

FREQUENTLY ASKED QUESTIONS: TICKET LINE

This 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.

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

Questions/statements to help start a patient interaction:

- Good morning, we're so glad you're here. What services are you interested in today? (If they say dental and vision, that is an opportunity to explain they can't get both in one day)
- Hello, I notice you have a large bag that may be difficult to carry around KeyArena. Do you know there is a bag check available where you can store it while you're in the Clinic?
- Hello, I just wanted to be sure you knew about the (books, snacks etc.) that are available over there. Also, have you had the time to read the signs that are posted about what you can expect in the clinic today? People find it very helpful information to get the most out of their visit.
- Good morning, I just wanted you to know that Pet Sitting is now open. It has treats and gift bags for your dog and is a good, safe and warm place to have your dog stay while you're in the Clinic.

Who is eligible to receive services?

The only requirement for seeking care at the Clinic is waiting your turn in line at the start of each day to get a free admission ticket.

Is there any cost for services?

No, all onsite services are free.

Will my income, insurance or immigration status disqualify me from receiving care?

No. All patients regardless of income, insurance or immigration status are eligible to receive care. Patients are not required to show documentation of any type to be admitted to the Clinic.

What time are tickets distributed? When will I be admitted to the Clinic?

Tickets are distributed starting at 5:00 AM in line order (only one ticket per person). Once you have a ticket you are not required to stay in the tent on Fisher Pavilion or continue to sit in a line (but you are welcome to if desired). We will admit ticket holders in numerical order through the East doors of KeyArena starting at 6:30 AM. It may take 3 or 4 hours to get everyone with a ticket admitted into the Clinic.

Does a ticket allow me to get any of the services I want?

No, due to limited time and capacity you cannot get a ticket for dental and vision care in the same day. A dental ticket also allows you to seek medical care. A vision ticket also allows you to seek medical care. Or you can just get a ticket to seek medical care.

If I have a Return for Care (RFC) wristband for one service, can I wait to get a ticket for a different service?

Yes. If your RFC wristband is for dental or vision you can also seek medical care without needing a ticket (no need to wait in tent line). If you wait to get a ticket for a service other than your RFC (have RFC dental and get a vision ticket or visa versa), it will be honored and your paperwork will be processed when you are admitted for RFC (at 6:30 AM) but you must go to your RFC service first.

Can I wait in line and get a ticket for someone else?

Yes, but you will only be able to get one ticket, not one for you and one for the other person. The patient must be present and in possession of the ticket when the number is called.

Can I come and go from the Clinic throughout the day?

Yes, once you are admitted to the Clinic and have appropriate Clinic identification, you will be able to leave and re-enter throughout the day. If you are in line for a service you will lose your place by leaving the building and will need to go to the end of the line for that service when you return.

Can I have someone accompany me into the Clinic?

Yes, guests must enter the Clinic at the same time as the patient they are accompanying in order to receive appropriate Clinic identification. After that, guests will be able to leave and re-enter the Clinic throughout the day, but will not be able to receive Clinic healthcare services.

What happens if my ticket number is called and I'm not there?

If it's within one hour of when your ticket number was originally called you will still be admitted. If it's more than one hour since your number was called, you may not be admitted.

What if I don't get a ticket?

The number of patients we can admit is limited. Every person in line may not get a ticket. You can wait in Fisher Pavilion to see if we end up having added capacity, but there are no guarantees. You can also come back the next day to try again.

What can I expect in the Clinic?

Please encourage patients to read the signs that are posted in the room in English, Spanish, Vietnamese and Chinese.

What services are provided?

Please encourage patients to read the signs that are posted in the room in English, Spanish, Vietnamese and Chinese.

What services are NOT provided?

Please encourage patients to read the signs that are posted in the room in English, Spanish, Vietnamese and Chinese.

What happens if I wasn't able to get all of the services I wanted?

You can come back on another day to try and get additional services, but you must wait in line again to get a ticket. If you get a ticket, you will have an abbreviated registration process once you are admitted because we will already have your information from the prior day(s).

Can I take my pet into the Clinic?

For sanitation reasons, only trained service animals are allowed in the Clinic. Pet sitting is available, no pet license is required. Pets will be fed and cared for by specialists. Owners can visit their pets at any time.

Is food available in KeyArena?

Water and light snacks are available, but not substantial amounts of food or meals. You are encouraged to take food and any medications you need to take during the day with you into the Clinic. After you get your ticket, you can go to one of the nearby grocery stores if needed before going into the Clinic (a map is posted with the locations and addresses). Once you are admitted to KeyArena, you will also be able to leave and re-enter throughout the day if you need to get food or medications. You SHOULD NOT fast, even if you think lab tests may be required.

Will there be a location where I can charge my cell phone?

There are electrical outlets and a couple of charging stations in KeyArena. We do not recommend leaving your cell phone or cord unattended at any time.

Is there a place to store my large belongings?

Yes, there is a bag check for larger items that you may not want to carry with you all day such as sleeping bags, carts, or other heavy or cumbersome items. Please keep anything with you that you will need throughout the day such as food, water, or extra layers of clothing.

Is child-care available?

No. You can bring children with you, even if they are not seeking services, but their care is your responsibility.

Are interpreters available?

Yes.

What if I need to get out of line (in tent on Fisher Pavilion or in KeyArena) and don't want to lose my place?

If it is for a short-term need (using the restroom, grabbing a snack, talking with a Social Worker off to the side etc.) most often people next to you will remember who you are and will save your place for you. (We are not using Place Holder cards this year)

Are shoes being offered to patients this year?

No.