



Denny Middle School health center provider changes--FAQs

After serving the Denny International Middle School community for 23 years, Neighborcare Health will no longer be the school-based health provider after this school year, with the last day of services on June 18, 2021. A search will begin right away for a new health center provider to serve Denny in the fall of the 2021-2022 school year, with the intent that there will be no gap in services.

Neighborcare Health cares deeply about the families, students, teachers and staff at Denny. We are grateful for the trust you have placed in us over the years as we worked together to help students thrive in school and beyond. We will greatly miss being a part of the Denny community. As a long-time, valued provider in Seattle Public Schools, Neighborcare Health will continue to provide quality care to students at Chief Sealth International High School, and 12 other school-based health centers in Seattle. We look forward to seeing Denny students at Sealth as they transition to high school.

Frequently Asked Questions

Q: Can students still receive care from the Neighborcare Health Denny Health Center during the rest of this school year? What is the last day that Neighborcare Health will provide services at the Denny health center?

A: Yes! The Neighborcare Health Denny Health Center will remain open to all Denny students throughout the remainder of the 2020-21 school year. The last day that Neighborcare Health will provide services at Denny will be June 18, 2021. Students should make an appointment ASAP with the Denny health center before then for well-child visits, vaccinations, sports physicals, dental care and other services. It's not too late to register. Call the Neighborcare Health at Denny health center at 206-923-2809.

Q: If I have a question about my/my student's care from the Neighborcare Health provider, who should I contact?

A: Patients and families may contact the Neighborcare Health Denny Health Center at 206-923-2809 with any questions about their care. This number can be used after the end of the school year, too.

Q. My child will attend Chief Sealth International High School next year. Will they still be able to receive care at the Neighborcare Health school-based health center at Sealth?

A. Yes, Neighborcare Health is deeply committed to continuing to serve the Sealth community. All students are welcome to get medical, dental and mental health care at the Sealth health center. If an incoming student from Denny has already registered at the Denny health center through the 2020-2021 school year, they **do not** have to re-register when starting at Sealth. Students who have not

already registered at the Denny health center will need to register at Sealth at the start of the 2021-2022 school year to receive services. Registration details will be sent home to students in the fall and will also be available online.

Q. Can my student receive care at another Neighborcare Health community clinic?

A. Yes, all students and their families are welcome at any Neighborcare Health community clinic. The closest to Denny is Neighborcare Health at High Point (6020 35th Avenue SW, Seattle, WA 98126 | 206-461-6950) or see a list of clinics at neighborcare.org/clinics. Any student who received care at the Denny health center has a Neighborcare Health record which any other Neighborcare Health provider can access. We accept Apple Health (Medicaid), Medicare plans, and most other insurance plans. Depending on your insurance coverage and care, you may receive a bill for care at one of our primary care clinics. We also offer a sliding fee discount program based on family size and income.

Q. What will happen to my/student's health records if they were a patient of the Denny Health Center?

A. All students who have been patients at the Denny health center have electronic health records with Neighborcare Health. Those records are kept private and secure and will remain with Neighborcare Health after we are no longer the provider at the Denny health center. Students' health records will not be automatically transferred to the new Denny health center provider. When a new provider begins providing services at the Denny health center, students will need to register with that new provider which will create a record in that provider's health record system.

Neighborcare health team members at the Sealth health center will also be able to access the health records of Denny students who will be attending Sealth next year.

Q: How do I get a copy of my/my child's health record or have records sent to another provider?

A: Visit neighborcare.org/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 Denny health center provider or to another doctor's office. Patients must request that records be transferred through Neighborcare Health's process.

Q: The Neighborcare Health provider at Denny has been managing my student's prescriptions, what will happen now?

A: You can call Neighborcare Health at High Point at 206-461-6950 or other Neighborcare Health clinic to establish care with another medical provider who can continue managing your students' prescriptions. (See our Summer Resources guide or neighborcare.org/clinics for a list of clinics and phone numbers.)

Q: What if my student has not finished their dental treatment plan?

A: Please call Neighborcare Health at High Point in West Seattle at 206-461-6950 or another Neighborcare Health dental clinic to establish care with a dentist. Your student's records are accessible by any other Neighborcare Health provider, so they will be able to see what your student needs.

Q: Why is Neighborcare Health no longer going to be the school-based provider at Denny?

A: Neighborcare Health has been a valued partner at Denny for 23 years. Partnership work is dynamic, and sometimes there is change. In this case, Seattle Public Schools decided this partnership was no longer in alignment around management of the program, and it was time for a new partner agency to serve the Denny community.

Q. If I have questions or concerns about Seattle Public Schools' decision to change to a new school-based health center partner, who should I contact?

A: Questions or concerns can be addressed to school leadership at Denny.