

INPATIENT GUIDE TO HARBORVIEW MEDICAL CENTER



UW Medicine
HARBORVIEW
MEDICAL CENTER

INFORMATION

| | |
|---|---------------------------|
| Admitting | 206.744.3085 |
| Community Care Line (24-hour nursing line) | 206.744.2500 |
| Financial Relations | 206.598.1950 |
| HMC Operator | 206.744.3000 |
| Interpreter Services | 206.744.9250 |
| Lost and Found | 206.744.3193 |
| Parking | 206.744.3254 |
| Patient Relations | 206.744.5000 |
| The Resource Center | 206.744.2000 |
| Spiritual Care | 206.744.3542 |
| UW Medicine Contact Center (for outpatient appointments) | 1.877.520.5000 |
| | 206.520.5000 |
| Website | uwmedicine.org/harborview |

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YOUR HEALTHCARE INFORMATION

Your unit and patient room number: _____

Nurses' station phone number: _____

Waiting room where family will be: _____

Supervising ("attending") doctor: _____

Continuity of care nurse: _____

Other: _____



YOUR HEALTHCARE TEAM

You will be cared for by a team of medical specialists. Your supervising doctor (often called an “attending” physician) oversees all aspects of your medical care. Nurses are the most visible members of the team. You will also see doctors, respiratory care practitioners, hospital assistants, nutritionists, social workers and others. Any member of the healthcare team can tell you how the team works and who is involved in your care.

PATIENTS AND FAMILIES ARE PARTNERS IN THE HEALTHCARE TEAM

Treatment at Harborview is a partnership between patients and staff. You are the most important member of your healthcare team. It is vital that you and your loved ones are actively involved in your care. Please ask questions and speak up if you have concerns, don’t understand something a member of your healthcare team says or would like a more detailed explanation about some aspect of your care. It is your healthcare team’s responsibility to listen carefully, keep you informed about your care and care options and give you easy-to-understand explanations. Everyone on your team is here to support and assist you. We encourage you and your family to speak up.

ABOUT THE INTENSIVE CARE UNITS (ICUs)

Our patients are admitted to intensive care units or critical care units because they need very close monitoring. This can include needing their vital signs checked frequently, use of a breathing tube (endotracheal tube) or breathing machine (ventilator) to help them breathe, requiring special medications or treatments and being treated for a serious injury or burn. All our ICUs provide the highest-quality and most advanced care available. We recommend that only immediate family members and significant others visit in the ICU.

LEAVING THE ICU

When our patients recover and no longer need the high level of care of the ICUs, they may be transferred to another hospital or to a different unit at Harborview.



TRANSITIONING FROM ICU TO ACUTE CARE

ABOUT THE ACUTE CARE UNITS

When your health has stabilized but you still require our care, you will be transferred to an acute care unit in the hospital. To transfer to an acute care unit, you need to meet the transfer criteria/guidelines. Please check with your nurse if you wish to have more information on the criteria for transfer.

You may have a continuity of care nurse who will help you and your family coordinate all aspects of your care plan, especially your transition out of the hospital. You may also receive care from other providers, such as physical, occupational and speech therapists.

Because you are on your way to recovery, you will notice differences between the ICU and acute care. There is less equipment and less noise in acute care units and your room may include a bathroom, telephone and television. You may have a roommate.

When moving to acute care:

- Inform family and friends
- Talk with your nurse about getting your belongings from the ICU room, the clothing room, the admitting safe, and any family belongings from the waiting room

ACUTE CARE VIDEO

An informational video about our acute care units runs on channel 15 every hour on the hour in patient rooms. The video runs in five minute intervals for 30 minutes. It was created to show you what you can expect as you make the important step in your progress from the ICU to acute care. Our goal is to make the change as easy as possible. You are free to watch the video as often as you would like, and your nurses are always available to answer any questions you may have.

THE RAPID RESPONSE TEAM

If your condition changes unexpectedly on the acute care unit, your nurse will consult with your physician and our Rapid Response Team to evaluate your condition. The Rapid Response Team is made up of a critical care nurse and a respiratory therapist. The team is available to assist staff at the bedside in acute care units when there is a sudden change in a patient's status. The team can also be called if a patient becomes unexpectedly restless, agitated or confused, or if the patient's loved one feels that something is just not right. The nurse can help the patient or family call the Rapid Response Team.



GOING HOME: PLANNING FOR YOUR HOSPITAL DISCHARGE

You and your family are our partners in planning a safe, smooth and prompt discharge. We start discharge planning early in your hospital stay so that you and your family have time to gather information and resources, and to review options for what you will need after you leave the hospital.

Although many of our patients are able to go directly home from the hospital, your continuity of care nurse may consult with a social worker to help you with decisions and plans if you cannot go home for continued recovery.

We strive to get you discharged by 11 a.m. Your nurse and continuity of care nurse will work with you to determine what type of transportation you will need at discharge and where you would like your discharge medications filled. They will also ensure that adequate follow-up appointments are made. Our goal is to provide you with a seamless transition to home or your next level of care. We will make every effort to have everything ready for your planned discharge time.



HOW TO PREPARE

- Every day during rounds, your care team will discuss how long you are expected to stay in the hospital and what assistance will be recommended when you leave. Please ask questions if this is not discussed.
- Your medications will be discussed with you on admission and in anticipation for discharge. Your continuity of care nurse will help coordinate your discharge medications.
- Talk with your family and support system about how they are able to help at home upon discharge. Tell your nurse if you do not have someone who can help you when you leave the hospital.
- Talk with your nurse about how you will get home. If there are restrictions on how you can travel, the nurse will help you make plans.
- Make sure your nurse has your correct phone number so that we can call you and follow up after you are discharged.

CHECKLIST: GOING HOME

- Person who will pick you up:
- Supplies (food, clothing, etc.):
- Medications:
- Special equipment:
- Person to call with concerns or questions:
- Doctor's phone number:
- Follow-up appointment date:

DISCHARGE TO A FACILITY

If you are being discharged to a rehabilitation facility, adult family home or a skilled nursing facility, a social worker or continuity of care nurse will help you with transition planning to ensure continuity of care.

HELP AT HOME

Home healthcare refers to the skilled services of a nurse or physical, occupational or speech therapist, social worker or bath aide. To be eligible, you must have a doctor's order and be unable to leave your home for these services. Home healthcare is often covered by insurance and will be arranged by your social worker.

Some home care services, such as transportation, housework or cooking, are not covered by insurance. Your social worker can discuss other resources with you or provide you with a list of agencies.



RETURNING TO UW MEDICINE FOR OUTPATIENT CARE

We are happy and honored to provide your inpatient care and recovery, and we hope you will return to our UW Medicine care system for outpatient care after you leave the hospital. Harborview offers specialty care in eye health, orthopedics, rehabilitation medicine, women's health, pediatrics, sleep health and more. The UW Neighborhood Clinics offer full-service primary care and are located conveniently throughout King County.



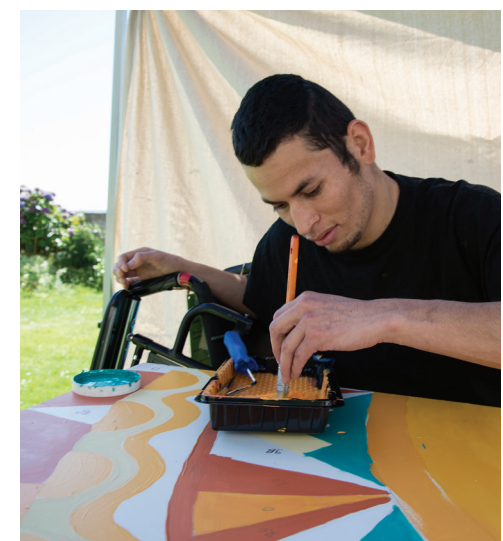
For appointments, call 1.877.520.5000 or 206.520.5000.

KEY SERVICES AT HARBORVIEW FOR YOU AND YOUR FAMILY

ART PROGRAM

The art program includes Harborview's collection of works displayed in the hospital, art workshops held for our patients and families, and performing artists who volunteer their services.

For more information visit uwmedicine.org/harborview/patient-resources/art-program/



ATMS/CASH MACHINES

An ATM is located by the Eighth Avenue entrance to West Hospital, ground floor.

CELL PHONE CHARGERS

If you need to charge your cell phone, please notify your nurse.

COMMENTS AND CONCERNS

Your comments are important to everyone at Harborview. We welcome your suggestions and want to hear your concerns. Please talk to your nurse manager or contact Patient Relations by calling 206.744.5000, emailing at comment@uw.edu or visiting The Resource Center, located in Ground Center Tower, room 76. In addition, you may receive a patient satisfaction survey when you return home. We encourage you to complete the survey. Feedback helps us provide the best experience possible for all our patients and families.

COMMUNICATING WITH FAMILY AND FRIENDS

CaringBridge is a free online service that helps families and friends stay in touch and informed by allowing families to create personal Web pages, write journal entries and display photographs for their caring community. To access, log on to caringbridge.org or visit The Resource Center.

GIFT SHOP

The gift shop is located in Center Tower, ground floor, on the south side of the hall and just past the grand staircase. The gift shop offers a wide assortment of gifts, snacks, magazines and sundries. The shop's hours are 9 a.m. to 5 p.m. Monday through Friday. It is closed weekends and holidays. For more information, call 206.744.3495.

HOTELS AND HOUSING

The Resource Center has hotel and housing information available. Your nurse may have additional resources. For a list of hotels in the area, visit www.uwmedicine.org/harborview/patient-resources/lodging.

INFORMATION DESK

The information desk is located in West Hospital, ground floor lobby, between the West Hospital and West Clinic. It is staffed from 7 a.m. to 5:30 p.m. Monday through Friday.

INTERNET ACCESS

You can access Wi-Fi by using your computer or mobile device to connect to the Wi-Fi network called "Patients and Visitors." No password is required. Computer access is also available for families in The Resource Center.

INTERPRETATION AND TRANSLATION

Effective communication is essential to the quality and safety of care.

Interpretation services are provided free-of-charge to all patients and their family members who are deaf or speak little or no English. Ask hospital staff for an interpreter if you have not been assigned one.



LOST AND FOUND

We recommend that our patients and visitors leave personal belongings at home or send them home with family after arrival at Harborview. The Admitting Department will secure small items for hospital patients who are unable to send their valuables home. Please note that Harborview is not responsible for lost or stolen personal belongings.

To inquire about lost items, please call 206.744.3193. You may also inquire at the Admitting office located in the Ground West lobby.

MAPS

For a map of Harborview, turn to the back of this guide.

MEDICAL RECORDS

To request a copy of your medical records, you must fill out a patient authorization form and mail it to 325 Ninth Avenue, Box 359738, Seattle, WA 98104. For more information and to print out an access form, visit www.uwmedicine.org/patient-resources/medical-records. You can also fax completed forms to 206.744.9997.

MEDITATION ROOM

Our Meditation Room is located on the 4th floor West Hospital sky bridge, room 73. Dedicated in December 2013, this is a sacred space where all are welcome for prayer, meditation and reflection. The Meditation Room is open to all from 6 a.m. to 8 p.m. For after-hours access, please speak with your nurse.



NEWSPAPERS

Papers are available in the cafeteria and from machines outside the building near the Ninth Avenue entrance.

PARKING

Visitor parking is on the street and in nearby lots, including the View Park Garage, the Ninth & Jefferson building and Patricia Steel Building. Patient families are eligible for discounted parking. If you expect to be at the hospital for a week or longer, Harborview's Parking and Commuter Services office may be able to coordinate long-term parking. Please call 206.744.3254. Alternately, there are many public transit options near Harborview.

For detailed parking information and rates, plus public transit routes and schedules, visit www.uwmedicine.org/harborview/Pages/directions.aspx.

PATIENT RELATIONS

RESOURCE CENTER

The Center is located in Ground Center Tower, room 76. It is fully staffed and offers health information, business center services, internet access, and patient and family support services. Hours are 9 a.m. to 5 p.m., Monday through Friday. For more information, call 206.744.2000 or email rcenter@uw.edu.

PATIENT AND FAMILY LIAISONS

The goal of the Patient and Family Liaisons is to help you and your family by providing support and an introduction to Harborview and community resources. Liaisons can help your family find places to stay, help you access hospital materials like maps and unit information and more. You can reach a liaison at 206.744.6861. They are available from 10 a.m. to 6:30 p.m. every day.

PHARMACY

Harborview has clinical pharmacists who round with the inpatient care teams. If you have medication questions during your stay, ask to speak with your clinical pharmacist. We want to be sure to listen carefully to your questions. We will clearly explain to you information about your medications, including side effects of any new medications. Once your doctor has written your discharge medication orders and given the OK to send you home, we will be happy to help get your prescriptions to the pharmacy of your choice. If needed, our pharmacy offers prescription filling services for patients being discharged at our Ground Center Tower location (ground floor past the grand staircase). Ask a member of your healthcare team for more information, or call the pharmacy at 206.744.3219.



SOCIAL WORK

Social workers are available to patients and their families and friends to provide support and answer questions. Social workers are specialists in helping patients and their families with complex social needs as well as transitioning to a nursing home or adult family home. Social workers are able to address concerns such as chemical dependency and domestic violence, and they have access to many resources that can help you. Any member of your healthcare team can connect you to the social workers.

SPIRITUAL CARE

Respecting your faith, beliefs and values, spiritual care providers are available 24 hours a day, seven days a week, to support you and your family. Spiritual care providers, also known as chaplains, can assist in connecting you with local clergy for religious support, and they are trained to provide interfaith, cross-cultural care. To request a visit from spiritual care, ask your nurse or another staff member.

DINING OPTIONS

PATIENT MEAL SERVICE

Patients receive meals when they want them from our Room Service Menu.

Room Service is a patient-focused program established to meet the nutritional needs of each of our patients. Patients are given a restaurant-style menu based on their diet order. Patients can order what they want, when they want it between 6:30 a.m. and 7:00 p.m. Meals will be delivered within 45 minutes of order.



Because of special program scheduling, our patients in the intensive rehabilitation unit and the psychiatric unit receive meals at specific times. Meal selections are from our Room Service Menu.

West Hospital Cafeteria, located in basement

Meals, desserts, beverages and snacks are offered.

Monday – Friday: 6:30 a.m. to 8:00 p.m.

Saturday – Sunday: 6:30 a.m. to 7:00 p.m.

West Hospital Cafeteria Espresso Bar, located in basement

Sandwiches, soup, snacks and specialty coffee drinks are offered.

Monday – Sunday: 24 hours a day

Maleng Building Cafeteria, located on 1st Floor

Sandwiches, salads, soups, desserts, beverages and specialty coffee drinks are offered.

Monday–Friday: 6:30 a.m. to 3:00 p.m.

Closed weekends and holidays

Vending

Snacks and beverages are available in the following locations:

West Hospital – 2nd floor Waiting room

East Hospital – Ground floor in Emergency Department

East Hospital – 3rd, 4th and 5th floors near the elevators

Center Hospital – 9th floor Waiting room

FINANCIAL INFORMATION

PAYING FOR AFTER-HOSPITAL CARE

Financial counselors, social workers and utilization management staff will assist you in getting approval for your discharge-planning needs from your insurance company, including Medicaid, Medicare, Worker's Compensation or private insurance. Some services might not be covered by your insurance plan. We will help you sort this out and will let you know if there are other resources available to you.

BILLING

Patients will receive two bills: one from the UW Physicians for the physician's services, and one from Harborview for the facility's services. The amount you need to pay depends on the services you received and your insurance coverage.

If you have questions or need help understanding your bill, please contact:

- Harborview patient account representatives: 206.598.1950 or toll-free at 1.877.780.1121.
- Financial counselors: 206.744.3084. Counselors are also available to meet patients and family members in the Ground West lobby.
- UW Physicians account representatives: 206.543.8606.

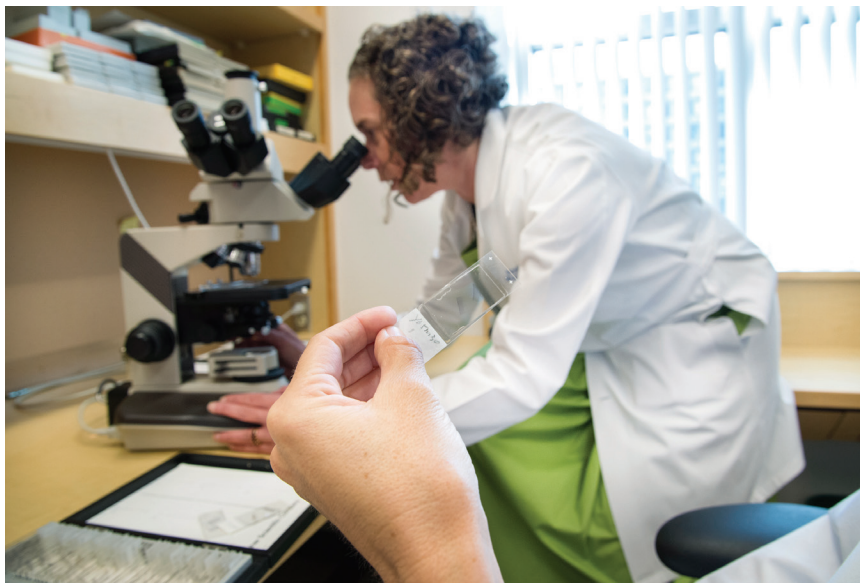
Please refer to your bill for contact information for other providers, ambulance companies and health insurance. If you need information about public assistance programs or financial help, please contact Financial Counseling at 206.744.3084.

FINANCIAL COUNSELORS

You can meet with a financial counselor in West Hospital, ground floor, in the main lobby. Counselors can help with insurance and financial matters, including opening a Worker's Compensation claim. Call 206.744.3084 to speak with a financial counselor.

PATIENT RIGHTS AND RESPONSIBILITIES

It is our responsibility to help ensure that patients and their families are aware of their rights and responsibilities and have the information that will allow them to protect their dignity and independence. For more information and to download PDF copies of our guide to patient rights and responsibilities and our visitor policies, visit: www.uwmedicine.org/patient-resources/rights-responsibilities. Also see the “Patient Rights & Responsibilities” brochure, or ask a patient and family liaison or nurse for one.



RESEARCH

Harborview is a leader in providing the best care for burn and trauma patients and pioneering new treatments for the critically ill and injured. We often invite patients to take part in research projects. The types of projects conducted by UW Medicine researchers at Harborview include translational and basic research, as well as clinical studies and treatment trials, epidemiology and health services research. Laboratory-based research includes cell biology, neurosciences, vascular biology, inflammation, infectious diseases, lung biology and microbial pathogenesis.

SMOKE-FREE/TOBACCO-FREE/ MARIJUANA-FREE CAMPUS

To improve the health and safety of our patients, visitors and staff, Harborview is a smoke-, tobacco- and marijuana-free facility. This includes vaporized, electronic e-cigarettes. No smoking is allowed within 25 feet of the entrance to the hospital, and use of tobacco and marijuana products is prohibited in all properties managed by the University of Washington. Your healthcare team can provide nicotine-replacement products during your stay and identify resources for tobacco or marijuana cessation if you would like to quit.

We respectfully request that visitors and family members also comply with our policy. Tobacco-free replacement products are available in the gift shop and the bistro to purchase.

FAMILY AND FRIENDS' TIME AT HARBORVIEW

CARING FOR YOUR LOVED ONE

As a family member or friend, you are an essential part of the care team. Your touch, smile, words and presence can help the healing process. Here are ways you can help us take care of patients:

1. Tell us about their:
 - a. Background, medical history, medications, activities the day of the incident and more.
 - b. Wishes regarding surgery, life-support equipment, dialysis and other major decisions. If they have a living will, please let us know.
 - c. Closest friends or family members, whoever they consider most important.
 - d. Comfort and well-being, such as whether they are experiencing pain.



2. Rest. Family and friends are encouraged to leave the hospital at night so they and the patient can get enough rest. We will notify you of any change in medical condition. If you need to stay close by because of the patient's condition, please discuss this with the nurse.
3. Leave your telephone number with the nurse.
4. Designate a family spokesperson. Please choose one family member who can talk to the nurse and then relay the information to other family and friends.
5. Take notes and ask questions. It can be hard to remember everything, especially if you are tired or stressed. Don't hesitate to ask a question, even if you've already asked it. Space for notes is provided in this booklet. We want to be sure to listen carefully and fully explain in a way you can understand.
6. Always assume patients can hear you, even if they are heavily sedated or unconscious. Softly spoken encouragements can help your loved one relax and heal, as can a quiet and calm environment.
7. Please feel free to use the "Get to know me and my family" poster and hang photographs in the patient's room. Knowing information about who patients are outside of the hospital helps the medical team provide better care.
8. If there are any specific beliefs and practices that would be helpful to incorporate in their daily care, please let us know.

HOW TO GET INFORMATION ABOUT A PATIENT

The bedside nurse is the best source of information about our patients. Your family spokesperson can call the nurses' desk for information on the condition of your loved one.

Our patients may choose to be unlisted in the hospital's directory. In this case, the hospital will not release any information to family members, friends or news media. To be taken out of the directory, a patient or next of kin must sign a form, which is then filed in the patient's medical record.

VISITING

We encourage the presence of family and friends as part of patient recovery, and we personalize visitation to each patient's condition and wishes. Family and friends may be asked to step out of the room on occasion to allow for care of the patient. If your loved one has a roommate, we ask that you be sensitive to the impact of your activity on the roommate's care environment. If you need to stay past 8 p.m., please get a visitor's badge from the charge nurse or patient and family liaison to help ensure safety. All visitor entrances are locked after 8 p.m., after which visitors must enter through the Emergency Walk-In.

BRINGING CHILDREN TO THE HOSPITAL

Children must be accompanied by an adult at all times. We recommend that visiting children be 12 years old or older since small children may be frightened when they see a loved one in the hospital. Families with children younger than two years old should consult a nurse before visiting. Also, please talk to a nurse if children need counseling and age-appropriate information before and after a visit. If you need help planning for child care, Child Care Resources of King County may be able to help. Call 206.329.1011 or toll-free 1.877.543.0059, or visit www.childcare.org.



QUIET TIME

We want to provide a quiet environment for healing, particularly during nighttime hours. Hospital quiet time is from 10 p.m. to 8 a.m. Each ICU has additional quiet time hours; check with your individual ICU for specific times. Please assist us in providing a quiet and restful time for your loved one and other patients.

WAITING ROOMS

Waiting rooms are available so families and friends can take a break from visiting or wait nearby. You can find waiting areas near each nursing unit. When using a waiting room, please respect the needs of others for a calm and quiet atmosphere. This could mean limiting the size of groups using the rooms. Waiting rooms are closed once a day for cleaning by staff.

GIFTS

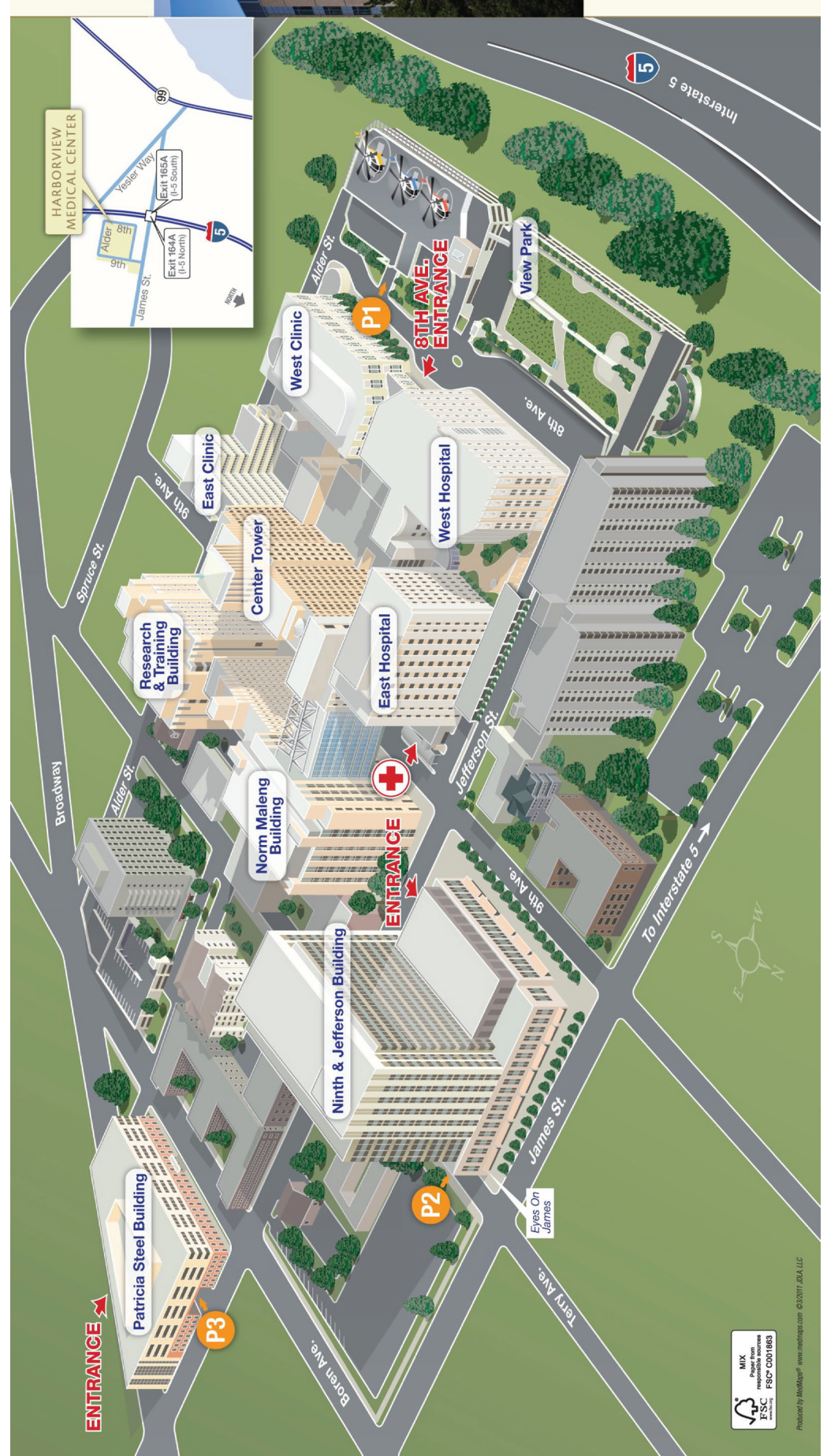
Small, unbreakable, low-value gifts are best. Rooms do not have much space for personal items. Suggestions include silk flowers, small Mylar balloons (NOT latex), pictures and cards. Flowers, plants and food appropriate to the patients' diet are welcomed for patients in acute care units, but are not allowed in the ICUs.



NOTES

Questions for doctors, people to remember, and more:

Horizontal lines for writing notes.



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| DESTINATION | FLOOR | LOCATION |
|----------------------|-----------------|-----------------|
| 8th Ave. Lobby | Ground | West Hospital |
| Admitting | Ground | West Hospital |
| Ambulatory | Ground | West Hospital |
| Arthroscopy | Ground | West Hospital |
| Caterina | Basement | West Hospital |
| Cashier | Basement | West Hospital |
| Emergency Department | First | Center Tower |
| Eyes on James | First | 9th & Jefferson |
| Gift Shop | Ground | Center Tower |
| Lab | Ground | West Hospital |
| Melangi Bistro | First | West Hospital |
| Meditation Room | Fourth | West Hospital |
| Parking P1 | Fourth | West Hospital |
| Parking P2 | 9th & Jefferson | 8th Ave. |
| Parking P3 | Ground | Patricia Steel |
| Pharmacy | Ground | East Hospital |
| Patricia Steel | First | 9th & Jefferson |
| Refill Pharmacy | First | 9th & Jefferson |
| Resource Center | Ground | Center Tower |
| Surgey/ICU Waiting | Basement | West Hospital |
| Volunteer Services | First | Center Tower |

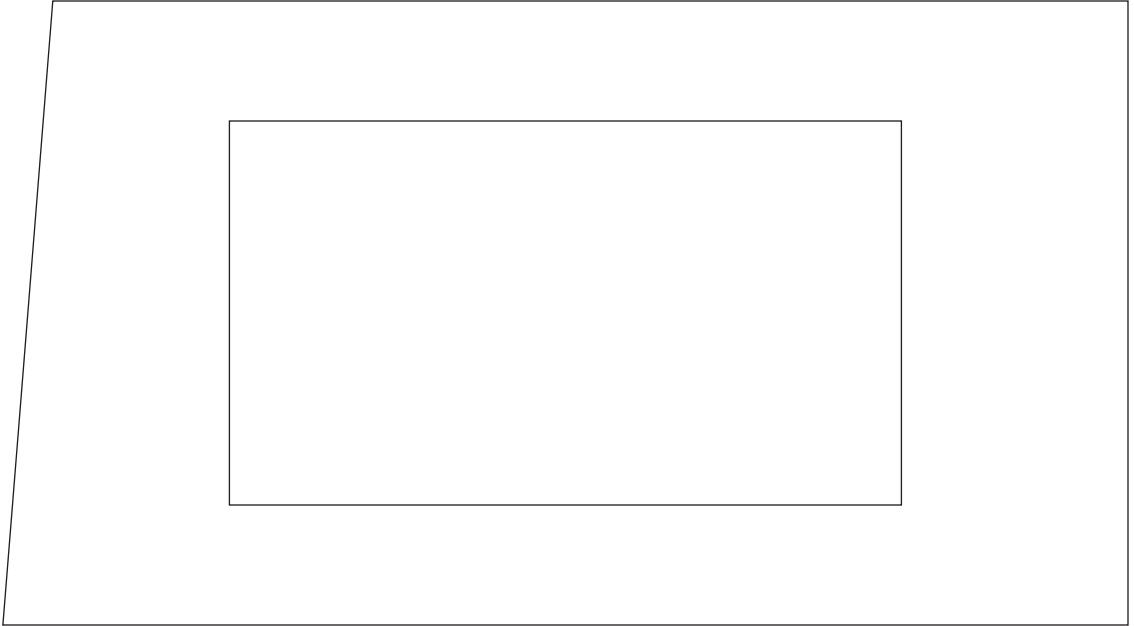
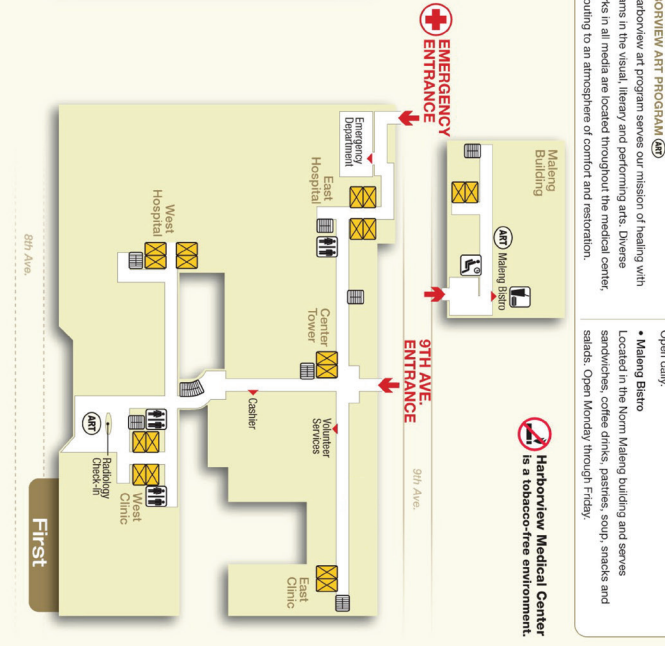
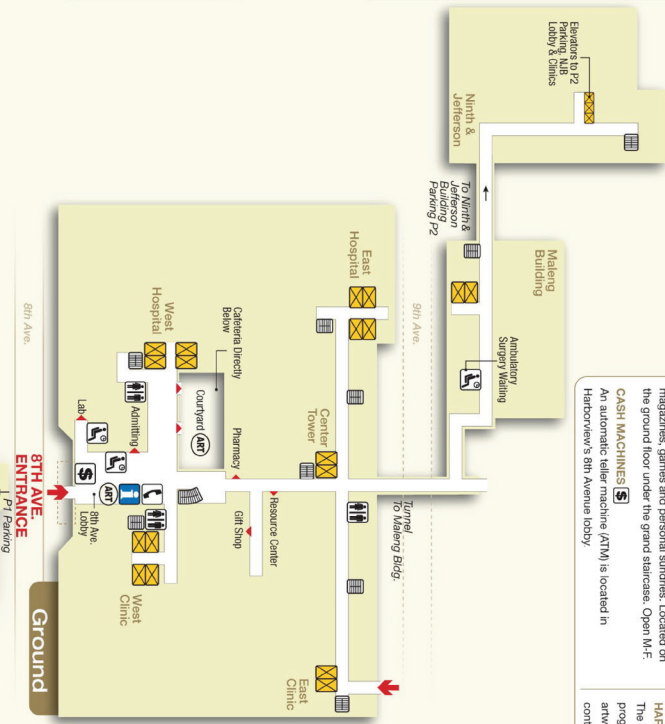
| IMPORTANT PHONE NUMBERS | |
|-------------------------|--------------|
| Main Number | 206.744.3000 |
| Admitting | 206.744.3085 |
| Lost and Found | 206.744.3198 |
| Medical Records | 206.744.9000 |
| Outpatient Appointments | 206.744.1000 |
| Patient Relations | 206.744.5000 |
| Security | 206.744.3193 |

- Information
- Restrooms
- Waiting Area
- Elevators
- Stairs
- Telephone
- ATM
- Food & Drink
- Art

RESTROOMS
 Located throughout the medical center, including near the waiting rooms and admitting desks.
GIFT SHOP AT HARBORVIEW
 Items available include flowers, gifts, cards, snacks, magazines, games, and personal sundries. Located on the ground floor under the grand staircase. Open M-F.
CASH MACHINE
 An automatic teller machine (ATM) is located in Harborview's 8th Avenue lobby.

RESOURCE CENTER
 The Resource Center provides general information on patient and guest services, community resources and health and wellness. Internet access is also available. Patient Relations staff are on site to provide additional assistance.
HARBORVIEW ART PROGRAM
 The Harborview art program serves our mission of healing with programs in the visual, literary and performing arts. Diverse artworks in all media are located throughout the medical center, contributing to an atmosphere of comfort and restoration.

FOOD AND DRINK
 • **Caterina Dining Room**
 The main dining room facility is located on the basement floor of the west hospital and serves a range of foods and beverages for breakfast, lunch, dinner and snacks. Open daily.
 • **Melangi Bistro**
 Located in the Norm Melangi building and serves sandwiches, coffee drinks, pastries, soup, snacks and salads. Open Monday through Friday.





ABOUT HARBORVIEW

Harborview Medical Center is the only designated Level 1 adult and pediatric trauma and burn center in Washington state and serves as the regional trauma and burn referral center for Alaska, Montana and Idaho. UW Medicine physicians and staff based at Harborview provide highly specialized services for vascular, orthopedics, neurosciences, ophthalmology, behavioral health, HIV/AIDS and complex critical care.

Harborview began in 1877 as a six-bed King County Hospital in South Seattle. In 1931, the hospital moved to its present location overlooking Puget Sound and changed its name to Harborview Hospital. Since then, Harborview has become a leading medical center and expanded its facilities through voter-approved bond projects and Harborview reserve funds. Harborview provides millions of dollars in charity care each year.

The medical center is owned by King County, governed by a board of trustees appointed by the county and managed by the University of Washington.

Harborview has a specific mission to care for the community's most vulnerable patients. It is also the Disaster Control Hospital for Seattle and King County.

UW Medicine

HARBORVIEW MEDICAL CENTER

Harborview Medical Center
325 Ninth Ave.
Seattle, WA 98104
Phone: 206.744.3000
uwmedicine.org/harborview