

What are other helpful resources?

Community Social Services Resources

Dial 211. The call is free.

Drug and alcohol treatment

Call the 24-hour Washington Recovery Help Line at 1-866-789-1511 for substance abuse, problem gambling, or mental health.

<http://www.warecoveryhelpline.org/>

Mental health services

Call 1-800-446-0259.

Patient Review and Coordination

Call 1-800-562-3022 Ext. 15606.

<http://hrsa.dshs.wa.gov/PRR>

Report child abuse or abuse of an elderly or disabled person

Call 1-866-End-Harm (1-866-363-4276).

Report domestic violence

Call 1-800-562-6025. This is 24-hour information for adults and children, referrals for medical, legal, shelter, counseling, and anger management.

Washington Poison Center

Call 1-800-222-1222. This is a 24-hour information and advice line regarding poisonous substances and overdoses.

Patient Review & Coordination Program



*Answers to
frequently
asked questions*

Washington State
Health Care Authority

HCA 22-011(x) (Rev. 5/12)

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About the Program

The Patient Review and Coordination (PRC) Program is a health and safety program to help coordinate your medical care. State and federal laws require you to be with one primary care provider (PCP), pharmacy, controlled substances prescriber, or hospital. You will be in the PRC Program for at least 24 months.

In this program, you should:

- Go to your assigned provider(s) for care.
- Work closely with your provider(s) and follow their advice.
- Pick a pharmacy that is open late or open 24 hours, if needed.

When should I go to the emergency room?

Use emergency rooms only for an emergency.

If it is not an emergency, call your primary care provider (PCP). Also plan ahead and ask your PCP how to get care after office hours.

Call 911 or local emergency services if you:

- *Have a serious medical problem that needs care right away*
- *Might die or be disabled if medical care is not given right away*

Can I see another provider?

You must get a referral from your primary care provider (PCP) to see another provider.

Let the provider know that you are a Patient Review and Coordination (PRC) client and that your PCP referred you.

You don't need a referral for:

- A dentist
- Eye care
- Mental health services
- Drug and alcohol treatment
- Family planning
- Medical transportation

If you don't have a referral from your PCP, you might have to pay for the visit.

What if I need a ride to a medical appointment?

You may be able to get a ride.

Call 1-800-562-3022 to get the number of your transportation broker to see if your ride is covered.

