



Hello.

Welcome to
West Valley Family Health & OB/GYN



Call us 24 hours a day 7 days a week.

- For after-hours medical care, please call [\(509\) 907-6300](tel:5099076300)
- 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** or download the app in your device app store.

Website Information

Visit our website at **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** 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:

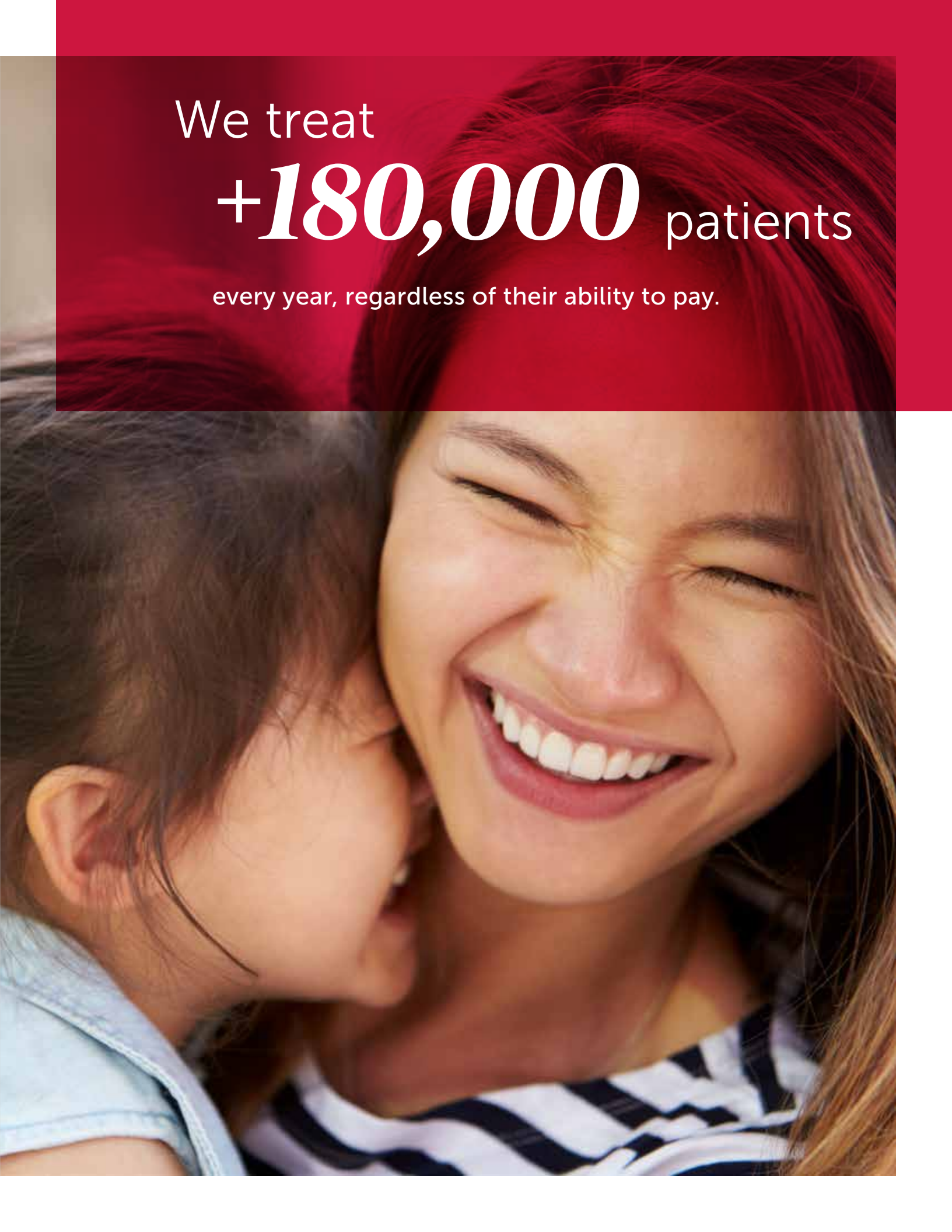
1. Name and date of birth of the patient
2. Your name (name of caller)
3. Name of the patient's health care provider
4. Reason for the call
5. Phone number(s) where you can be reached
6. Best times for us to call you

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



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.



Notice of Privacy Practices

Your Information, Your Rights, Our Responsibilities

1. This notice describes how medical information about you may be used and disclosed and how you can access this information.
2. Please read it carefully.

Your Rights

1. Health Information and Each Patient's Rights

- a. This section explains patients' rights and some of YVFWC's responsibilities to help each patient.

2. Get a Copy of Your Medical Record

- a. You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you.
- b. We will provide a copy or a summary of your health information, usually within 15 days of your request.
 - i. We may charge a reasonable cost fee.

3. Ask to Amend Your Record

- a. You can ask us to amend health information about you that you think is incorrect or incomplete.
 - i. Ask us how to do this.
- b. We may say "no" to your request but will tell you why within 60 days.

4. Request Confidential Communications

- a. You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- b. We will say yes to all reasonable requests.

5. Ask Us to Limit What Is Shared

- a. You can ask us not to use or share certain health information for treatment or our operations.
- b. We are not required to agree to your request, and we may say "no" if it would affect your care.
- c. If you pay for services or health items out of pocket, in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
- d. We will say "yes" unless a law requires us to share that information.

6. Get a List of Whom YVFWC Has Shared Information

- a. You can ask for a list of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- b. We will include all the disclosures except for those about treatment, payment, and health care operation, and certain disclosures (such as those you ask us to make).
 - i. We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

7. Get a Copy of This Privacy Notice

- a. You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically.
 - i. We will provide you with a paper copy promptly.

8. Choose Someone to Act for You

- a. If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- b. We will make sure the person has this authority and can act for you before we take any action.

9. File a Complaint If You Feel Your Rights Are Violated

- a. You can complain if you feel we have violated your rights by contacting us using the information at the bottom of this notice.
- b. You can file a complaint with U.S. Department of Health and Human Services Office of Civil Rights by sending a letter to 200 Independence Ave, S.W. Washington, D.C. 20201, by calling 1-877-696-6775, or by visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- c. We will not retaliate against you for filing a complaint.

Your Choices

- 1. For certain health information, you can tell us your choices about what we share.
 - a. If you have a clear preference for how we share your information in the situations described below, talk to us.
 - b. Tell us what you want us to do, and we will follow your instructions.
 - c. In these cases, you have both a right and choice to tell us to:
 - 2. Share information with our family, close friends, or others involved in your care.
 - 3. Share information in a disaster relief situation.
 - 4. Contact you for fundraising efforts.
- 5. If you are not able to tell us your preferences, for example, if you are unconscious, we may go ahead and share information if we believe it is in your best interest.
 - a. We may also share information when needed to lessen a serious and imminent threat to health and safety.
- 6. We never share your information unless you give us written permission in the following cases:
 - a. Marketing purposes.
 - b. Sale of your information.
 - c. Most sharing of psychotherapy notes.
- 7. In the case of fundraising,
 - a. We may contact you for fundraising efforts, but you can tell us not to contact you again.

Other Uses and Disclosures

1. YVFWC will typically use or share your information in the following ways.
2. **Treat You**
 - a. We can use your health information and share it with other professionals treating you.
 - i. Example: A doctor treating you for an injury asks another doctor about your overall health condition.
3. **Bill For Services**
 - a. We can use and share your health information to bill and get payment from health plans or other entities.
 - i. Example: We give information about you to your health insurance plan so it will pay for your services.
4. **Run our Organization**
 - a. We can use and share your health information to run our practice, improve care and contact you when necessary.
 - i. Example: We use health information about you to manage your treatment and services.
 - b. How else can we use or share your health information?
 - i. We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research.
 - ii. We must meet many conditions in the law before sharing your information for these purposes.
 - iii. For more information, see: www.hhs.gov/hipaa/index.html
5. **Help with Public Health and Safety Issues**
 - a. We share health information about you for certain situations such as:
 - i. Preventing disease
 - ii. Helping with product recalls
 - iii. Reporting adverse reactions to medications
 - iv. Reporting suspected abuse, neglect, or domestic violence
 - v. Preventing or reducing a serious threat to anyone's health or safety
6. **Do Research**
 - a. We may use and share health information about you for health research.
7. **Respond to Organ and Tissue Donation Requests**
 - a. We will share health information about you with organ procurement organizations.
8. **Comply With the Law**
 - a. We will share information with you if state or federal law requires it, including the Department of Health and Human Services, if it wants to see that we comply with federal privacy law.
9. **Address Worker's Compensation, Law Enforcement, and Other Government Requests**
 - a. We can use or share health information about you:
 - i. For workman's compensation claims
 - ii. For law enforcement purposes or with law enforcement officials
 - iii. With health oversight agencies for activities authorized by law
 - iv. For special government functions such as military, national security, and presidential protective services.
10. **Work With Medical Examiner or Funeral Director**
 - a. We may share your health information as may be necessary for them to carry out their duties.
 - b. Health information with more restrictions.
11. **Health Information with Additional Restrictions**
 - a. Psychotherapy notes: will not be released without your written permission or as allowed by law.
 - b. Substance Use treatment records will not be released without your written permission or as allowed by law.

Our Responsibilities

1. We are required by law to maintain the privacy and security of your health information.
2. We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
3. We must follow the duties and privacy practices described in this notice and give you a copy.
4. We will not use or share your information other than as described here unless you tell us in writing.
 - a. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
5. For more information, see www.hhs.gov/hipaa/index.html

Questions

1. If you have questions, want more information, or want to report a problem with the handling of your protected health information, you may contact:

YVFWC Privacy Officer
PO BOX 190
Yakima WA 98948

Phone: 509.865.6175
Fax: 509.865.3148

Changes to the Terms of this Notice

1. We can change the terms of the notice, and the changes will apply to all the information we have about you.
2. The new notice will be available upon request, in our office and on our website at <https://www.yvfwc.com/privacy-practices/>

***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

**West Valley
Family Health & OB/GYN**
5109 Summitview Ave
Yakima, WA 98908
(509) 907-6300

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, Ste 110
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, Ste 101
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

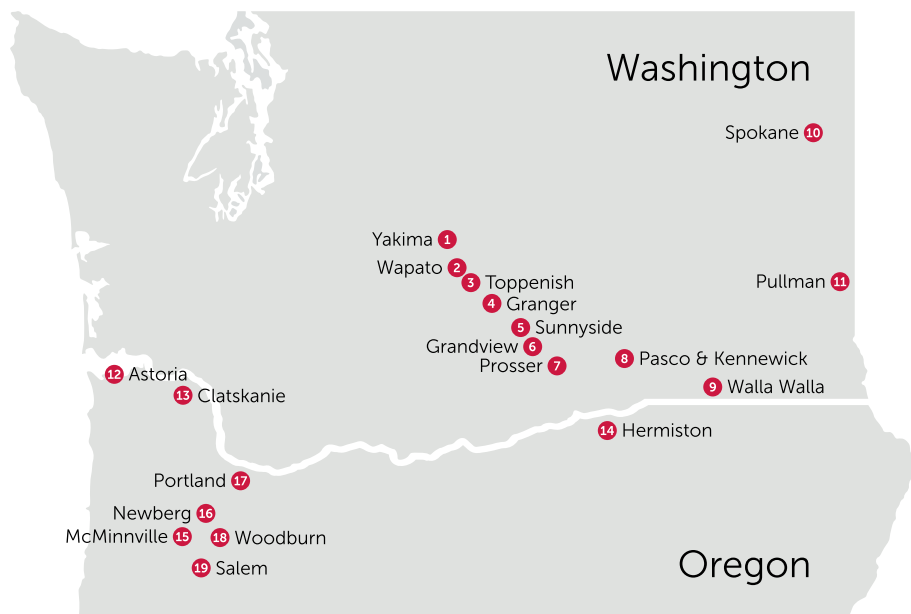
**Rosewood
Family Health at Lents**
9047 SE Foster Rd
Portland, OR 97266
(503) 772-8751

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



West Valley Family Health & OB/GYN

 5109 Summitview Ave
Yakima, WA 98908

 Phone Numbers

Medical (509) 907-6300

Pharmacy (509) 907-6250

 Fax Numbers

Medical Records (509) 907-6310

 YVFWC.com

Primary Care

- Family Medicine
- Primary Care Behavioral Health
- Primary Care Nutrition Services

Women's Health

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

Pharmacy

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

Health Insurance

- Health Care Coverage Assistance

Programs

- Chronic Disease Self-Management
- First Steps
- Los Niños Bien Educados
- Prescription Assistance
- Reach Out and Read



Summitview Ave

N 56th Ave

N 48th Ave