

# Navigating Mobility Challenges

## for Your Visits to Valley



Do you have difficulty walking, getting in and out of vehicles, or getting to the clinic for your appointments? If you do, the following options may be able to help.

### Telehealth Visits

If you need to see a provider for a routine, non-emergency appointment, scheduling a telehealth visit can be a great option. During a telehealth visit, you will meet with your provider virtually through a computer or mobile device from the comfort of your own home.

Telehealth video visits are available to new and established Valley patients, including children. Patients must be in Washington State at the time of their visit. To participate in a virtual visit, you'll need the following:

1. An active **MyChart** account
2. A mobile device (smartphone, iPad, or tablet device) or a laptop or PC set up with video capabilities including microphone, speakers, and webcam

For more information about telehealth visits, including how to schedule, please visit [valleymed.org/telehealth](https://valleymed.org/telehealth).

### Disability Parking Permits

Depending on your situation, you may be eligible for a temporary or permanent disabled parking permit. A physician, physician assistant, or nurse practitioner must determine if you qualify for disabled parking and complete the Disabled Parking Application for Individuals Form. To find the form and information about Disabled Parking Permits including the types of conditions that qualify visit [dol.wa.gov/driver-licenses-and-permits/get-or-renew-disabled-parking-permits](https://dol.wa.gov/driver-licenses-and-permits/get-or-renew-disabled-parking-permits).

### Getting in and out of vehicles

**For the safety of patients, visitors, and Valley employees, patients must have their own resources for getting in and out of personal vehicles for non-emergency hospital and clinic visits.** Members of our staff and volunteers are unable to assist if you need help getting in or out of your vehicle, so we ask that you plan ahead.

The following is a list of resources that may be able to help you. It is your responsibility to schedule or arrange the service(s) you will use.

### Temporary Assistance

For patients who need assistance temporarily (recent surgery, injury, etc.), there are two main options:

1. The clinic can provide a wheelchair for you to use for the duration of your visit. You will need to bring someone with you to the appointment that can retrieve a wheelchair from the clinic when you get here. You and your support person can then use the wheelchair to get to the clinic from the car, during the visit, and back to the car. Valley staff and volunteers cannot assist in transferring you from the car to the wheelchair or the wheelchair to the car.
2. You can arrange assistance to and from your appointment by scheduling a ride with one of multiple shuttle services, cabulance/non-emergency ambulance, and community

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assistance agencies. It is your responsibility to schedule these services. Here are some options:

- [FindARide.org](https://www.findaride.org) This website helps you find transportation options including community shuttles, public transit, and special needs transportation.
- [Access Transportation](https://www.access-transportation.org) (*must be eligible for the ADA Paratransit Program*) Book a trip online or by telephone. Visit their website to book online. Please note that Access offers different service levels that include being dropped off at the curb or being brought into the clinic/hospital. They will also allow a friend or family member to ride with you if needed.
  - Reservations can be requested 8 AM – 5 PM daily.
  - Access Transportation Rideline: 206.205.5000 (WA Relay: 711)Website: [kingcounty.gov/depts/transportation/metro/travel-options/accessible/programs/access-transportation.aspx](https://kingcounty.gov/depts/transportation/metro/travel-options/accessible/programs/access-transportation.aspx)
- [HopeLink](https://www.hopelink.org) A nonprofit which offers transportation as one of its programs. There are three options depending on the rider's needs.
  - Website: [hopelink.org/need-help/transportation](https://hopelink.org/need-help/transportation)
  - DART Transit Phone: 866.261.DART
  - Medicaid Transportation Phone: 800.923.7433
- [Hyde Shuttle](https://www.hyde-shuttle.org) Book a trip by telephone or online.
  - Phone: 206.727.6262 press 1 to make reservation
  - Website: [soundgenerations.org/our-programs/transportation/hyde-shuttle](https://soundgenerations.org/our-programs/transportation/hyde-shuttle)
- **Tri-Med Cabulance Wheelchair Transport** Book a ride by calling: 206.988.5000

## Volunteer Services

While some of the above services will bring you all the way to the clinic, some will only drop you off at the entrance to the building. In other cases, you may have multiple appointments where you need help getting from one clinic to another. If you need help getting to/from a parking lot, or between clinic visits:

- Volunteer Services are available on the main campus Monday – Friday, 8 am – 4 pm. You can reach them by calling 425.690.4560
- Volunteer Services also includes a courtesy shuttle that can drive you between different buildings on campus (the courtesy shuttle cannot accommodate wheelchair bound patients).

For more information, see our Visitor Guide: [valleymed.org/visitorguide](https://valleymed.org/visitorguide).

## Long-Term Assistance

If you will continue to need assistance permanently, or do not have someone who can help you on a regular basis, you may want to consider transferring care to a concierge care service. These are services that will facilitate doctor visits in your own home. This would be a good option if you are no longer able to ride in a vehicle or tolerate sitting up for short periods.

- **HarmonyCares Medical Group**  
[harmonycaremedicalgroup.com](https://www.harmonycaremedicalgroup.com)  
Phone: 877.468.7322  
606 Oakesdale Ave SW; Renton WA 98057
- **HouseCall MD**  
[housecallmdusa.com](https://www.housecallmdusa.com)  
Phone: 206.795.8420  
5414 Barnes Ave NW Suite 1; Seattle WA 98107
- **Northwest Geriatrics**  
[nwgeriatrics.com](https://www.nwgeriatrics.com)  
Phone: 206.275.3588  
9725 SE 36th St Ste 214; Mercer Island WA 98040  
(service area is north of Newcastle WA)
- **Crown Health**  
[crownhealthus.com](https://www.crownhealthus.com)  
Phone: 888.674.5871  
6811 S 204th Street Ste 280; Kent WA 98032  
(services facilities only, no private homes)
- **The Home Doctor**  
[homedoctorusa.com](https://www.homedoctorusa.com)  
Phone: 253.589.6484  
4901 108th St SW; Lakewood WA 98499  
(services facilities only, no private homes)
- **Envision Physician Services**  
[envisionphysicianservices.com](https://www.envisionphysicianservices.com)  
Phone: 206.212.0977  
1818 S Union Ave Suite 1A; Tacoma WA 98405  
(services facilities only, no private homes)
- **Dispatch Health**  
[dispatchhealth.com](https://www.dispatchhealth.com)  
Phone: 425.553.4740 (Seattle): Mobile urgent care services only, not a PCP service  
Phone: 253.652.0065 (Tacoma): Serves most of King, Pierce, Snohomish county



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