

**Q: Is there a pharmacy at the Health Care Center?**

**A:** No, but you can check in to see a medical provider who can write a prescription. You can fill it at the nearest pharmacy. Medications are prescribed based on your health status.

**Q: Who works at the Health Care Center?**

**A:** The accredited and qualified workforce is made up of doctors, registered nurses, pharmacists, emergency medical technicians, public health and emergency response professionals, and community volunteers. Coordination is provided through the Regional Medical Resource Center.

**Please follow these guidelines during your stay:**



**Wash hands often**

using hand-cleaning stations or restrooms



**Cover coughs and sneezes**

using a tissue or your elbow



**Quiet, please**



**Do not leave children unattended**

**For more information**

Call the Pandemic Flu Hotline: **(xxx) xxx-xxxx** (TTY Relay: 711)

Visit our Web site at [www.kingcounty.gov/health/pandemicflu](http://www.kingcounty.gov/health/pandemicflu)

Regularly check local news reports for emergency updates.



**Talk to our staff / volunteers**

wherever you see this symbol

# Getting Help

at the Health Care Center

*Welcome. To get care and services during your stay, please follow these steps:*



**Step 1: Start Here**

*Describe your symptoms.*



**Step 2: Check In**

*Register for treatment.*



**Step 3: Check Out**

*Get medical instructions.*



## Step 1: Start Here

**Describe your symptoms** to help us decide the level of care you need. We'll ask you a few simple questions about how you feel. For example, do you have a runny nose, sore throat, aches, upset stomach or diarrhea?

A staff person will then direct you to the correct waiting area at Step 2—GREEN or YELLOW / RED, depending on your medical need. We make every effort to treat the sickest people first.



## Step 2: Check In

**Register for treatment** by filling out a check-in form that you'll receive in the waiting area. A staff person can help you. We will let you know as soon as a medical provider is ready to see you. Depending on the care you need, a stay at the Health Care Center may last a few hours or several days.



## Step 3: Check Out

**Get medical instructions** once treatment at the Health Care Center ends. Before you leave, speak with a medical professional about what to do next. You'll receive written directions for using medicines, taking care of yourself at home, following up with your own medical provider, etc. Be sure to ask questions if there is anything you do not fully understand. Please exit by the door indicated.



## Questions you may have

### Q: What is a Health Care Center?

**A:** The Health Care Center has been set up as part of an overall coordinated response to the current emergency. If you need basic, routine care, and hospitals and clinics are too crowded, you can check in at the Health Care Center.

### Q: Can you treat patients who need an emergency room or intensive care?

**A:** No. Critically ill or injured patients need to be treated at a hospital. If you are experiencing a life-threatening condition, such as difficulty breathing or chest pain or tightness, let us know right away.

### Q: What does it cost me to use the Health Care Center?

**A:** Services at the Health Care Center are free to patients.

### Q: If I need information or help, who do I ask?

**A:** Any staff person wearing a vest can help you. There also is an Information table in each waiting area. Nurse Stations are marked with a sign.

### Q: Can my sick child get care at the Health Care Center?

**A:** Yes. If your baby or child (any age) is too sick or injured to be treated here, we'll arrange for care at a hospital.

### Q: May I bring my pet to the Health Care Center?

**A:** Pets are not allowed, however, we can provide you with information about emergency shelters that accept pets.

**Allowed:** service animals (guide dogs or other animals that assist persons with disabilities)

**Not allowed:** pets, cameras, video or sound recording, weapons, alcohol (beer, wine, liquor), smoking