



Frequently Asked Questions About Neighborcare Health at Vashon

Updated **October 21, 2016**

*****New questions and answers, and new information are indicated with “new”.**

New Q: When will the new clinic open?

A: The clinic is now open. Call 206-463-3671 for an appointment and questions. or visit our website: <http://www.neighborcare.org/clinics/neighborcare-health-vashon>

We invite anyone island to make an appointment, including former CHI Franciscan patients, Dr. Gail Fulton’s patients and anyone else who has not sought health care services on island but would like to.

We worked as quickly to get the clinic open, so it will take some time for teams to get fully ramped up. Providers and staff will still be learning our electronic medical systems, processes, workflows, etc. as well as getting to know each other. We appreciate everyone’s patience and understanding, and welcome any feedback as we get up to speed.

(new information 10-21-16) Q: Will you take my insurance?

A: Neighborcare Health accepts most insurance plans, including Medicare (and supplemental plans), Washington Apple Health—Medicaid (including all of the managed care plans), Group Health (HMO and PPO plan, including the Alliance plan) and an extensive list of commercial/private insurance plans. The list of all the plans is too long and complicated to include here.

But here are the plans we DO NOT accept:

Soundpath Health
Humana
Premera Medicare Advantage
Highline HSMO

Northwest Physician Network

If you have a question about your specific insurance plan, please email PatientBillingInquiries@neighborcare.org or call 206-548-3100

Q: How do I get my medical records from the Franciscan Medical Group?

A: To request your medical records from the Franciscan Medical Group, fax or mail a completed request of information form. The form can be found here: https://www.chifranciscan.org/uploadedFiles/Contact_Us/596065%20auth%20for%20use%20or%20Disclosure%20of%20PHI.pdf.

If you have any questions about your records or the forms, call the Franciscan Medical Group at 253-792-2400

Fax: 253-792-4993
Mail: Franciscan Medical Group
Attn: HIM ROI – MS 06-08
1149 Market Street
Tacoma, WA 98402

Q: How do I get my medical records from Dr. Gail Fulton's practice?

Please ask for a form at the front desk at Neighborcare Health at Vashon.

Q: What is the best way to get my medical records to Neighborcare Health at Vashon?

A: Instead of faxing, mailing or dropping your medical records off for Neighborcare Health at Vashon, please have your printed records sent to your home then bring your printed records to your first appointment. The most important information for us to have is a list of your health problems, any medications you take, any allergies and details of your most recent medical visit with a provider.

Q: Is Neighborcare Health taking over the Vashon clinic operated by CHI Franciscan Health?

A: Neighborcare Health initiated a new clinic, which is called Neighborcare Health at Vashon. Because this is a new clinic, everyone will effectively be a new patient. Some things will be different, but what will not change is that there will be access to primary medical care on Vashon, provided by teams committed to the health and well-being of this community.

Any patient questions related to previous care with Franciscan Health, can be directed to the Franciscan Medical Pavilion in Burien. Contacts are below. Patients can also call 1-844-364-2778, which is the main number for Franciscan Medical Group's primary care clinics.

Franciscan Medical Clinic – Burien

Monday–Friday, 7 a.m. to 7 p.m.

Phone: 206-965-4100

Fax: 206-965-4119

Franciscan Prompt Care – Burien

Monday–Friday, 8 a.m. to 7:30 p.m.

Saturday–Sunday, 8 a.m. to 4:30 p.m.

Closed on Thanksgiving and Christmas

Phone: 206-965-4180

Fax: 206-965-4199

Q: Who is Neighborcare Health?

A: Neighborcare Health is Seattle's largest community health center system also known as a qualified health center or FQHC. We have been providing exceptional health care for 45 years in Seattle. Neighborcare Health cares for 62,000 patients per year in its 28 medical, dental and school based clinics throughout Seattle.

Neighborcare Health serves its communities by reducing barriers to health care. Patients with or without insurance are welcome, and although everyone is asked to pay what they can no one is turned away due to inability to pay.

Q: What about quality at a community health center?

A: Neighborcare Health meets or exceeds critical health measures, established and monitored by the federal government to ensure quality of care. In addition, our primary medical care clinics have been recognized as Patient Centered Medical Homes at level 3 (the highest level achievable) by the National Committee for Quality Assurance.

We meet patients where they are physically, emotionally and geographically, and are dedicated to quality of care and health outcomes that help every patient reach their health goals. Our providers use state of the art electronic health records that help them monitor each patient's status and watch for individual cases that need special attention. We continuously monitor patient satisfaction, and 90% or more of our medical clinic patients rate their service as good or excellent.

Q: How did Neighborcare Health come to Vashon?

A: When CHI Franciscan announced it would close the Vashon clinic, a search was launched for a successor organization. A group of community members, including State Senator Sharon Nelson, State Representative Eileen Cody, Sunrise Ridge Health Services and the Vashon Maury Health Collaborative and the providers at the clinic invited Neighborcare Health to be that successor organization. This invitation came after a series of meetings to find the best solution possible for the Vashon community.

Q: Why was there an interruption in services?

By the time Neighborcare Health was invited and could determine its ability to responsibly expand services to include Vashon, the interruption became impossible to avoid. Several processes take weeks to complete, even in an expedited timeline, including hiring and training staff on our systems, credentialing providers, securing medical malpractice coverage, setting up computers, etc.

While we addressed the requirements described above, Neighborcare Health and the Vashon community are developing plans to address an anticipated shortfall in the funding available to cover the cost of this expansion.

It will be critical for the Vashon community to show support—both financially (which it did) and by using services at the clinic—to ensure the long-term viability of the clinic.

Q: Why is there a funding shortfall and why can't Neighborcare Health simply cover it?

A: Neighborcare Health is a financially stable organization, but it does not have the reserves of a large hospital system to support rapid expansion. Taking on services at Vashon requires one to two years of startup funding just to break even.

NEW Q: In the answer to the question “Why is there an interruption in services?” it is stated that financial support will be required from the community in addition to using the clinic’s services. What sort of additional funding is anticipated and where is it expected to come from?

A: When Neighborcare Health was asked if we could provide primary medical care on Vashon, our analysis projected shortfalls in the startup cost of operations for the first two years, which Neighborcare Health could not absorb. We shared this information with state legislators, King County and a number of non-profits on Vashon focused on health care access. The state and county have both committed funding to help cover some of the shortfall and get us started on opening a clinic. Rather than waiting for the

full funds to be raised to commit to Vashon, Neighborcare is proceeding on good faith because any delay leaves the Island without primary medical care.

A volunteer citizens committee put on a Save Our Clinic campaign that was very successful. See the fundraising report:
<http://www.neighborcare.org/sites/default/files/Vashon%20Fundraising%20Report%2010-17-16.pdf>

Q: What services will be available on Vashon?

A: The services currently planned are primary medical care, and services to support that care including referral to specialists and assistance in enrolling in health insurance or Neighborcare Health's sliding fee discount program. We are also working on getting X-ray services back in the clinic. Date is still being determined.

As we get to know the Vashon community, we will partner with other service providers, organizations and community members on the island to determine the need for other services in the future. Since primary care services are currently in jeopardy, we are focusing our efforts in making sure it is available as soon as possible for the health of the community.

Q: Will you offer dental care services?

A: We are working to get primary medical care services up and running first. Once we get that established, we will work with people and organizations across the community to identify other health care needs, including dental care, and determine if Neighborcare Health would be the most appropriate organization to provide those services.

Q: Will the clinic offer reproductive health services? Will they also be offer under the Medicaid "Take Charge" program?

A: Yes, Neighborcare Health at Vashon will offer reproductive health services to patients who wish to receive these services. We also offer these services through the Medicaid Take Charge program.

Q: Will patients have access to Spanish interpreters at every visit?

A: Yes, at a minimum we will have interpreters available by phone for patients who speak Spanish at every visit. This service will also be available in many other languages.

Q: Can I keep my provider?

A: The following providers work with Neighborcare Health at Vashon:

Gary Koch, MD

Jessica Wesch, MD

Jeff HansPetersen, MD

Gail Fulton, MD

Scott Chaffin, DO

Q: How much time will I have with my provider? How long will it take to be seen?

A: Our appointment time slots are 15 minutes and 30 minutes, and typically visits will fall into that range, depending on the kind of appointment and patient needs.

For patients with appointments, our goal is that you will be seen at the time of your appointment. Patients with urgent needs that can't wait for a scheduled appointment will be worked into the day.

We will do our best to balance these two needs, and to respect your time.

Q: What about patients who are uninsured?

A: Neighborcare Health will gladly provide care for those without insurance. We will ask an uninsured patient to meet with a Neighborcare Health eligibility specialist who will be at the clinic to find out what health insurance options are available, including no-cost coverage (such as Medicaid) or low-cost coverage through [Washington Healthplanfinder](#). We will assist with any applications for insurance. Our eligibility specialist will also help people determine if they are eligible for Neighborcare Health's sliding fee discount program and will help with the application process. We ask everyone to pay what they can, but don't turn anyone away due to inability to pay.

Q: Will you use the same clinic facility?

A: Yes, we are in the same facility on Sunrise Ridge.
10030 SW 210th Street
Vashon, WA 98070

Q: What about the phone number?

A: the phone number is 206-463-3671.

Q: What hours will the clinic be open?

A: Monday - Friday: 8:00 a.m. - 5:30 p.m. Opens at 9:00 a.m. on Wednesday
Saturday: 9:00 a.m. to 1:00 p.m.
Sunday: CLOSED

Q: What will the clinic be called?

A: In keeping with our naming standards, the clinic is called *Neighborcare Health at Vashon*.

Q: What about after hours care?

A: We will have after hours help by phone and are working out what can be provided on-island for exceptional cases.