Community Health Care is a Medical Home for your entire family. Patients have their own health care team that uses a whole care approach which identifies their medical, dental and specialty needs. Your provider will order tests, procedures and specialty referrals based on care needs that you identify together. Services are provided through five medical clinics and four dental clinics. For those without insurance, care is provided on a sliding-fee scale based on income and family size. No one is denied care due to inability to pay.

**Family Medical Care**
- Family medicine for children, adults and seniors
- Pregnancy and newborn care
- Referral assistance to specialty care
- Assistance connecting to community resources
- Ryan White HIV/AIDS programs
- Pre-exposure prophylaxis (PrEP) for HIV
- Transgender Health Care
- Insurance Enrollment Assistance

**Pediatric Care**
- Pediatricians to care for children from birth to 18 years of age.
- Childhood Immunizations
- Asthma Care
- ADHD Care

**Women’s Health & Maternity**
- Gynecology at all medical offices
- Free pregnancy testing at all medical offices
- Prenatal Care and obstetrics available at all medical offices
- Deliveries performed at a local hospital
- Specialized maternity program with home visits, referral services and pregnancy and infant care education

**Behavioral Health Services**
- Help coping with medical problems
- Stress, Anxiety or Anger
- Changing risky behaviors like tobacco and alcohol use
- Difficult life problems or family problems
- Child behavior problems

**Care for Seniors**
- Primary care focused on the needs of older adults
- Medicare is accepted at all Community Health Care medical offices.

**Pharmacy Services**
- Community Health Care pharmacists continually work to find the best and most affordable medications.
- Sliding-fee-scale discounts available based on income and family size
- Diabetes monitoring
- Ryan White HIV/AIDS programs
- Programs to help you stop smoking

**Family Dental Care**
- Our dentists are Baby and Child Dentistry (ABCD) trained and certified.
- Preventative and restorative services
- Early screening and sealants for children
- Nitrous offered at some sites
- Emergency dental care
- Ryan White HIV/AIDS programs
- Saturday dental appointments

**Interpretation Services**
- Community Health Care provides services in English, Russian and Spanish. If your preferred language is not spoken by our staff we will arrange for an interpreter to be present during your appointment.
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Our Mission...

“To provide the highest quality health care with compassionate and accessible service for all”

Medical Clinic: (253) 442-3813
Monday - Friday: 8:00 AM - 5:00 PM
Closed for lunch 12:00 PM - 1:00 PM

Urgent Care: (253) 442-8809
Monday - Thursday: 8:00 AM - 7:00 PM
Friday - Saturday: 8:00 AM - 5:00 PM
Closed for lunch 12:00 PM - 1:00 PM

Dental Clinic: (253) 441-4743
Monday - Saturday: 6:30 AM - 5:30 PM
Closed for lunch 11:30 AM - 12:30 PM

Pharmacy: (253) 441-4779
Monday - Friday: 8:00 AM - 5:00 PM
Closed for lunch 12:00 PM - 1:00 PM

At Community Health Care no one is denied the medicines they need due to inability to pay. Your pharmacist works with federal programs, community grants and drug manufactures to keep medications affordable.

Other services through your pharmacy include smoking cessation and anti-coagulation therapy. If you are interested in these programs please talk to your pharmacist. Please note, due to Federal grant requirements, we are only able to fill prescriptions that were prescribed by a Community Health Care provider or a provider you were referred to by your Community Health Care provider.

For prescription refills call: 253-682-3000. Please provide 3-5 business days notice for refills.

1202 Martin Luther King Jr. Way, Tacoma, WA 98405

Services in this facility include family medical and dental care, urgent care, maternity care, HIV/AIDS care, behavioral health, substance abuse services, pharmacy, chronic disease management, obstetrical care, gynecology and pediatrics.
Welcome

After Hours Care

Thank you for choosing Community Health Care. If you are new to us, we welcome you and your family. If you have used our clinics before, we are happy that you have decided to continue your care with us. The staff looks forward to providing you and your family with the best health care services possible.

All clinics provide a full range of family services with a caring, skilled and knowledgeable staff that will make every effort to make sure you get the care you need in your own community. Community Health Care has five medical clinics, four dental clinics and five pharmacies. Clinics are in Tacoma, Lakewood, Parkland and Spanaway.

Services include:
- Medical
- Dental
- Pharmacy
- Behavioral health
- Pediatrics
- Maternity care
- Obstetrical and gynecological care
- Medical assisted treatment care
- Optometry
- Care management
- Chronic disease management
- Insurance Enrollment Assistance

(For a more complete list of our services, please see Page 16.)

We continue to expand services. We provide limited specialty services at the Hilltop Regional Health Center. Please call if the service you are interested in is not listed.

At Community Health Care no one is denied care due to inability to pay. It is the policy of Community Health Care to create and maintain an environment that respects and supports patients’ rights including patients’ cultural, psychosocial and personal values. Per our federal grant requirements, we ask every patient for their level of income. This allows us to continue to serve the underserved (see Page 5 for more information).

Community Health Care patients can access care after hours by calling our After Hours Line. If you have a dental concern, the answering service can page the on-call dentist. If you have medical concerns the answering service can refer you to our triage line. The triage nurse can arrange for an urgent appointment, provide medical advice or help you to decide if you should visit the emergency room. Remember, Community Health Care has an Urgent Care Clinic that is open early evenings and on Saturdays. Information on the Urgent Care Clinic can be found on page 15 of this booklet.

Kimi & George Tanbara, MD
Health Center

Medical Clinic: (253) 471-4553
Monday - Friday: 8:00 AM - 5:00 PM
Closed for lunch 12:00 PM - 1:00 PM

Dental Clinic: (253) 589-7188
Monday - Saturday: 6:30 AM - 5:30 PM
Closed for lunch 11:30 AM - 12:30 PM

Pharmacy: (253) 284-2226
Monday - Friday: 8:30 AM - 5:00 PM
Closed for lunch 12:30 PM - 1:30 PM

1708 East 44th Street, Tacoma, WA 98404

Services in this facility include family medical and dental care, maternity care, behavioral health, substance abuse services, pharmacy, chronic disease management, obstetrical care, gynecology and pediatrics.

After Hours Consulting Nurse
253-922-4778

Parkland Clinic

Medical Clinic: (253) 536-2020
Monday - Friday: 8:00 AM - 5:00 PM
Closed for lunch 12:00 PM - 1:00 PM

Pharmacy: (253) 536-6257
Monday - Friday: 8:30 AM - 5:00 PM
Closed for lunch 12:00 PM - 1:00 PM

11225 Pacific Avenue, Tacoma, WA 98444

Services in this facility include family medical care, maternity care, behavioral health, substance abuse services, pharmacy, chronic disease management, obstetrical care, gynecology and pediatrics.
**Important Telephone Numbers**

**Medical Clinics**
- **Lakewood Family Medical Clinic**: 10510 Gravelly Lake Dr SW, Lakewood, WA 98499, (253) 589-7030
- **Spanaway Family Medical Clinic**: 134 188th Street, Spanaway, WA 98387, (253) 847-2304
- **Parkland Family Medical Clinic**: 11225 Pacific Ave., Tacoma, WA 98444, (253) 536-2020
- **Hilltop Family Medical Clinic**: 1202 Martin Luther King Jr. Way, Tacoma WA 98405, (253) 441-4742
- **Eastside Family Medical Clinic**: 1708 East 44th Street, Tacoma, WA 98404, (253) 471-4553

**Medical Appointment Line**  
To make a medical appointment call 253-722-2161

**Urgent Care**  
**Urgent Care Clinic**: 1202 Martin Luther King Jr. Way, Tacoma WA 98405, (253) 442-8809  
No appointment needed

**Dental Clinics**
- **Milgard Family Dental Center**: 1708 East 44th Street, Tacoma, WA 98404, (253) 572-7002
- **Lakewood Dental Clinic**: 10510 Gravelly Lake Dr. SW, Lakewood, WA 98499, (253) 589-7188
- **Hilltop Family Dental Clinic**: 1202 Martin Luther King Jr. Way, Tacoma WA 98405, (253) 441-4743
- **Spanaway Family Dental Clinic**: 134 188th Street, Spanaway, WA 98387, (253) 210-5270

**Dental Appointment Line**  
To make a dental appointment call 253-722-2151

**Pharmacies**
- **Eastside**: 1708 East 44th Street, Tacoma, WA 98404
- **Lakewood**: 10510 Gravelly Lake Dr SW, Lakewood, WA 98499
- **Hilltop**: 1202 Martin Luther King Jr. Way, Tacoma WA 98405
- **Spanaway**: 134 188th Street, Spanaway, WA 98387
- **Parkland**: 11225 Pacific Ave., Tacoma, WA 98444

**Pharmacy Refill Line**  
For Prescription Refills call 253-682-3000  
Please remember that the pharmacies require 48-hour notice for refills.

**Other Programs**
To access Pediatrics, Obstetrics/Gynecology, Ryan White HIV/AIDS care or Maternity Support Services call the medical appointment line at 253-722-2151.

**When the Clinics are Closed**
When the clinics are closed, call 253-922-4778. You will reach our on-call service. A nurse will gather information and put you in touch with a provider as needed. This service is available after regular clinic hours and on weekends and holidays. If you have a life threatening emergency, please call 911.

**Website**  
Learn more about Community Health Care on our website, www.commhealth.org.
Community Health Care employs several different types of primary care providers. We have Physicians, Nurse Practitioners and Physician Assistants. The designation is clearly displayed on their name tag. In addition, we are a Teaching Health Center so your care might be provided by a medical, dental, nurse practitioner or pharmacist resident. We work with other health care providers in the community who will strive to keep the cost of care affordable. If you cannot afford the care you are referred to, please talk to your clinic staff.

If you have insurance coverage through a managed care program, you must get all your health care services through a Community Health Care clinic. Sometimes you may need a service we cannot provide at the clinic. If that happens, we will refer you to another provider for that service. We work with other health care providers in the community who will strive to keep the cost of care affordable. If you cannot afford the care you are referred to, please talk to your clinic staff.

Community Health Care provides free interpretation between physicians/staff members and patients. This includes in-person interpreters, video-conference, and telephone interpreters who support all of Community Health Care. All interpreters are required to adhere to professional standards, including interpreting everything said, protecting the patient’s right to self-determination, confidentiality, and quality care.

All of Community Health Care Clinics are located on Pierce Transit bus routes. To plan your route go to www.piercetransit.org. If you need additional transportation assistance to your appointment, we can help. Call your clinic and ask to speak to the Navigator or Community Health Worker. The Navigator or Community Health Worker can provide you with additional transportation resources.

If you are an adult with Washington Apple Health, you can use Paratransit Services in order to get a ride to your appointment. For information call 1-800-925-5438 or visit: www.wanemt.com
MAKE AN APPOINTMENT

We prefer you to make appointments by telephone, but you can also come into the clinic. When your provider asks you to return for a follow-up visit, you may book that appointment up to 90 days into the future (6 months for routine dental exams). If you have any disability or language needs, please let us know when you schedule your appointment.

Same-Day Appointments

We want all patients to be able to see their primary care provider (PCP) or team whenever possible. If you need a same-day appointment, please call and ask to speak with our nurse. If it is more convenient, you can walk into our Urgent Care clinic, located on the ground floor of the Hilltop Regional Health Center building. The Urgent Care clinic is also open evenings and Saturdays when you cannot wait for an appointment. For more information, call them at (253) 442-8809.

Our dental clinics accept “walk-in” patients each morning for emergency dental services. As a “walk-in” we will try hard to see you but cannot promise that you will receive care.

How to Cancel Appointments

Please use the Patient Portal or call us 24 hours before your appointment to cancel. Letting your clinic know you cannot make your appointment will allow the clinic to schedule other patients in a timely manner to meet their needs.

Appointment Reminders

A few days before your appointment, our automated reminder system will remind you about your appointment. It is important to keep your appointments. When you do not, it keeps us from using that appointment time to see another patient.

Please bring the following to each appointment:

Adult photo, insurance cards, immunization record, Provider One card, and any co-payments or deductibles expected at the time of the appointment.

This information is used by our staff to help get medical insurance you can afford, or to determine your fees. It also helps Community Health Care qualify for funding to help all of our patients. You will be asked to update this information with us each year.

24-Hour Nurse Line: (253) 922-4778

Provide your care:

- We can use your health information and share it with other health professionals who are treating you.
- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.
- We can share health information about you with organ procurement organizations.
- We can share health information with a coroner, medical examiner, or funeral director.
- We can use and share your health information to run our organization, improve your care, and contact you when necessary.
- We can use and share your health information to manage your treatment.
- We can use and share your health information to bill and get payment from health plans or other entities.

How else can we use or share your health information? 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. We have to meet many conditions in the law before we can share your information for these purposes. For more information, see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

We can share health information about you to help with public health and safety issues:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone’s health or safety

Our Uses and Disclosures

Do Research

- We can use or share your information for health research.
- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will tell you promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing.
- If you tell us we can, you may change your mind at any time. Let us know in writing if you do.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in any of our offices, and on our web site www.commhealth.org. This version of our Notice of Privacy Practices is effective on September 23, 2013. A copy of our current notice will be available:

- At any of our medical clinics, our dental clinics, our pharmacies and our administration office (address below)
- At our web site, www.commhealth.org
- By calling the administrative offices at 253-597-4550
- By writing to: Community Health Care Attention: Privacy Officer 148 Broadway, Suite 100, Tacoma WA 98402. You may also add address questions about your privacy rights or other information about your privacy to this person.
Parents and Guardians

For your child's safety, please keep your children supervised at all times. If you are the patient and must bring your children to your appointment, please bring another adult to watch them in the waiting room while you are being seen. The staff is unable to supervise your children while you receive care.

A parent, guardian, or family member must accompany any patient under 18 with the following exceptions:

- A child of any age can be seen without a parent for birth control and pregnancy-related conditions
- A child age 14+ can be seen without a parent for sexually transmitted diseases (STDs) including HIV
- A child age 13+ can be seen without a parent for mental health or substance abuse

These visits are confidential. However, we do encourage communication with parents.

Holidays & Closures

Community Health Care Clinics are closed on the following holidays:
- New Year’s Day
- Martin Luther King Jr.’s Birthday
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans’ Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Other Closures:
- All Medical and Pharmacy clinics are closed the second Wednesday of each month at 1:00 PM for staff meetings and trainings.

All Dental clinics close the last Wednesday of each month at 1:30 PM for staff meetings and trainings.

NOTICE OF PRIVACY PRACTICES

Your Rights
When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record
- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record
- You can ask us how to correct health information about you that you think is incorrect or incomplete.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications
- Ask us to contact you in a specific way (like home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests. Ask us to limit what we use or share.
- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item 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. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared your information
- You can ask for a list ( accounting) of the times we’ve shared your health information for three years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). 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.

Your Choices
For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

You have both the right and the choice to tell us to:
- Share information with your family, close friends, or others involved in your care. Ask how you can make sure we know your sharing preferences.
- Contact you for fund-raising efforts
- Share information in a disaster relief situation if you are not able to tell us your preference, for example if you are unconscious, we may share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

We never share your information without your written permission for:
- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes (mental health records)

For Fundraising:
- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures
How do we typically use or share your health information? We typically use or share your health information in the following ways.
We want to hear from you! Community Health Care has a process to handle your concerns. If you are not satisfied with your care, treatment, or service by Community Health Care, you have the right to make a complaint. You can file a complaint by:

- Asking to talk to the Clinic Manager.
- You can also file a complaint by calling (253) 722-1544 to speak to the Patient Advocate.
- Visiting our website at: https://www.commhealth.org/about-us/contact/

We take patient complaints seriously and will investigate each situation to identify ways to continuously improve our systems of care. We are committed to providing high quality care. We conduct quarterly patient satisfaction surveys in order to get feedback from you. We strive to continuously improve our quality of care and customer service in response to patient feedback.

Suggestion Box
You can help us make our services better by filling out a suggestion form. The suggestion forms and box are found in each clinic’s waiting room. If you identify an issue that needs attention (example: a safety concern), tell us by filling out the form and dropping it into the suggestion box.

Fees & Sliding Fee Scale
No one is denied care due to inability to pay. We offer a sliding fee scale based on family size and income, as well as the services/care you receive. In some instances the sliding fee discount may also apply to your co-pay or deductible. Before the visit, we will estimate your visit fees. Please tell the biller if you are concerned about fees. Our estimate may not include all costs. More fees may be charged after the visit depending on lab tests or procedures done at your visit, the complexity of your visit, etc. You may pay for co-payments, deductibles and other fees with cash, check, debit or Visa/MasterCard. Community Health Care can also give you a payment plan to fit your needs.

For those living at 200% of poverty and below Community Health Care uses a sliding fee scale to reduce cost. The reduction is based on your income and family size. This discount applies to all Community Health Care services and fees: medical, dental and pharmacy. At Community Health Care no one is denied care due to inability to pay.

Pharmacy has specific financial programs through pharmacy manufacturers and federal grants that may help you afford medications. Please talk to your pharmacist if you have trouble paying for your medicines.

Insurance & Assistance
Community Health Care accepts the majority of all Health Insurance plans, including all Apple Health/Medicaid plans. If you want to know if your insurance is accepted, please call your clinic.

Our Insurance Navigator Team can help you apply for insurance. They can determine if you are eligible for Apple Health, Classic Medicaid, a Qualified Health Plan in the Washington Health Plan Finder or other programs. To schedule an appointment with an Insurance Navigator please call (253) 722-2154.

You have the right to:

- Be treated with consideration, privacy, dignity, and without judgment
- Be free from mental, physical, sexual and verbal abuse, neglect, and exploitation
- Care that respects your values and belief system
- Care in a safe and clean environment
- Health care information in a language you understand
- Know the name, title, and qualifications of those who provide your care
- Be informed of students, trainees, or volunteers involved in your care
- Proper care and referral that fits the urgency of your medical need
- Care that accommodates your disability
- Information about health care services available to you; actively participate in your care
- Information about organ donation
- Information about Advance Directives (your wishes for future care if you should become unable to speak for yourself)
- Information about your condition and about recovery, including the expected outcomes of your care and treatment; be informed of positive, negative, or unexpected outcomes of care and treatment
- Receive appropriate assessment and management of pain
- Make choices about your care before and during care
- Request a second opinion when you disagree with your treatment plan
- Refuse care/treatment (within the law) and be informed of the result of that action
- Refuse care under a research program
- Change your primary care provider
- Read your medical record with a staff member present, and have it explained
- Expect that your records are kept private, except when the law requires reporting, or when you have given permission to share information
- Have a copy of our Notice of Privacy Practices; it states how we protect your health care information and the reasons we disclose your health information
- Read our policy on information privacy, use, and disclosure, and the procedure to report a violation of this right
- You have the right to have your immigration status kept private within legal limits
- Know our charges and how to pay them
- Information on settling conflicts with insurance and managed care
- Information about our policies on patient care and complaints
- Comment on your care/service with the Clinic Manager, or by contacting the Quality Improvement Department at 1148 Broadway, Suite 100, Tacoma, WA 98402, (253) 597-4550.
- Contact the Department of Social and Health Services or Washington State Health Care Authority if you are not satisfied with our response to your complaint.

You are responsible to:

- Be honest with your provider about your health history
- Tell your provider if you think you will have problems in following the treatment plan
- Ask questions when you don’t understand or need more information
- Understand that your lifestyle impacts your health
- Know/understand that if you refuse care, you must accept the consequences of your actions
- Provide us with the accurate information needed for insurance and payment
- Cooperate with payment policies; pay your bills on time
- Respect the person, privacy, and property of other patients
- Respect our rules, property, and staff
- Arrive for scheduled appointments on time; if you are late for an appointment, you will be asked to reschedule
- Let the clinic know one day in advance if you can’t keep an appointment

For questions about these rights and responsibilities, please talk to the Clinic Manager.