

FREQUENTLY ASKED QUESTIONS: BY PATIENTS ONSITE

1. The clinic is for anyone in need who waits their turn to receive a ticket:

- Smile and make eye contact.
- Be compassionate yet firm. Everyone has a story and many will try to seek special consideration. If we give all our time or resources to one person we won't have enough for other equally deserving people.

2. Be sure to respect patient privacy. Please do not share:

- Individually identifiable information about a patient's health status
- Any personal information you see or hear
- That a patient sought treatment at the Seattle/King County Clinic

3. Please help to secure patient records:

- Remind patients to turn in their record (on colored paper) at the Exit station at the end of their service and any remaining records (blank or completed) at the Main Exit before leaving KeyArena.
- Dental Exit (Dental floor by dental pharmacy), Medical Exit (By Suite 1), Vision Exit (By Aisle 118)
- If you find stray records (on colored paper) or green records folders, please turn in at any Exit station.

4. What can patients expect in the Clinic?

Patients receive a handout at registration that includes the following:

CODE OF CONDUCT

Seattle/King County Clinic welcomes patients and their guests. The goal of the Clinic is to provide quality healthcare and social services in a safe environment. By entering Clinic facilities, you are agreeing to the following Code of Conduct.

I agree:

- 1) To be respectful of others - volunteers, patients, patient guests and staff.
- 2) To follow behavioral and procedural expectations determined by the Seattle/King County Clinic Directors.
- 3) That aggressive behavior, or threats of aggressive behavior, and/or violence will not be tolerated and are grounds for immediate removal.
- 4) To not bring alcohol, illegal drugs or weapons on the premises.

WHAT TO EXPECT DURING YOUR VISIT TODAY

- It is possible that you will not get the service you want if you register in the late morning or early afternoon and the wait for the service is very long. If that happens, you will be registered and scheduled to return on another day for that service.
- After registration, you will meet with a healthcare professional. The healthcare professional will take your blood pressure, temperature and medical history. Your blood pressure and glucose must be within certain limits for you to receive dental care. This is for your safety. DO NOT fast for lab tests.
- If you are 18 years of age or older, you can also receive vaccinations.
- Clinic staff will give you paperwork for the areas (dental, medical or vision) you can visit today. You can choose which of these you want to go to first.
- Volunteers will take you from place to place in the Clinic, answer your questions and provide interpretation, as needed.

- At the start of each care area, you'll meet with a healthcare professional. That person will determine your treatment plan based on your most critical needs and the availability of services. **You may not get all of the services that you want or that are offered if many people need the same service.** You can come back on another day to try to get additional services, but you must start the process over again by waiting in line to get a ticket.
- At each service location in the Clinic you will get in line. Healthcare providers will see you on a first-come, first-served basis (not based on your original admission ticket number). You must check in with Clinic volunteers at each service location (look for the volunteers in blue t-shirts with clipboards). They will add your patient ID # to the waiting list and will show you to a seating area where you can wait your turn. You can leave the waiting area briefly to use the restroom or get food inside KeyArena. However, you must be present when your patient ID # is called. If you leave KeyArena, or if you are not present when your patient ID # is called, you must go to the end of that service line when you return.
- Guests may stay with you in waiting areas, but may not go in some service areas. In that case, they can wait in Section 103, the **Family Waiting Area**. They can meet you when your service is complete.
- Before leaving the care area, **stop at the Exit Station to turn in your healthcare record for that area**. The Dental Exit is by dental pharmacy, the Medical Exit is by Suite 1, and the Vision Exit is by Aisle 118.
- Then you can go to your second care area, if time allows.
- While you and your guests are at the Clinic, you can speak with **Social Workers** to learn about local services and resources. You can also speak with professionals to understand your **health insurance options**, and schedule appointments at **local health centers** to continue health care.
- **Pharmacists will be onsite to discuss any medication questions.**
- Volunteers may approach you to ask about your opinions and experiences with healthcare. You do not have to participate. If you do, your responses will be kept anonymous and will be combined with answers from other patients. No responses will be linked to you. The information will be shared with policy makers and healthcare officials to improve healthcare in our community.
- Before leaving KeyArena, **turn in any original healthcare records on colored paper**, even if you didn't receive services in a care area. You will need to do this even if you are coming back today. If you return later in the day, you can retrieve your records at the entrance.
- You and your guests **must wear today's dated wristband on your wrist at all times** when you are in KeyArena. You must continue to wear it if you leave the building and **plan to return today**. You may remove the wristband when you leave and are done for the day.

5. What services are provided?

Due to limited time and high demand, patients may not get all of the treatments offered in a single care area. A treatment plan will be determined by a healthcare professional based on the patient's most critical needs and the availability of services. PLEASE do not suggest or promise a patient that s/he will get any particular service.

- Dental: fillings, extractions, x-rays and deep cleanings. In select (limited) cases, an onsite dentist may authorize a root canal, crown or temporary partial teeth (flippers).
- Medical: physical exams including PAP smears and mammograms, X-rays, EKGs, ultrasounds, select lab tests, rapid Hepatitis C and rapid HIV testing, foot care, wound care, immunizations (Flu, Tdap, Hep A/B), naturopathy, acupuncture, chiropractic, behavioral health counseling, nutrition consultation, physical and occupational therapy consultation, skin cancer/dermatology screening. Results of most lab tests will be mailed to the patient in the weeks following the Clinic.
- Vision: vision screening, complete dilated eye exams, reading glasses and prescription eyeglasses. Patients who bring a current eyeglass prescription (no more than 1 year old) can skip the eye exam. Prescription eyeglasses will be available for pick up Monday, November 5 in the Seattle Center Armory or will be mailed the week of November 5.
- Healthcare Resource: social work, health insurance assistance, health education, medication counseling, community health center appointment scheduling, opioid overdose education, behavioral health.

6. What happens if a patient wasn't able to get all of the services s/he wanted?

- They can come back on another day to try and get additional services, but they must wait in line again to get a ticket. If they get a ticket, they will have an abbreviated registration process once they are admitted because we will already have their information from the prior day(s).
- Encourage patients to get a resource list from an Exit station, visit the onsite Community Health Center Appointment Scheduling, and/or to visit Social Work where they can learn about other community resources that are available to provide ongoing care.

7. What if a patient wants a Return for Care wristband?

- Patients who received a ticket and were registered for care but did not get any service or who had a service started that was not able to be completed (i.e. physical exam with lab tests ordered and did not get the lab tests) may be authorized by the Director to skip the ticket line the next day and return for service. This process is not for patients who received at least one service and who simply want more or who want service in another area.
- Patients very quickly become aware of this process and will often try to convince you they need this special wristband. **DO NOT** promise them a wristband or say you think they should get a wristband. Send them to the Exit station with their question.

8. Where are the different service areas in KeyArena? (See the map for more specific details)

- PLEASE NOTE – patients seeking dental, medical or vision services must begin at the Start/Triage point for each area (all are along the 3rd floor/Main Concourse) to meet with a healthcare provider who will determine their treatment plan. Especially when patients are going to medical, do not take/instruct them to go straight to the 4th floor service they want.
- Floor 5, Upper Concourse (volunteers only) – volunteer check-in, volunteer information and reassignment
- Floor 4, Suite Level – medical services (not the starting point), pharmacy/medication counseling
- Floor 3, Main Concourse – patient registration/entrance, patient intake, immunizations, starting points for dental, vision and medical, physical and occupational therapy (not the waiting area), optical, social work, health insurance assistance, community health center appointment scheduling (medical and vision), family meeting area
- Floor 2, Lower Concourse, West – eye exams (not the starting point)
- Floor 2, Lower Concourse, East (volunteers only) – volunteer break room, records processing
- Floor 1, Event Level – dental (not the starting point), community health center appointment scheduling (dental)

9. Can patients and their guests come and go from KeyArena throughout the day?

Yes, once a patient or guest is admitted to KeyArena and has the appropriately dated wristband, they will be able to leave and re-enter through the Main Exit (East doors of the Main Concourse) during that day only. If a patient is in line for a service s/he will lose their place by leaving the building and will need to go to the end of the line for that service when they return. If they have a companion with them, it is suggested that if possible the companion leave the building to pick up needed items so the patient can keep their place in line.

10. Can people come into KeyArena to meet a patient?

Everyone entering KeyArena must be credentialed either with a wristband or badge. To get a guest wristband a person must initially accompany a patient. Once they have the wristband, guests may come and go as they please. If a patient needs to meet a person who was not with them upon arrival, the patient should contact that person and plan to meet at the Main Exit (East doors of the Main Concourse). There the patient can get a wristband for their guest. We do not have any way (announce system etc.) to easily find a patient in KeyArena.

11. What time does the Clinic end?

Services conclude at approximately 6:00 PM on Thursday, Friday and Saturday. 5:00 PM on Sunday.

12. Where are snacks and water available for patients and their guests?

- Concession stands are located on the Main Concourse near Medical Triage (By Aisle 125) and Vision Triage (By Aisle 111). Snacks and water are free.
- PLEASE do not take food from Seattle Center Pavilion or the volunteer break room to distribute to patients. The food available at the patient snack stands has been specifically selected for patients to provide sustaining nutritional value and to not detrimentally impact blood glucose
- Volunteers may get water bottles at the Exit stations and distribute to patients and their guests as desired (one per person please).

13. Where else can patients go to get food?

Patients and guests may bring in outside food and non-alcoholic beverages. A map showing the closest grocery and drug stores is posted at the Patient Exit (East doors of the Main Concourse). The Seattle Center Armory also has an ATM and eateries.

14. Is there a location where people can charge cell phones?

There are electrical outlets and a couple of charging stations in KeyArena. We do not recommend that people leave cell phones or cords unattended at any time.

15. Where can patients say thank you or provide feedback to Clinic organizers?

At the Patient Exit (East doors of the Main Concourse) there is a form that patients can complete (anonymously if desired) to provide feedback.

16. Where is lost and found?

If patients or guests are looking for lost items, they should check the area where they believe they lost the item. They should also go to the Exit Station for the service area to see if anything has been turned in that matches the description.

17. What do I do if it looks like someone is having a medical or emotional problem?

- Find a Clinic official with a radio or cell phone and ask that they call for assistance.
- Identify where the person is located (aisle, section or suite # etc.).
- Briefly describe the circumstance, but be careful not to convey sensitive information over the radio. Be sure to indicate if it appears to be an emergency.
- Describe what the person looks like.
- Do not depart until assistance has arrived so you can describe the situation and help to identify the person.