

SEATTLE/KING COUNTY CLINIC NOTICE OF PRIVACY PRACTICES

This notice describes how Seattle/King County Clinic, our partners, and our volunteers are obligated to protect your privacy and how you can get access to your health information.

OUR DUTY

Persons participating in Seattle/King County Clinic are required by law to maintain the privacy of your health information. Protection of patient privacy is important to participants in Seattle/King County Clinic. This notice summarizes the privacy practices that will be followed and your rights concerning your health information. This Notice will apply to health information collected in connection with Seattle/King County Clinic.

USES AND DISCLOSURES OF HEALTH INFORMATION

We use and disclose health information about you for treatment during this clinic. If requested by you after the clinic, we will disclose your health information to another health care professional who is providing treatment to you.

PATIENT RECORDS

We keep a record of the health care services we provide you. You may ask us to see and receive a copy of that record. You may also ask us to correct that record. We will not disclose your record to others unless you direct us to do so or unless the law compels us to do so.

You may submit a request for your record at seattlecenter.org/patients.

POST-CLINIC QUESTIONS OR CONCERNS

If you have an emergency, call 9-1-1.

If you have any questions about the care you received at Seattle/King County Clinic, or if you have any problems with the care you received, please call **206-615-1835** and leave a message. Someone will get back to you in a short time.

Be sure to speak clearly and provide:

- Your first and last name
- A phone number with area code where you can be reached
- Your question or the problem you are having
- If you need an interpreter and in what language

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 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

- 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, vision) you are authorized to visit today. You can choose which of these areas you want to go to first.
- Volunteers will take you from place to place in each building, escort you between Clinic buildings, answer your questions, and provide interpretation, as needed.
- At the start of each area (dental, medical, vision), 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 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.
- For each service 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 waiting area (look for the volunteers in green vests with clipboards). They will add you 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 the building. However, you must be present when you are called. If you are not present when you are 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 remain in the waiting area and meet you when your service is complete.
- When you have completed service in the dental, medical, or vision area, **stop at the Checkout Station to turn in your healthcare record for that area.**
- Then you can go to your second care area, if time allows.
- Clinic patients and guests can speak with **healthcare resource professionals** to learn about local services, **social work support**, and **health insurance options**.
- Pharmacists will be onsite to discuss **medication affordability support**.
- 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 participants. 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 the Clinic, **turn in any original healthcare records on colored paper**, even if they are blank. 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 building exit/entrance where you turned them in.
- You and your guests **must wear today's dated wristband on your wrist at all times** when you are in the Clinic. You must continue to wear it if you leave and **plan to return today**. You may remove the wristband when you leave and are done for the day.
- We value your feedback. Feedback forms are located at the exit of each Clinic building or you can go to: **tinyurl.com/skcc-ptfeedback** to provide your comments online.

WHAT TO EXPECT IN EACH CLINIC AREA

DENTAL CLINIC

At the start (triage), a dentist will talk with you about your oral health history and any of your current symptoms, take X-rays (as needed), and complete an exam. Based on this consultation, the dentist will determine your treatment plan for the day. You will only be treated in one service area per day. You may get a ticket on subsequent days to receive additional dental services.

Treatment For:

- Pain or Discomfort
 - Known of Suspected Cavities
 - Swollen Gums
 - Broken Teeth
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MEDICAL CLINIC

At the start (triage), a healthcare provider will talk with you about your medical history and your current concerns. Based on this consultation, the healthcare provider will recommend certain services and you can go to as many as you want until the end of the day. You are strongly advised to complete any diagnostic tests that are ordered before seeking other medical services. You may get a ticket on subsequent days to receive additional medical services.

Services:

- Acupuncture
 - Behavioral Health
 - Dermatology
 - EKG (if ordered)
 - Foot Care
 - Immunizations (Hepatitis A & B, COVID-19 Booster, Flu, MMR, Tdap & Others)
 - Lab Tests (if ordered)
 - Mammogram
 - Nutrition
 - Occupational Therapy (Hand, Wrist, Elbow)
 - Physical Therapy
 - Primary Care (includes Women's + TNB, Pediatric & Naturopathic Health)
 - Ultrasound (if ordered)
 - X-Ray (if ordered)
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VISION CLINIC

At the start (triage), an eyecare provider will talk with you about your history and any of your current symptoms. Eyecare providers will send you to different steps of the exam process according to your needs. If you have an official printed eyeglasses prescription that was written in the past two years, show it to the volunteers at the entrance of the vision building if you want to skip the eye exam and just get eyeglasses.

Services:

- Vision Screening
 - Complete Eye Exam
 - Reading Glasses
 - Prescription Eyeglasses (delivered at later date)
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HEALTHCARE RESOURCES

You can go to as many resource services as you want until the end of the day, you do not need any authorization. Providers may also recommend you go to these services to assist you with follow-up care or additional needs. If you do not see these resources in the dental and vision buildings, they will be available to all patients in the medical building. At the entrance of the medical building ask to be escorted to the Healthcare Resources area.

Services:

- Community Health Center Information
- Health Insurance Assistance
- Medication Affordability Support
- Social Work