

THE PUBLIC HEALTH PRIMARY CARE CLINIC AT NAVOS IS CLOSED, EFFECTIVE AUGUST 31, 2023.

Please see information below about medication refills, what to do for acute needs, finding a new primary care provider, requesting medical records, and contact information for healthcare navigators.

MEDICATION REFILLS and other ACUTE NEEDS

After August 31, 2023, the Public Health Primary Care Clinic at Navos will be closed. There will be no doctor to prescribe medications.

1. **If you are in a life-threatening emergency, please call 9-1-1.**
2. For medication refills, please reach out to your new primary care provider (PCP)
3. If you need medication refills before you have a new PCP appointment:
 - a. Check at your nearest Urgent Care clinic. Options in Burien include:

MultiCare Indigo Urgent Care
15870 1st Ave S, Suite 101,
Burien, WA 98148
Phone: 206-242-2501

Franciscan Prompt Care – Burien
16045 1st Ave S, 1st Floor,
Burien, WA 98148
Phone: 206-965-4180

- b. Call your insurance carrier. Contact information is listed on the back of your insurance card.

NEED A NEW PRIMARY CARE PROVIDER?

When calling to make your first appointment, here are some important talking points:

- “I am looking to establish care at a new clinic. Are you accepting new patients?”
- “Do you accept _____ insurance?”
- “When is your next available appointment for new patients?”

REQUESTING MEDICAL RECORDS

If you need your health records, you must complete a release of information (ROI) form.

Ways to complete an ROI form:

1. Fill an ROI form out at your new primary care provider’s office and fax it to Public Health.
2. Go to any King County Public Health Center and ask for an ROI form.
3. Download the [ROI form](#) from the King County Public Health Public Records Request webpage.
 - a. Go to: <https://kingcounty.gov/en/dept/dph/about-king-county/about-public-health/administration/records-requests>

- b. Scroll down to the grey box titled “Access other types of records”
- c. Click on the blue hyperlinked “Download the valid release form” under “Patient medical records”

Ways to submit your completed ROI form to Public Health:

1. Fax: 206-788-8433.
2. Email: dphroihotline@kingcounty.gov
3. In person: Submit to staff at any King County Public Health Center

Release of information may take up to 15 business days from receipt of request.

GET SUPPORT

Community Health Access Program

The King County Community Health Access Program (CHAP) is a telephone assistance program that can help you find affordable health insurance, health care services and other resources. The King County Navigators at Public Health provide free and confidential services. Interpreters are available. Learn more: kingcounty.gov/chap.

Contact:

- Phone: 206-284-0331 OR 800-756-5437
- Email: CHAP@kingcounty.gov

Healthcare Navigators

Our King County Access & Outreach Team Navigators can help you: apply for insurance, change managed care plans, request primary care provider changes, apply for DSHS services like basic food, apply for Orca Lift, and find other health resources. Learn more: kingcounty.gov/outreach.

Contacts:

Location	Name	Phone	Language(s) spoken
Seattle, North, and East King County	Callista Kennedy	206-263-8368	English
	Jennifer Covert	206-263-1179	English
	Ben Huh	206-477-7269	English, Korean
	Nai Saechao	206-477-8110	English, Mien
	Claudia Sierra	206-477-7272	Spanish
South King County	Willie Allen	206-263-8746	English
	Carmen Olvera	206-550-6119	English, Spanish
	Cristel Solis-Barrientos	206-477-0544	English, Spanish
	Yvette Angel	206-477-7259	English, Spanish
	Leticia Vargas	206-263-1365	English, Spanish
	Miguel Urquiza	206-477-6965	English, Spanish
	Cindy Mai	206-304-1892	English, Vietnamese
	Bishaw Gezie	206-477-6961	Amharic
	Fartun Mohamed	206-477-9628	English, Somali