



PATIENT SERVICES GUIDE

Join healthcare the way it should be





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Getting Started

Choose a Primary Care Provider

Having a primary care provider (PCP) you trust is important, since you and your PCP will work together as partners in your health and care. When you have a health question, or when you want to talk about how to stay well and prevent future health problems, your PCP is a phone call or email away. To learn more about Qliance providers, their areas of interest and backgrounds, please go to www.qliance.com to review provider details and locations.

Make an Appointment

We encourage you to consult your PCP early and often – for day-to-day primary care, urgent care, preventive care, and chronic disease management needs. Your PCP will get to know you thoroughly during your annual wellness visit, but there's no need to wait until then. Through proactive management of any health risks or issues, we can identify and manage conditions early when they are easier – and less costly – to treat.

When you need medical care, making an appointment is simple. And, since we know your time is valuable, we offer a variety of options for your convenience:

- Same or next day appointments for urgent care needs
- Extended office and weekend hours
- Phone and e-visits
- After-hours phone access directly to a Qliance physician for urgent medical needs

Hours vary by clinic so contact the clinic of your choice directly to schedule.

Downtown Seattle

509 Olive Way, Ste 1607
Seattle, WA 98101
206.913.4700

Kent Station

521 2nd Place N., Ste 103
Kent, WA 98032
253.478.4900

Tacoma

2420 S Union Ave., Ste 100
Tacoma, WA 98405
253.254.7380

Expedia Bellevue

333 108th Ave NE, Ste M150
Bellevue, WA 98004
425-454-3300

Northup Bellevue

15419 NE 20th St.
Bellevue, WA 98007
425-747-5100

Lynnwood

19401 40th Ave West
Lynnwood, WA 98036
425-640-3700

Access After Hours

If you have a life threatening emergency, please call 911, and ask them to contact Qliance for you.

If you have an urgent health issue, think of Qliance first; we are available to talk with you 24/7, and can even see you on the weekends. If you need to speak to a medical provider after hours, a Qliance physician is on-call day and night and can be reached by calling your home clinic or **1.877.QLIANCE (877.754.2623)**.

Welcome to Qliance

Welcome to Qliance, a membership-based network of primary care clinics. We are excited to provide you with convenient access to comprehensive primary care – everything from treating acute health issues like the common cold and flu, to chronic conditions such as diabetes and hypertension, or just general health and wellness. We also treat minor urgent health issues including broken bones, sprains, cuts, and other conditions that do not require specialist or hospital care.

This guide will help you understand who we are and how we will work with you to provide the best, most comprehensive care. If you still have questions after reviewing this guide, please visit us at www.qliance.com or call **1.877.QLIANCE (877.754.2623)** for more information.

Our Services

Primary and Preventive Care

Your Qliance provider will partner with you to evaluate your current state of health and make recommendations for maintaining or improving your future wellbeing. Visits can include anything from annual wellness exams, women's health and well child check-ups to blood pressure and other screenings, immunizations, and lifestyle and health risk reduction coaching.

Chronic Condition Management

We provide you with state-of-the-art primary care for diabetes, hypertension, high cholesterol, heart disease, asthma, arthritis, osteoporosis, and many other chronic conditions. Your Qliance provider will work with you to manage your condition and help guide you towards making the best health care decisions.

Hospital and Specialist Care Coordination

If you are hospitalized, your Qliance provider will work with a hospitalist to coordinate and manage your care. When you need to see a specialist, your Qliance provider will provide a referral and work with you and your specialist to manage your after-care. We always strive to provide referrals to providers covered by your insurance policy.

Occupational Health

If you are injured at work, tell your employer immediately and complete any required internal forms. When you first visit the clinic for this injury, inform the front desk team and your provider that this is a work-related injury.

Urgent Care

We provide same or next day care for urgent medical problems. An urgent care situation is one that does not pose an immediate, serious health threat but does require prompt medical attention. Some conditions that may be considered urgent care are:

- Abdominal or stomach pain
- Cuts that might require stitches
- Extremely high fever
- Minor sprains, strains, and fractures
- Respiratory infections
- Urinary tract infections

Procedures, Services and Supplies

Procedures and Services (including but not limited to):

- Basic casting for fractures
- Basic vision screening
- Basic x-ray
- Blood draw (lab fees not included)
- Colposcopy with biopsies (lab fees not included)
- Ear wax removal
- Electrocardiogram (EKG)
- Endometrial biopsy (lab fees not included)
- Foreign body removal
- Hearing screening (Audiometry)
- Incision & drainage of abscesses
- Ingrown toe nail removal
- IV fluid administration
- IUD insertion & removal (IUD not included)
- Laceration repair
- Joint & bursa injection/aspiration
- Lung function screening (spirometry)
- Nebulizer treatment
- Peak flow testing
- Skin biopsy (lab fees not included)
- Splinting
- Skin cyst removal
- Skin tag & wart removal

Orthopedic and other supplies (including but not limited to):

- Ankle brace
- Cast boot/Surgical shoe
- Crutches
- Elbow brace
- Finger splint
- Forearm splint
- Knee sleeve
- Neti Pot
- Peak flow meter
- Thumb Spica splint
- Walker boot
- Wrist brace



Prescriptions, Labs and Vaccines

Prescription Drugs

We can provide at no cost a convenient first fill (limited supply) of a select number of medications – mostly medications used to treat common conditions like infections, high blood pressure or high cholesterol. Your provider can write a prescription for any medication you may need that we do not have on site or that you need to take on an on-going basis. You can fill your prescriptions at a pharmacy of your choice (retail or mail-order) and have it billed directly to your insurance plan.

Lab Tests

We draw blood and collect samples (biopsy tissue for example) in our clinics at no additional charge. The following lab tests are performed on site at the clinic:

- Blood glucose Hemoglobin/Hematocrit
- HIV screening test
- INR (blood coagulation measurement)
- Mononucleosis test
- Pregnancy test
- Strep throat test
- Stool test for occult blood
- Urinalysis

If we send samples to an outside laboratory for processing, the external fee is billed directly by the lab to you or your health plan.

Vaccines

Qliance is able to administer select vaccines in our office such as:

- Full series of childhood vaccines
- Flu Vaccine
- Hepatitis A Vaccine Series
- Hepatitis B Vaccine Series
- HPV—Human Papilloma Virus Vaccine Series (ages 11 - 26)
- Meningococcal Vaccine
- MMR—Measles, Mumps, Rubella Vaccine
- Shingles Vaccine
- Travel vaccines
- Td—Tetanus, Diphtheria Booster
- Tdap—Tetanus, Diphtheria, Pertussis Booster
- Varicella Vaccine (Chicken Pox)

Qliance provides all state-approved childhood immunizations (for ages 0-19) at no extra cost for our Washington patients through the Washington State Vaccines for Children program.

Referrals Beyond Primary Care

We offer the following at a primary care level of care and counseling only:

- Drug and alcohol dependency treatment
- Infertility services
- Marital & family counseling
- Mental health care
- Prenatal/Maternity Care (First trimester only)
- Sexual dysfunction
- Weight loss treatment

Qliance can provide referrals to the following services:

- Acupuncture
- Chiropractic care
- Cosmetic surgery
- Dental care
- Emergency Room care
- Endoscopy
- Hearing care
- Hospital care
- Hospice care
- Home health care
- Massage therapy
- Naturopathy
- Outpatient labs, surgery & radiology (beyond those performed at Qliance)
- Outpatient diagnostic procedures such as:
 - Ultrasound
 - CT scan
 - Colonoscopy
 - Mammogram
 - MRI
- Physical therapy (rehabilitation)
- Specialist care
- Sterilization
- Vision care



Frequently Asked Questions

What are the hours of operation at Qliance locations?

Seattle	Tacoma	Kent	Bellevue (Expedia)	Bellevue (Northup)	Lynnwood
M-F: 7a-7p	M-F: 8a-5p	M: 9a-7p	M-Th: 7a-7p	M-F: 8a-5p	M-Th: 8a-6p
Sat: 9a-2p	Sat: 9a-2p	Tu-Fri: 8a-5p	Fri: 7a-5p	(pending)	Fri: 8a-5p
Sun: 10a-2p		Sat: 9a-2p	Sat: 9a-2p		

Hours vary by clinic. Clinic is not open for regular office hours on the following holidays: New Year's, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day.

What's offered at Qliance?

Qliance offers primary and preventative care, urgent care, chronic disease management, and wellness support, among other services.

Is Qliance insurance?

No. At Qliance, we work for and are paid by our patients and clients to provide exceptional direct primary care. The monthly care fee that you (or your employer) pay covers the specific primary and preventative care services as described in this guide.

Is my health information confidential?

Yes. Qliance is an independent, privately operated medical company that respects and guards your privacy. We will not share any medical records or personal information with your employer without your express consent. For more information, please see Qliance's Privacy Policy at <http://qliance.com/privacy/>.

Can I choose my own Qliance provider?

Yes. We want you to feel comfortable with your provider. We encourage you to visit www.qliance.com to learn more about our excellent providers. We are also happy to schedule a brief phone meeting with the provider of your choice to help you determine if they are right for you.

Do I need an appointment to be seen?

Yes. So that we can provide the best care for all of our patients and help you avoid a wait, we ask that you schedule an appointment before you visit the clinic. If you have an urgent need, we will make every effort to see you as soon as possible.

What if I have an emergency?

If you have a life-threatening medical emergency, please call 911. For non-life threatening medical issues, please call your home Qliance clinic. If it is determined that you need emergency care, you will be referred to the nearest emergency room. Before you arrive, we will notify the emergency room and provide them with pertinent medical information. We will then assist you with any follow-up care needed.

What if I need to see a specialist?

When your medical needs extend beyond the scope of primary care, we will refer you to an appropriate specialist. We will provide your specialist with relevant portions of your medical records needed to optimize your care. When their evaluation is complete, your Qliance provider will coordinate your follow-up care.

Patient Rights and Responsibilities

Your Rights and Responsibilities

You have the right to choose your personal health care provider and to change this selection at any time, for any reason.

All reasonable efforts will be made to accommodate any request, but only if your new choice's patient panel is open to new patients.

You have the right to receive accurate and easily understood information about Qliance's health care services, health care professionals and health care facilities. If you speak a language different from your provider, have a physical or mental disability, or do not understand something, Qliance will make its best effort to provide assistance so you can make informed health care decisions. If you require interpreter services beyond what can be provided by Qliance, professional interpreters may be provided at an additional cost.

You have the right to considerate, respectful, and nondiscriminatory care from your Qliance health care provider(s). You understand that you are responsible for communicating clearly and respectfully with any provider.

You have the right to know all of your treatment options and to participate in your health care decisions. Parents, guardians, family members, or other individuals whom you designate may represent you if you cannot make your own decisions.

You have the right to speak in confidence with your Qliance provider(s) and to have your health care information protected. You also have the right to review and receive a copy of your personal medical record and may request that your health care provider(s) amend your record if you feel it is inaccurate or incomplete.

You have the right to a fair, fast and objective review of any complaint you have against your health care provider(s) or any other staff, including complaints about wait times, operating hours, conduct of personnel, business practices, and adequacy of health care services and facilities. Should you become dissatisfied with your care or Qliance services, you agree to notify Qliance immediately so your concerns may be addressed in a timely manner. Unresolved complaints may be brought to the attention of the Office of the Insurance Commissioner for the State of Washington by calling the Consumer Advocacy department at: 800.562.6900 (TDD 360.586.6241) or by email at cad@oic.wa.gov.

Prescription Refills

We offer a number of ways to request prescription refills:

- 1) Notify your pharmacy and they'll take care of the rest
- 2) Call our refill line [206.913.4720](tel:206.913.4720) and follow the instructions
- 3) Email refills@Qliance.com – include: full name, date of birth, and medication

For accurate and efficient processing, please include the following information:

- Name of Qliance clinician
- Name of medication
- Dosage (e.g. oz, mg)
- Frequency (e.g. daily)
- Desired quantity (e.g. 30 or 90 day supply)
- Preferred pharmacy name & phone number

Please note: If your clinician is unavailable on the day of your request, processing your refill may take up to 48 hours. Refills for controlled substances are completed only by your personal clinician and may take up to 3 business days to process.



Administrative Offices

2101 4th Avenue, Suite 600
Seattle, Washington 98121

1.877.QLIANCE (1.877.754.2623)

www.qliance.com



Qliance does not provide comprehensive health insurance coverage. It provides only the health care services specifically described in this Qliance Patient Services Guide. Additional information can be found at:

www.qliance.com or by calling 1.877.QLIANCE (1.877.754.2623).

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