

# Patient Care Information

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UW Medicine Primary Care





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# Welcome to UW Medicine Primary Care

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

## UW Medicine Primary Care Offers:

- Care for acute and chronic illnesses and injuries, and health screenings and prevention for the entire family.
- Care when and how you need it
  - In-person care at convenient locations throughout the Puget Sound region
  - Virtual care options include same-day video visits and E-Visit questionnaires. We also offer telemedicine visits scheduled in advance.
  - Same-day urgent care visits (in-person or telemedicine) – choose a time and hold your spot in line.
- Common services include family medicine, internal medicine, pediatrics, geriatrics, integrated behavioral health, diet and nutrition counseling, and after-hours care. Specialty services at select locations may include obstetrics and gynecology, sports medicine, travel medicine, optometry, acupuncture, podiatry, and sleep medicine.
- Online access to your personal health information through MyChart.
- On-site laboratory and digital X-ray facilities at select locations.
- An open door to share your feedback with us. If we exceed your expectations or fall short, we want to hear from you. Please feel free to share feedback with a care team member or through a survey you receive after a visit.

# Patient-Centered Medical Home

The patient-centered medical home model is a team approach to providing total healthcare. We will deliver accessible, continuous, patient-centered, coordinated, compassionate, and culturally appropriate care. 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 board-certified physicians, nurse practitioners, physician assistants, medical assistants, registered nurses, dietitians, social workers, panel 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.

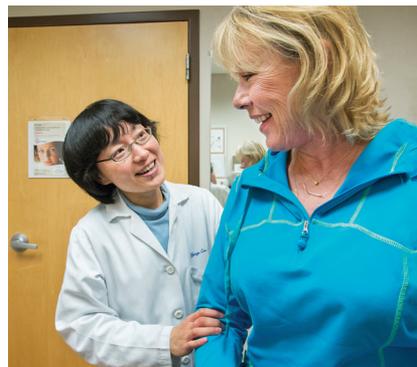
# How to Get the Most from Your Visits

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.

- Please bring your current medications, herbal supplements, and vitamins in their containers.
- Bring a trusted family member or friend with you if it will be helpful.
- 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 supervise children left unattended in the lobby, but we are concerned for their safety during your visit. ***Additional information about child safety is available in the Patient Safety section.***

## Checking In

- Arrive 10–15 minutes before 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 what 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

### Scheduling an Appointment

- Routine care and wellness visits — In-person or Telemedicine
  - Schedule online in MyChart or call your clinic.
  - Virtual care visits
    - Same-day primary care — Log into MyChart to start an on-demand video visit or get treatment for common conditions with our E-Visit questionnaire.
    - Scheduled telemedicine — Log into MyChart or call 206.520.5100.
- Same-day urgent care visits — In-person or Telemedicine
  - Go to [www.uwmedicine.org/urgent-care](http://www.uwmedicine.org/urgent-care) and use the “Get in line” option to hold your spot in line. Walk-ins are always welcome.

### Canceling an Appointment

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

- Log into MyChart.
- Call your clinic.

## Billing

For questions about your bill or payment arrangements, you can reach Patient Financial Services at 206.744.3084 or toll-free at 1.877.780.1121 between the hours of 8 a.m. and 5 p.m., Monday through Friday. For detailed information about our billing practices, visit [www.uwmedicine.org/billing](http://www.uwmedicine.org/billing).

## Confidentiality

- 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 want 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.

## Insurance

UW Medicine Primary Care accepts most major insurance plans. Please contact your insurance plan to verify that your care at UW Medicine Primary Care will be covered. Bring your insurance and photo ID cards with you to your appointment.

An estimate of charges can be provided upon request. Call 206.520.5000 or your clinic for more information.

If you do not have health insurance, we offer screening to identify coverage options to best fit your financial needs, including Medicaid, Washington Exchange or Financial Assistance. Call us at 206.744.3084 to schedule an appointment.

For detailed insurance information, visit [www.uwmedicine.org/billing](http://www.uwmedicine.org/billing).

## Interpreter Services

Wherever possible, UW Medicine Primary Care will provide qualified, free interpretation for patients in their native language and dialect and patients who are blind, deaf, or hard-of-hearing.

## Making Healthcare Decisions

Learn about advanced directives and who can make decisions for you if you are not able to at [www.uwmedicine.org/your-healthcare](http://www.uwmedicine.org/your-healthcare).

## Medical Advice

Call 911 if you are experiencing a life-threatening emergency.

For non-emergent questions or issues, day or night:

- Send a MyChart message to your care team.
- Call your clinic. During clinic hours, you should receive a call back within one day. You will reach an after-hours consulting nurse service when the clinic is closed.

## Medical Records

A record of your visit is made each time you visit a hospital, physician, or other healthcare providers. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. If you would like to request a copy of your medical records for your own use or any other purpose or would like to request a correction or amendment to your medical record, visit <https://www.uwmedicine.org/patient-resources/access-medical-records-images> or call 206.744.9000.

## Medication Refills

To request a refill, call your pharmacy one week before your current supply will run out or send a request via MyChart.

## MyChart

MyChart offers many features to help you manage your care, including scheduling and canceling visits, checking in for visits from home, getting test results, requesting medication refills, and more. To learn more, visit [uwmedicine.org/mychart](https://uwmedicine.org/mychart).

## Notice of Privacy Practices

To learn about how medical information that identifies you may be used and disclosed and how you can get access to this information, visit <https://www.uwmedicine.org/sites/steve/files/2020-11/AboutUWM-Notice-of-Privacy-Practices.pdf>. Available in Arabic, Chinese, Russian, Somali, Spanish, and Vietnamese.

## Patient & Family Advisory Council

We recognize the important role that patients and families play in healthcare. We honor each patient and family's strengths, priorities, cultures, and preferences and involve them in medical decisions at every step. To learn more, visit [uwmedicine.org/patient-resources/primary-care-patient-family-advisory-council](https://uwmedicine.org/patient-resources/primary-care-patient-family-advisory-council).

## Patient Forms

Find Primary Care forms to help you organize your medical information when preparing for a visit at [uwmedicine.org/patient-resources](https://uwmedicine.org/patient-resources) and select the "Patient Forms" box under "All Resources."

## Patient Relations

Patient Relations representatives are available to assist you and your family by answering questions, addressing concerns, and connecting you to resources and information. Contact UW Medicine Primary Care Patient Relations by mail at 850 Republican Street, Building C, Floor 2, Box 358051, Seattle, WA 98195, by phone at 206.520.4294, or by email at [uwpc-cares4u@uw.edu](mailto:uwpc-cares4u@uw.edu).

## Patient Rights and Responsibilities

Learn about your rights and responsibilities at [www.uwmedicine.org/your-healthcare](https://www.uwmedicine.org/your-healthcare).

## Patient Safety

UW Medicine Primary Care demonstrates its commitment to patient safety in many ways. Examples include: 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.

It is important to let you know that our clinics do not provide supervision for children left unattended in the lobby, but we are concerned about their safety during your visit. Therefore, you or a responsible person must directly supervise your children at all times. Please keep your children next to you, especially in the hallways, waiting areas, and around elevators. Please do not allow children to play near equipment, as they could injure themselves or damage it. 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

To request a referral:

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

## Test Results

The best way to get test results is to be an active MyChart user. Most results will be available in MyChart within four days of the test (unless you are instructed otherwise). If you are not an active MyChart user, you will receive a letter in the mail within two weeks of the test (unless you are instructed otherwise).

## Urgent Care

Same-day urgent care services (in-person or telemedicine) are available seven days a week at select locations. Visit [www.uwmedicine.org/urgent-care](http://www.uwmedicine.org/urgent-care) for more information about our urgent care services and locations.

## Weapons Policy

Weapons are not permitted in UW Medicine Primary Care facilities.

# Urgent Care Services

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

- Allergies
- Cough or upper respiratory symptoms (including symptoms of COVID-19, RSV and flu)
- Ear or sinus pain
- Fever
- Headaches and migraines
- Pink eyes, styes
- Sexually transmitted infection screening & treatment
- Skin concerns: rashes, insect bites, small cuts or burns
- Sprains, strains, minor fractures
- Stomach problems: nausea, diarrhea, constipation, heartburn
- Urinary discomfort
- Wheezing, mild asthma attacks
- Work injury (opening of 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](http://uwmedicine.org/urgent-care)

# UW Medicine Primary Care Clinic Locations

## **Ballard**

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

## **Belltown**

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

## **Factoria**

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

## **Federal Way**

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

## **Fremont**

400 N. 34th St., Suite 203  
Seattle, WA 98103  
206.545.9300

## **Issaquah**

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

## **Kent/Des Moines**

23213 Pacific Highway South  
Kent, WA 98032  
206.870.8880

## **Kirkland**

620 Kirkland Way, Suite 206  
Kirkland, WA 98033  
425.845.5500

## **Lopez Island**

103 Washburn Place  
Lopez Island, WA 98261  
360.468.2245

## **Mountlake Terrace**

24360 Van Ry Boulevard, Suite 111  
Mountlake Terrace, WA 98043  
425.275.5550

## **Northgate**

314 NE Thornton Place  
Seattle, WA 98125  
206.528.8000

## **Northwest Outpatient Medical Center**

10330 Meridian Ave. N, Suite 230  
Seattle, WA 98133  
206.668.4737

## **Ravenna**

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

## **Shoreline**

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

## **South Lake Union**

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

## **Woodinville**

17638 140th Ave. NE  
Woodinville, WA 98072  
425.485.4100

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## UW Medicine

Harborview Medical Center  
Northwest Hospital & Medical Center  
Valley Medical Center  
UW Medical Center  
UW Medicine Primary Care  
UW Physicians  
UW School of Medicine  
Airlift Northwest

[uwmedicine.org](http://uwmedicine.org)