



URGENT AND AFTER HOURS CARE

Most patients and parents find it reassuring that our practice is covered 24 hours a day by one of our naturopathic physicians. It is our intention that you feel well supported in your health as well as your parenting journey. The following information is intended to help you most efficiently access health care services when urgent needs arise.

Please remember, if you are experiencing a medical emergency CALL 911

When URGENT MATTERS arise during business hours:

If you or your child is sick, and you'd like help treating the illness, come on in for an appointment! Please call early in the day to reserve one of our "acute" appointments, which are saved for just such a need. Whenever possible, we will schedule you with your primary care physician. If that is not possible, we will try to arrange an appointment for you with another of the One Sky Wellness physicians.

In most cases it is best to call and schedule an appointment instead of leaving a message. However, if you expect that you need an immediate referral for imaging or to a specialist, call the clinic and ask to speak to our medical assistant. If our medical assistant is not available, ask the front desk to directly relay the message to our medical assistant or a physician.

For URGENT MATTERS after business hours, you have three options:

CALL OUR ANSWERING SERVICE at 206.219.3129

One of our naturopathic physicians is available to you after hours by calling our answering service. Through this service, we will help you deal with an acute illness overnight or over the weekend. We will also help you decide whether a trip to the emergency department is necessary. **Please note there is a \$25 fee for contacting the physician on call after-hours.** This fee is not covered by insurance. Please note we do not accept after-hours pages for prescription refills or to discuss scheduling an appointment.

CALL A 24 HOUR TELEPHONE CONSULTATION HOTLINE

There are a number of free services available to help you decide whether you should seek emergency treatment after hours, and who will provide advice about home care until you can be seen by your doctor. You may notice that these hotlines give different advice about using over the counter medicines than your naturopathic doctor gives in the office. If you have questions after speaking to a consulting nurse, you might want to check out one of the books listed below for naturopathic home treatment. If you want a naturopathic second opinion, feel free to page the doctor on call.

Consulting Line Phone Numbers:

- Group Health Consulting Nurse (206) 326-3225 (group health consumers only)
- Evergreen Medical Center in Kirkland 425-899-3000



- Harborview Community Care Line 206-744-2500
- Seattle Children's Resource line at 206-987-2500
- Swedish Medical Center Nurse Consulting Line 206-215-2100

Many insurance plans today provide a free service to their participants, which include a 24-hour nurse triage resource center for non-emergency situations. Check on your insurance carrier's website for current information. You may want to list their phone number here:

My Insurance Plan's Consulting Nurse Number: _____

SEEK CARE AT A LOCAL URGENT CARE CENTER or EMERGENCY DEPARTMENT

Seattle is lucky to have an excellent selection of hospitals, and many options for emergency after hours care.

Emergency Departments of Local Hospitals

We often refer people to the University of Washington Medical Center, Northwest Hospital, Swedish on First Hill or in Ballard, Group Health on Capitol Hill, or Evergreen Medical Center in Kirkland.

Acute Care Centers

If you need in-person care after hours, but don't feel the situation is urgent enough to go to the emergency department of one of our local hospitals, consider one of these:

- Children's Hospital After-Hours Clinic 206-987-2211. BELLEVUE. Open 6:45pm – 9:30 pm M-F and 11am- 8 pm on Sat/ Sun and Holidays. Call the center before going, as they do not treat certain conditions and will refer you to the Emergency Room in Seattle.
- Care Plus Medical Centers in Shoreline or Kenmore. Open every day except Thanksgiving and Christmas. The Shoreline clinic can be reached at 206-365-0220 and the Kenmore clinic at 425-486-8300.
- West Seattle Convenient Care. Open evening hours for acute care, 6-9 pm 206.362.8671

"I DON'T KNOW IF I NEED TO PAGE OR SCHEDULE AN APPOINTMENT, HOW SHOULD I DECIDE?"

If you would like help treating the illness, you should make an appointment. If you are wondering whether the symptoms you are having necessitate a visit to your doctor, you might find the following resources helpful...

WEB AND PRINT RESOURCES

Adults and Kids

The website <http://www.nlm.nih.gov/medlineplus/healthtopics.html> has good information about various health topics and can help you decide when to seek treatment. This is a government sponsored site from the National Institutes of Health, through their Medline Plus search engine.



Kids

<http://www.seattlechildrens.org/medical-conditions/> Enter your child’s symptom into the “Should your child see a doctor?” search box.

The Baby Book by William and Martha Sears is a great resource for home care recommendations and helping you decide when to bring your child in for an exam and treatment.

An Encyclopedia of Natural Healing for Infants and Children is written by naturopath Mary Bove, ND and is full of naturopathic advice for home care of your child as well as information on when to see your doctor.

TELEPHONE ACCESS

For **non-urgent** questions, you can call the clinic during business hours and leave a message with your question. Please be brief and specific about your question, as your doctors response is often relayed to you through a clinic staff member. Non-urgent phone calls will be returned within 2 business days.

I have received a copy of the URGENT AND AFTER HOURS CARE POLICY and agree to the terms.

Signature

Date