



# Hello.

Welcome to  
Toppenish Medical-Dental Clinic



## Call us 24 hours a day 7 days a week.

- For after-hours medical care, please call [\(509\) 865-5600](tel:5098655600)
- For after-hours dental care, please call [\(509\) 865-3886](tel:5098653886)
- Non-urgent questions and appointments are accepted during regular operating hours
- If you have an emergency, dial 9-1-1 directly

## Avoid the ER

Emergency Rooms are for conditions that require rapid or advanced treatments only available in a hospital setting. Patients are treated based on severity of need, not on the order when they arrived. The waiting room can expose you to additional illnesses. Avoid long waits and possible exposure by considering other options.

### Call us for:

- Fevers
- Colds, coughs, or congestion
- Nausea, vomiting, or diarrhea
- Constipation
- Rash
- Mild or moderate pain
- Checkups and shots
- Help for long-term illnesses or chronic conditions
- Painful urination
- Ear pain
- Minor trauma such as a common sprain or shallow cut
- Other new onset or concerning symptoms

### Go to the ER or call 9-1-1 for:

- Chest pain
- Severe or heavy bleeding
- Difficulty breathing
- Serious accidents
- Sudden confusion
- Sudden weakness
- Inability to use arms or legs
- Burns
- Seizures
- Worst headache of your life

# Your health guide.



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# *Welcome*

to your family's  
health home.



Your health home gives you whole-person care through direct services and referrals. Whole-person health care can include medical, dental, pharmacy, specialists, mental health, and other programs.

Your health home team is:

1. Your provider
2. Your nurse
3. Others who help with your care
4. You

### What can you expect?

- You and your team will work together
- As part of the team, you will have a chance to share things that are vital to you
- Your team will answer your questions to help you better understand your needs
- When you have issues, your team will work with you to work out the best way to deal with them
- Your team will help you make a care plan just for you
- They will help arrange your care with other health providers
- Working with your team will improve the quality of your health care and shorten the time it takes to get that care

### Your health home can:

- Help you understand and manage your care
- Help answer your questions
- Listen to your concerns
- Work with other health care experts when needed to make sure you get the care you need
- Help you to play an active part in your own health care

## What can you do to help?

### Be part of your health home team:

- Talk with your team about your health questions
- Share your past health care successes and challenges
- Tell your team about other doctors or people who care for you
- Tell your team how you feel about the care you get from them
- Help make a plan of care just for you to address your health issues

### Take care of your health:

- Follow the care plan you and your team have talked about
- Make sure you know how to follow the plan
- Set goals you can reach. Once you reach those goals, you and your team can talk about adding new goals

### Talk with your team:

- Tell them if you have trouble with your care plan
- They will work with you to make changes if needed

### During each visit, use this list as a reminder:

1. Write down names of your team members
2. Bring a list of medicines you are taking or bring the bottles
3. Bring a list of questions you have written down
4. Talk with your team about issues you want to work on first
5. Use your own words to repeat back the things you have talked about to your provider and team
6. Ask your team how to reach them after hours
7. Before you leave, know the things you need to work on before your next visit





For over  
**40** years

Yakima Valley Farm Workers Clinic  
has been helping communities all  
across the Pacific Northwest get  
health care.





Serving  
**+18** communities

We are proud to serve and  
celebrate all our communities.  
Their health is at our core.





# General Information

## MyChart

MyChart is an easy, online source for health information straight from your health care provider. You can:

- View labs
- See visit notes
- Review medications
- View immunization records
- Send messages
- Renew prescriptions
- Schedule appointments
- Video visits with your provider

Access your MyChart portal at [MyChart.YVFWC.com](https://MyChart.YVFWC.com) or download the app in your device app store.

## Website Information

Visit our website at [YVFWC.com](https://YVFWC.com) to learn more about the service, providers, and locations in your area.

## Free Info and Referral Search

When you dial 211, you get free and private help and referrals. You can learn where to get help with food, housing, work, health care, counseling and more. Learn more about your local 211 by going to the website at [211.org](https://211.org) or dialing 211.

## Who Can Become a Patient?

We give care to all, no matter if they are able to pay, at any of our sites. We give a full range of health care and dental care for all age groups.

At times, we may not be able to take new patients due to large volumes of patients and not enough health care providers. If this occurs, it is often for a short amount of time.

## Paying for Your Care

We have many payment options. We take checks, credit cards, cash, and money orders. We take Medicaid, Medicare, and most private health plans. Check with your local health site to see if we take your insurance. If you do not have a health plan, our Patient Benefit Coordinators and front office staff will help find coverage for which you may be eligible. These sources include Medicaid, Medicare, private insurance, and other State and local programs.

**Reduced fee services:** We are committed to making health care affordable and providing needed health care regardless of your ability to pay. We offer a sliding fee discount for those who qualify. The discount is based on household income and family size guidelines.

To help you find a discount, we must see a copy of your latest tax return (required) and at least one of the following items:

- Previous year's W-2
- Copies of current pay stub
- Social Security, Disability, or DSHS income information
- Cash aid income information
- Documentation of public assistance, unemployment, or other financial assistance
- Court ordered child support or alimony
- If you are unemployed and receive no assistance, you will be asked to sign a self-declaration form

## When Contacting Us

To help us handle your phone messages efficiently, please have:

1. Name and date of birth of the patient
2. Your name (name of caller)
3. Name of the patient's health care provider
4. Reason for the call
5. Phone number(s) where you can be reached
6. Best times for us to call you

## After Hours

You can call a medical or dental provider after hours. Call the clinic number on the inside cover of this book. Either you will be connected with an on-call provider, or a staff member will contact you the next business day. If it is an emergency, dial 911.













We treat  
**+180,000** patients  
every year, regardless of their ability to pay.

# Services Provided

Our clinics provide many services. These services may be different from one clinic to another. Review the inside cover of this book to learn what services your clinic offers.

-  **Primary Care**  
Family practice, pediatrics, internal medicine, behavioral health, nutrition, and other specialty services
-  **Women's Health**  
Obstetrics and gynecology (OB/GYN), prenatal postpartum care, and other women's health care services
-  **Dental**  
General dentistry, pediatric dentistry, dentistry for children, orthodontics, and dental hygiene
-  **Pharmacy**  
Full service pharmacy, on-site, drive-thru, and/or mail delivery of medicine available to all patients
-  **Behavioral Health**  
Mental health counseling and treatment services
-  **Nutrition**  
Healthy eating education for children, pregnancy, and specific conditions
-  **Women, Infant, and Children (WIC) Program**  
Nutrition program that provides healthy foods during pregnancy and early childhood
-  **Health Insurance**  
Health care coverage assistance





## Programs

A wide range of programs and classes to support the well-being of your family



## Eye and Vision Care

Full service optometry clinic including a retail store for corrective glasses



## New Hope

Medical, nursing, and case management services for people infected with HIV/AIDS



## Children's Village

Pediatric specialty care for special needs children



## Northwest Community Action Center (NCAC)

Job placement and training programs, after school education, rental and shelter assistance, plus energy and home weatherization programs



## Laboratory Services

Diagnostic testing and supplementary services, provided by third-party vendors, to improve patient care



## Radiology

X-ray services



# Visits

## How to Make a Visit

You may make a visit by:

- Calling your clinic directly during regular clinic hours
- Stopping by your clinic during regular clinic hours
- Requesting an appointment in MyChart

## Canceling a Visit

You must call to cancel a visit at least 24 hours before your scheduled visit.

- When you miss a visit without letting us know, we are unable to use this time to help other patients
- We track missed visits without advanced notice. Multiple no-shows may result in temporary limitations for scheduling visits

## Preparing for Your Visit

To help provide you the best possible care, please bring the following with you:

- A list of current medications (bring the bottles themselves if you are unsure) including vitamins or other over-the-counter medicines
- For children's visits, please bring your child's immunization records
- A list of questions you have for your health care team. If you have many questions, you and your health care team may select those that are most important and make a follow-up visit to address the rest
- Your insurance card or coverage information
- If required by your insurance, your co-payment will be collected at the time of your visit
- Reduced Fee Services documentation if requested by the visit scheduler (see section "Paying For Your Care" on page 8 for complete list)

## Video Visits

Video visit appointments can be scheduled and attended through the MyChart portal or through the app.



## Transportation

If you need help to or from your visit, please contact the site for assistance.

## Translation Services

Many of our staff are bilingual and can provide translation if required. If translation is required for a language (including sign language) not spoken by staff, we will provide translation services for you.

If you require translation services, please let the scheduling staff know at the time of booking your visit.

## Referrals

If you require additional services, your health care team will arrange the referrals to needed specialists. Each clinic has referral specialists to help you and your health care team make these arrangements.

## Consents and Authorizations

There are times when you may want someone else to obtain or provide medical or financial information on your behalf. Forms for consents and authorizations are available at the registration desk. Here are some situations that may apply to you:

- Treatment of a minor
- Release of information (requesting medical record information)
- Confidential communications (giving permission for someone else to obtain your information)

## Urgent Medical Needs

Same-day visits are available. Please call your clinic as soon as possible on the day you need to be seen. If your provider is not available, you may be seen by another health care provider. Walk-ins are welcome and are served on a first-come, first-served basis, except those requiring immediate care, who will be seen first. After regular business hours, call your clinic in order to speak to the on-call provider.

## Medical Emergencies

If you have a health emergency, call 911.

Health emergencies include:

-  Chest pain
-  Drug overdose
-  Severe stomach pain
-  Poisoning
-  Heavy bleeding
-  Convulsions or seizures
-  Severe burns or cuts
-  Broken bones
-  Loss of consciousness (will not wake up)
-  Severe shortness of breath (unable to talk)









# Advance Directives

## What is an Advance Directive?

An advance directive is a legal document that gives instructions about your future medical care. With an advance directive, you can direct your medical care even when you are too ill to communicate your preferences or are unconscious. You are not required to complete an advance directive. However, if you do complete an advance directive, it will help those who care for you provide exactly the type of care you really want. Washington recognizes two types of advance directives: a living will and a durable power of attorney. You can change either one by destroying them, putting your changes in writing, or telling someone about the changes. You should destroy all old copies if you make a change.



## What is a Living Will?

A living will is a legal document you create that tells your doctor what you do or do not want if you are:

- Diagnosed with a terminal condition
- Diagnosed with a condition that is not curable and any life-sustaining treatment given would only prolong the dying process
- Permanently unconscious

You may choose to decline treatment that only serves to prolong the dying process. A Living Will becomes effective as soon as you sign and date it in the presence of two witnesses AND at least two doctors diagnose you to have a terminal condition, or to be in a permanent unconscious state. State law restricts who can act as your witness.

## What is a Durable Power of Attorney for Health Care?

This legal document that you create identifies the person you want to make your health care decisions for you if you are unable to make them for yourself. You can say what health care decisions you want made for you and what those decisions should be. You decide when this type of document goes into effect. For example, it can be effective immediately, or become effective only when you are unable to make your own health care decisions.

## Where Should I Keep My Advance Directive?

If you have completed an Advance Directive, you and your family should agree on a safe place to keep the original document. You should give copies to your doctor, attorney, and anyone you appoint to make health care decisions for you. Take a copy with you if you are admitted to a hospital. You can also register your Advance Directive at the U.S. Living Will Registry, which will allow providers to access your Advance Directive if you forget to bring it with you.

To register, visit: [uslivingwillregistry.com](http://uslivingwillregistry.com)



# Patient Rights and Responsibilities

## Rights and Responsibilities

Our organization is committed to providing high-quality care that is fair, responsive, and accountable to the needs, values, and beliefs of our patients and their families. We are committed to providing our patients and their families with a means to not only receive appropriate health care and related services, but also to address any concerns they may have regarding such services. We encourage all of our patients to be aware of their rights and responsibilities and to take an active role in maintaining and improving their health and strengthening their relationships with our health care providers.

### Each patient has the right to:

1. Be treated with dignity and respect
2. Know the names of the people serving him or her
3. Have privacy and confidentiality of his or her records
4. Receive explanations about treatment, charges, or other services
5. Receive education and counseling
6. Review his or her medical records with a provider
7. Consent to or refuse any care or treatment

### Each patient has the responsibility to:

1. Give an accurate medical history
2. Be sure that he or she understands the provider's recommendations or asks questions to clarify
3. Follow health advice and medical instructions
4. Respect clinic policies
5. Report any changes in his or her health
6. Keep visits or cancel with at least 24-hour notice

## Privacy Practices

We are committed to maintaining the privacy of individual health information for all of our patients and have established policies and procedures to promote patient privacy. In general, we request only information that is necessary to provide health care or to process payment for our services, and we limit access to your private health information to only those individuals who need the information to perform their job. More detail about our privacy practices and your privacy rights as a health care consumer are included in the Notice of Privacy Practices, which is included in this packet.

Yakima Valley Farm Workers Clinic is FTCA deemed.





# Leading *care*

Our providers offer culturally sensitive solutions to all of your health needs.



# Privacy Practices

## Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

Yakima Valley Farm Workers Clinic (YVFWC) keeps record of the health care services we provide you. You have the right to a copy of your health record in paper or electronic form. Generally, YVFWC uses your health information for purposes of treatment, payment or healthcare operations. We will not disclose your protected health information to others or for other purposes unless you direct us to do so or unless the law authorizes or compels us to do so.

How will we use or disclose your information? Here are a few examples (For more detail, please refer to the full version of the Notice of Privacy Practices):

- When we set up a visit for you
- When the doctor prescribes medication
- If we refer you to another provider
- When we order lab work for you
- Visit reminders
- To obtain payment for our services

You have certain rights regarding the information we maintain about you. These rights include:

- The right to be notified in the event of a breach
- The right to opt out of communications for fundraising or marketing purposes
- The right to restrict disclosures to a health plan concerning treatment for which you have paid out of pocket in full
- The right to inspect, copy, and request an amendment to any health information
- The right to an accounting of disclosures which will list certain disclosures pertaining to your health information
- The right to request a restriction on the health information, including psychotherapy notes, we use or disclose about you for treatment, payment, or health care operations
- You have the right to request who we communicate with about your health care and the method or location that you choose

If you believe your privacy rights have been violated, you may file a complaint with the practice or with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing, and all complaints will be investigated without repercussion to you.

Any requests stated above need to be in writing and submitted to the YVFWC HIPAA Privacy Officer.  
See 45 C.F.R. § 164.524.

To obtain a full version of the Notice of Privacy Practices, please contact the YVFWC HIPAA Privacy Officer at (509) 865-5898, 604 W First Avenue, Toppenish WA.

Effective date: 09/23/13

## Questions or Problems

Our staff is here to help. If you are not able to resolve your concern with available staff, please contact the clinic director/manager for assistance. There may be some issues that cannot be resolved immediately and you may be asked to leave a message. Clinic leadership will contact you if you are asked to leave a message.

If you do not wish to speak directly with clinic staff or clinic leadership, you may take a feedback card from the front lobby and use the contact information provided.

### Contact options include:

**Mail:** Quality Department,  
P.O. Box 190,  
Toppenish, WA 98948

**Phone:** (509) 865-6175, ext. 2477

**Fax:** (509) 865-3148

**Email:** concerns@yvfwc.org

We are committed to high-quality care and hope you give us an opportunity to hear and resolve your concerns. But if you choose not to, you may also contact The Joint Commission by:

**Online:** [https://www.jointcomission.org/report\\_a\\_complaint.aspx](https://www.jointcomission.org/report_a_complaint.aspx)

**Email:** patientsafetyreport@jointcommission.org

**Fax:** (630) 792-5636

**Mail:** Office of Quality and Patient Safety,  
The Joint Commission,  
One Renaissance Blvd,  
Oakbrook Terrace, IL 60181

***Yakima Valley Farm Workers Clinic is  
a community health center unlike any  
other. Culturally diverse, exceptionally  
talented, unbelievably caring.***

**1 11th Avenue Family Medicine Clinic**  
314 S 11th Ave, Ste A  
Yakima, WA 98902  
(509) 902-8585

**Behavioral Health Services**  
307 S 12th Ave, Ste 4B  
Yakima, WA 98902  
(509) 575-8457

**Behavioral Health Services**  
918 E Mead Ave  
Yakima, WA 98903  
(509) 453-1344

**Children's Village**  
3801 Kern Rd  
Yakima, WA 98902  
(509) 574-3200

**Lincoln Avenue Medical-Dental Center**  
2205 W Lincoln Ave  
Yakima, WA 98902  
(509) 575-1234

**Memorial WIC**  
218 S 29th Ave  
Yakima, WA 98902  
(509) 576-0146

**Yakima Medical-Dental Clinic**  
602 E Nob Hill Blvd  
Yakima, WA 98901  
(509) 248-3334

**YV Tech Dental**  
1120 S 18th St  
Yakima, WA 98901  
(509) 573-5530

**2 Mid-Valley Family Medicine**  
620 W First St  
Wapato, WA 98951  
(509) 877-4111

**3 Northwest Community Action Center**  
706 Rentschler Ln  
P.O. Box 831  
Toppenish, WA 98948  
(509) 865-7630

**Toppenish Medical-Dental Clinic**  
510 W First Ave  
P.O. Box 190  
Toppenish, WA 98948  
(509) 865-5600

**4 Granger Family Medicine Clinic**  
115 Sunnyside Ave, Ste A  
Granger, WA 98932  
(509) 865-6450

**Granger WIC**  
121 Sunnyside Ave  
Granger, WA 98932  
(509) 854-1069

**5 Community Dental Care**  
1721 E Lincoln Ave  
Sunnyside, WA 98944  
(509) 837-7178

**Sunnyside Immediate Care**  
2680 Yakima Valley Hwy  
Ste B  
Sunnyside, WA 98944  
(509) 839-3000

**6 Grandview Medical-Dental Clinic**  
1000 Wallace Way  
Grandview, WA 98930  
(509) 882-3444

**Mountainview Women's Health Center**  
240 Division St  
Grandview, WA 98930  
(509) 882-4700

**7 Valley Vista Medical Group**  
820 Memorial St., Ste 1  
Prosser, WA 99350  
(509) 786-2010

**8 Columbia Basin Pediatric Dentistry**  
7501 W Deschutes Pl  
Kennewick, WA 99336  
(509) 783-1960

**Dentistry For Kids**  
2611 S Quillan Pl  
Kennewick, WA 99338  
(509) 585-5437

**Miramar Health Center**  
6351 W Rio Grande Ave  
Kennewick, WA 99336  
(509) 543-9280

**Miramar Health Center**  
1608 N Rd 44  
Pasco, WA 99301  
(509) 543-9280

**9 Family Medical Center**  
1120 W Rose St  
Walla Walla, WA 99362  
(509) 525-6650

**10 Unify Community Health**  
120 W Mission Ave  
Spokane, WA 99201  
(509) 326-4343

**Unify Community Health**  
Northeast Community Center  
4001 N Cook St  
Spokane, WA 99207  
(509) 483-3427

**Unify Community Health**  
West Central Community Center  
1603 N Belt St  
Spokane, WA 99205  
(509) 327-4646

**11 Unify Family Dental**  
1095 SE Bishop Blvd  
Pullman, WA 99163  
(509) 715-1700

**12 Coastal Family Health Center**  
2158 Exchange St, Ste 304  
Astoria, OR 97103  
(503) 325-8315

**13 Community Health Center of Clatskanie**  
401 SW Bel Air Dr  
Clatskanie, OR 97016  
(503) 728-5088

**14 Mirasol Family Health Center**  
589 NW 11th St  
Hermiston, OR 97838  
(541) 567-1717

**15 McMinnville WIC**  
412 NE Ford St  
McMinnville, OR 97128  
(503) 434-6740

**16 Newberg WIC**  
2251 E Hancock St, Ste 107  
Newberg, OR 97132  
(503) 538-8779

**17 Rosewood Family Health Center**  
8935 SE Powell Blvd  
Portland, OR 97266  
(503) 772-4335

**Rosewood Family Health at Gateway**  
135 NE 102nd Ave  
Portland, OR 97220  
(503) 894-9005

**Rosewood Family Health at Lents**  
9047 SE Foster Rd  
Portland, OR 97266  
(503) 772-8751

**18 Pacific Pediatrics**  
1475 Mt Hood Ave  
Woodburn, OR 97071  
(503) 982-0626

**Salud Medical Center**  
1175 Mt Hood Ave  
Woodburn, OR 97071  
(503) 982-2000


**19 Lancaster Family Health Center at Beverly**  
3896 Beverly Ave NE  
Bldg J, Ste 40  
Salem, OR 97305  
(503) 588-0076


**Lancaster Family Health Center at Lancaster**  
255 Lancaster Dr NE  
Salem, OR 97301  
(503) 576-8400





# Toppenish Medical-Dental Clinic

 510 W First Ave  
Toppenish, WA 98948

 Phone Numbers

Medical	(509) 865-5600
Dental	(509) 865-3886
Pharmacy	(509) 865-3355
WIC Program	(509) 865-6677
Optometry	(509) 865-0800

 Fax Numbers

Medical Records	(509) 865-5783
Optometry	(509) 865-2904

 [YVFWC.com](http://YVFWC.com)



W 1st Ave

S Elm St



## Primary Care

- Family Medicine
- Internal Medicine
- Pediatrics
- Primary Care Behavioral Health
- Primary Care Nutrition

## Women's Health

- Obstetrics and Gynecology (OB/GYN)
- Prenatal Postpartum Care

## Dental

- Family Dentistry
- Orthodontics

## Pharmacy

- Drive-thru Pharmacy
- Mail Delivery Prescriptions
- Walk-in Pharmacy

## Behavioral Health

- Mental Health Counseling and Treatment
- Psychiatric Services
- Substance Use Disorder Treatment

## Health Insurance

- Health Care Coverage Assistance

## Programs

- Asthma Home Visits
- Chronic Disease Self-Management
- First Steps
- Los Niños Bien Educados
- Parents as Teachers
- Prescription Assistance
- Reach Out and Read
- WIC Program

## Eye and Vision Care

- Optometry