



Future of Health Care Services on Vashon Island
Frequently Asked Questions
updated 7-30-2020

When is Neighborcare Health ending its operations at the clinic on Sunrise Ridge?

Vashon Health Care District and Neighborcare Health have mutually agreed that Neighborcare Health will end operations of the clinic at Sunrise Ridge as of October 31, 2020.

Why is Neighborcare Health ending operations at the clinic?

Over the last four years, the community has been asking for an array of medical and behavioral health services that are outside the scope of Neighborcare's business and service model, such as same day walk-in care, and extended and weekend hours. The organization realized that its model is not optimal for Vashon's unique needs, and another provider will likely be a better fit for the community. Neighborcare is grateful to the community for trusting us with its care, and for its generosity through financial donations, and will do everything it can to assist during this transition.

Who will be taking over the clinic to provide health care services?

At this time, no successor health care organization has been identified to operate the clinic. The District continues to explore possibilities with provider entities that have expressed interest and progress is being made in identifying a successor organization. Commissioners have also begun exploring the feasibility of other alternatives including less traditional options for providing care. Meeting the island's needs and responsible stewardship of the community's tax dollars remain a top priority.

Is Neighborcare Health still open and taking appointments until October 31?

Yes, Neighborcare Health's clinic on Sunrise Ridge is still open and available to serve patients for their health care needs through October 31. Please call 206-463-3671. Before and after that, patients are welcome at any other Neighborcare clinic. As a Neighborcare patient, your records and health history are all accessible at any Neighborcare clinic. The closest location is the High Point clinic in West Seattle that provides medical, dental, behavioral health, social services and

WIC services. Because of COVID-19, many appointments are still occurring by phone, but are also available in person if needed or preferred.

Will my doctor be working for the next service provider or at another Neighborcare Health clinic?

That has yet to be determined. Patients will be notified by letter the status of their providers.

What will happen with other staff at the clinic?

Staff will have the option to consider open positions in other Neighborcare locations when the clinic closes, or may be employed by a successor organization at the Vashon clinic.

How do I get my health records? Will they be transferred to the new provider?

To access your records, visit neighborcare.org, go to Patient Info and Access Health Records to get information on how to obtain your health records or call Neighborcare's Health Information Management team at 206-548-3043. Patient health records will not be automatically transferred to the new service provider, or to another doctor's office. Patients must request that records be transferred through Neighborcare's normal process.

What is happening with the medical equipment in the clinic?

Neighborcare will transfer ownership of the X-ray equipment to the District and is providing a list of medical office equipment that District may request to purchase at fair market value.

Is the school-based health center leaving the island, too?

This decision will not impact Neighborcare's school-based program on Vashon Island, which receives funding through Best Starts for Kids. The school-based health center will remain and continue to serve students on the island.

Who do I contact if I have additional questions?

Vashon residents should contact their Vashon Health Care District commissioners with questions, comments, or concerns about the RFP process and future plans for health care providers or visit vashonhealthcare.org.

Neighborcare patients with questions about their health care and prescription renewals should make an appointment with their provider by calling 206-463-3671. For billing, insurance or referral questions email patientbilling@neighborcare.org or call 206-548-3100.