- Ask questions.
- Tell us about your past health successes and challenges.
- Work with team members to make a care plan that will work for you.
- Follow your care plan.
- Tell us if you are having trouble sticking to your care plan.



How to Get the Most from Your Appointment

Preparing for Your Appointment

- Make a prioritized list of questions and/or of persistent illnesses or significant differences in how you feel since the last time you saw your provider.
- Bring your current medications, herbal supplements and vitamins in their containers.
- If it will be helpful, bring a trusted family member or friend with you.
- If you are a new patient, bring in a list of other care providers you have seen in the past or outside of our clinic. Our ability to fully understand your medical history will improve the care we can provide.
- If necessary, have someone present to supervise your children. Our clinics do not provide supervision for children left unattended in the lobby, but we are concerned for their safety during your visit. *Additional information about child safety is available on page 11 in the Patient Safety section.*

Checking In

- Arrive 10–15 minutes prior to your appointment.
- Be prepared to provide your:
 - Insurance card
 - Co-pay (We accept personal checks, MasterCard, Visa, American Express, and Discover Card)
 - Photo identification
- Late Arrivals — We will make every effort to see you, but your appointment may need to be rescheduled.

During Your Appointment

- Write down the names of your care team members.
- Ask the questions on your list and/or review the significant illnesses or differences since your last visit.
- Share information openly. Don't hold back on sharing information that may seem embarrassing — your privacy is important to us and we will protect it.
- Ask for medication refills if you will run out before your next appointment.
- Use your own words to repeat back the things you have discussed with your care team.
- Make sure you understand the instructions in your After Visit Summary (AVS).

After Your Appointment

- Please follow the instructions noted in your AVS.
- If you do not understand any aspect of the instructions given to you, please call the clinic to ask for clarification.



Quick Reference Guide

Appointments

How do I schedule an appointment?

Primary Care — Routine Care or Wellness Visits

- Schedule directly with your provider online through UW Medicine eCare.
- Call the UW Medicine Contact Center at 206.520.5000 or 1.877.520.5000.

Telehealth Appointments — Video- or smart-phone based appointments with a primary care provider in your clinic.

Call or send an eCare message to your clinic to request a Telehealth appointment.

No Appointments Necessary

- Urgent Care — Go to uwmedicine.org/urgent-care and use the “Get in line” option to hold your spot in line. Walk-ins are always welcome.
- UW Medicine Virtual Clinic — 24 hours a day, 7 days a week. Learn more at uwmedicine.org/virtualclinic.

What if I need to cancel an appointment?

If you need to cancel or reschedule your appointment, please do so at least 24 hours in advance. To cancel an appointment:

- Call the Contact Center, or
- Log into eCare.

Billing

Why do I sometimes receive two invoices?

- One invoice is from UW Physicians (UWP) and reflects the cost of your visit. To pay your bill online, go to uwmedicine.mysecurebill.com. If you have questions about your bill or need to make financial arrangements with UW Physicians (UWP), call 206.520.9300. You may also call to make an appointment to meet with a customer service representative in person. The billing office is located at 701 Fifth Avenue, Suite 700, Seattle, WA 98104. Office hours are Monday through Friday from 9 a.m. to 5 p.m.
- You may receive a separate bill from another UW Medicine facility, such as UW Laboratory Medicine, for services you received at our clinic. Call 206.616.8900 if you have any questions about this invoice.

Confidentiality

Do UW Neighborhood Clinics share information about my care with my family?

- For patient convenience, we allow family members to make appointments or inquire about the appointment times for their children, parents and spouses. If you do not want us to share appointment information with family members, please notify us at the time of your registration or visit.
- If you would like to give your care team permission to talk with your family members about your care when you are not present, you will be asked to sign a form that allows us to do so.



eCare

What is UW Medicine eCare?

eCare is a secure, online web portal that provides easy online access to your personal healthcare information. As a registered eCare user, you can send secure emails to your care team, schedule or cancel appointments, request referrals, view test results, request medication refills, and much more. To learn more, visit uwmedicine.org/ecare.

How do I sign up for UW Medicine eCare?

- Online at uwmedicine.org/ecare, or
- At your clinic.

Estimated Charges

Can I get an estimate of what my visit will cost?

Yes, information about the estimated charges* for your health services is available upon request by asking at the front desk or calling the appointment line at 206.520.5000.

**Any estimates provided are not exact because we cannot know in advance the type and amount of care you and your provider will decide is needed. Your charges will depend on the actual services you receive.*

Insurance

How do I know what services will be covered?

Please call your insurance company to confirm your benefits.

Can I still be seen if I don't have active health insurance?

If you are uninsured or a self-pay patient, you will be required to make a deposit toward the cost of your care at the time of your visit. You will be billed for any charges that exceed your initial deposit. Please ask at the front desk or call the appointment line at 206.520.5000 to find out how much the deposit will be. Acceptable forms of payment include personal checks, Visa, MasterCard, American Express and Discover Card.

How can I get health insurance?

If you need to obtain insurance coverage, go to wahealthplanfinder.org or call 1.855.923.4633 for information about how to enroll for Classic Medicaid, an Expanded Medicaid program for Washington State called Apple Health, or the various other qualified insurance programs available to the public.

Medical Advice

How do I get medical advice during the day and when the clinic is closed?

- At any time, call 911 if you are experiencing a life-threatening emergency.
- For non-emergent questions or issues, day or night:
 - Send an eCare message to your care team.
 - Call your clinic. During clinic hours, you should receive a call back within one day. When the clinic is closed, you will reach an after-hours consulting nurse service.

Medical Records

How do I transfer my medical records to or from UW Medicine, or request a correction or amendment to my medical record?

Go to uwmedicine.org/patient-resources and select "Access records and images" or call 206.744.9000.

Medication Refills

How do I refill my medication?

- Call your pharmacy. We recommend calling one week before your current supply will run out, or
- Send an eCare message.

Notice of Privacy Practices

How will my medical information be used and disclosed and how can I get access to this information?

Go to uwmedicine.org/about/policies-and-notice and select "Joint notice of privacy practices."

Patient Forms

Where can I find forms to help me organize my medical information when preparing for a visit?

Go to uwmedicine.org/patient-resources and select "Patient Forms" box under "All Resources."

Patient Rights and Responsibilities

What are my rights and responsibilities as a UW Neighborhood Clinic patient?

To learn about your rights and responsibilities, go to uwmedicine.org/patient-resources and select the "Patient Rights and Responsibilities" box under "All Resources." Then select the Neighborhood Clinics link.

Patient Safety

What are some of the ways UW Neighborhood Clinics demonstrate their commitment to patient safety?

We are committed to providing the safest care by washing our hands before beginning an examination, asking you to confirm your identity by verifying your name and date of birth at key times, asking you to review your medications, and confirming any allergies listed in your medical record to avoid errors, allergic reactions and drug interactions.

Can my children remain in a waiting area by themselves while I'm in an exam room?

Our clinics do not provide supervision for children left unattended in the lobby, but we are concerned about their safety during your visit. You or a responsible person must directly supervise your children at all times. Please keep your children next to you, especially when you are in the hallways, waiting areas, and around elevators. Please do not allow children to play near equipment, as they could injure themselves or damage the equipment. If you are uncomfortable having your children with you during an examination or procedure, please bring someone to supervise them or make other arrangements for their care.

Referrals

How do I get a referral?

- Send a request in eCare,
- Ask your provider during a visit, or
- Call your clinic.

Test Results

How will I get my test results?

- In eCare. Most results will be available within four days of the test (unless you are instructed otherwise).
- A letter in the mail within two weeks of the test (unless you are instructed otherwise).

Urgent Care

How can I find a UW Neighborhood Clinic Urgent Care location?

Visit uwmedicine.org/urgent-care for Urgent Care locations and hours.

Virtual Care

When should I use the UW Medicine Virtual Clinic?

When your clinic is closed or it is inconvenient for you to leave your home, the Virtual Clinic can provide care for minor illnesses and injuries, 24 hours a day, 7 days a week. Learn more at uwmedicine.org/virtualclinic.

Urgent Care or Emergency Department?

It depends on the type and seriousness of your illness or injury. Urgent Care Clinics can provide attention for the sudden onset primary care related issues that could become worse without treatment.

Hospital Emergency Departments should be used for anything you think might be serious or life-threatening.

If you are experiencing any of the Emergency Department symptoms listed below, do not wait. Call 911 for help in getting you to a hospital as quickly as possible.

Urgent Care Services

We treat the following non-life-threatening problems when your PCP is not available:

- Breathing problems: Coughs, colds, wheezing, mild asthma attacks, influenza, sinus infections, and bronchitis
- Ear problems: Ear infections, earaches, foreign object in the ear, and ear wax removal
- Eye problems: Red eye, pink eye, and styes
- Migraines and headaches
- Musculoskeletal problems: Sprains, strains, and broken bones
- Skin problems: Rashes, minor burns cuts/scrapes, lacerations, bites, poison ivy, and abscesses/boils
- Stomach problems: Nausea, vomiting, diarrhea, constipation, heartburn symptoms, and abdominal pain
- Urinary problems: Bladder and urinary tract infections, and concerns of a sexually transmitted infection.
- Work Injuries (initiating L&I claim)

Our Urgent Care centers do not offer intravenous (IV) fluids or medications, and we do not have narcotic medications on site. If your illness or injury is more serious than what we can provide for you, we will refer you to the closest hospital or emergency room.

Emergency Room Services

If you fear that you have a serious, life-threatening illness or injury such as stroke, heart attack, uncontrollable bleeding, or head injury with loss of consciousness — call 911. You should seek care in an ER if you have the following:

- Chest pain or pressure
- Shortness of breath
- Severe: Burns, pain or head trauma
- Sudden loss of vision
- Broken bones with bone exposed



For more information,
visit us on the web at
uwmedicine.org/urgent-care

UW Neighborhood Clinic Locations

Ballard Clinic

1455 NW Leary Way, Suite 250
Seattle, WA 98107
206.789.7777

Belltown Clinic

2505 Second Ave., Suite 200
Seattle, WA 98121
206.443.0400

Factoria Clinic

13231 S.E. 36th St., Suite 110
Bellevue, WA 98006
425.957.9000

Federal Way Clinic

32018 23rd Ave. South
Federal Way, WA 98003
253.839.3030

Issaquah Clinic

1740 NW Maple St., Suite 100
Issaquah, WA 98027
425.391.3900

Kent/Des Moines Clinic

23213 Pacific Highway South
Kent, WA 98032
206.870.8880

Northgate Clinic

314 NE Thornton Place
Seattle, WA 98125
206.528.8000

Olympia Clinic

3525 Ensign Road NE, Suite B
Olympia, WA 98506
360.507.9100

Ravenna Clinic

4915 25th Avenue NE, Suite
300-W
Seattle, WA 98105
206.525.7777

Shoreline Clinic

1355 N. 205th St.
Shoreline, WA 98133
206.542.5656

Smokey Point Clinic

3823 172nd St NE
Arlington, WA 98223
360.386.3600

South Lake Union Clinic

750 Republican St, Bldg. F, Floor 2
Seattle, WA 98109
206.485.9000

Woodinville Clinic

17638 140th Ave. NE
Woodinville, WA 98072
425.485.4100

UW Medicine

Harborview Medical Center
Northwest Hospital & Medical Center
Valley Medical Center
UW Medical Center
UW Neighborhood Clinics
UW Physicians
UW School of Medicine
Airlift Northwest

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