

Healthcare Resource Overview

The information below is specific to questions we frequently receive from resource professionals. Information that is applicable to all volunteers including check-in and orientation times, a clinic map, as well as reference materials can be found at seattlecenter.org/skclinic/orientation. **Please take time to review them!**

Resource Services

Seattle/King County Clinic offers resource services before and after patients are admitted to the Clinic. Community tables located in Fisher Pavilion assist patients while they wait for tickets and admission to the Clinic. Once patients have been registered in the Clinic, health insurance assistance, medication affordability support, social work, community health center information, and other social services are available. The primary location for resources is in McCaw Hall, though other select services are available in the dental and vision buildings. If staffing levels allow, resource providers also roam through waiting areas to offer assistance.

Although healthcare services are restricted to people who are registered as patients (identified by a wristband and patient records), **resource services in Fisher Pavilion and inside the Clinic can be offered to patients and/or patient guests.**

What is Provided & What to Bring

We provide basic equipment and materials including:

- Password protected Wi-Fi
- Laptops (2) for sharing (in Clinic only)
- Printer/copier (in Clinic only)
- Clipboards
- Service tracking sheets
- Select resource materials including a list of affordable healthcare resources throughout the state

Please bring:

- Wi-Fi enabled tablet or laptop
- If you want to print from your device to a Clinic printer (available in Clinic only), please have your admin code available so a print driver can be installed
- Cell phone

Keep your belongings safe by labeling them with your name and keeping track of them throughout the day. We are not responsible for articles that are damaged, lost or stolen.

What to Expect

Fisher Pavilion will open at 12:30 AM for patients who choose to arrive early. Tickets are distributed starting at 5:30 AM. Community tables in Fisher Pavilion are asked to be mindful of their engagement with patients at this time so as not to disrupt the ticket distribution process. Patients are admitted to the Clinic starting at 6:30 AM. It takes a few hours to get all patients into the Clinic. This is an opportune time for community tables in Fisher Pavilion to speak with patients and their guests.

Once inside the Clinic, **traffic patterns for resource providers can be unpredictable**. Patients are so focused on getting treatment that they aren't always thinking about exploring other offerings and/or are concerned about losing their place in line. While there are designated stations for resource providers in the Clinic, and healthcare providers will send patients to those locations, resource providers are also encouraged, when possible, to **roam through waiting areas** in each Clinic facility and offer to assist patients and their guests.

Some healthcare providers in the Clinic will use the white multi-purpose form called **Healthcare Resources & Visit Recommendations** to indicate the type of assistance a patient needs from resource providers. Resource providers are also able to use this form to document any resources identified for a patient.

In the Clinic, please help us to secure and protect patient records. If you find or are handed a patient record of any type, whether complete or incomplete, please turn it in immediately to a Checkout station. Records on **colored paper must remain with the Clinic**, informational materials and forms on **white paper are for the patient to keep**. Remind patients to turn in colored records at the appropriate Checkout station and/or before leaving Seattle Center.

In both Fisher Pavilion and the Clinic, please track the volume of service you provide by getting a Service Tracking Sheet from your Lead upon your arrival and **keeping count of the interactions you have throughout the day**. Turn in your sheet to your Lead before departing.

Emergencies, Injuries & Behavioral Health

- EMT's will be on site in the event of an emergency. Immediately notify the nearest Seattle/King County Clinic leadership team member in a green or orange SKCC t-shirt if an emergency occurs.
- Notify the nearest Lead in an orange or green t-shirt in the event of any injury or accident.
- Alert a Clinic Lead if you need behavioral health support or security.

Additional Questions & Information

This document cannot possibly cover all details about the Clinic. Please do not hesitate to direct additional questions to Clinic Leadership. Thank you again for your contributions and compassion!