



Community Health Coordinators

Helping you navigate the healthcare system.

Case Management in Action.

The services your Community Health Coordinator provides or helps you access will depend upon your situation and needs, but here is one example of how ICW can help.

A mother of young children was admitted to the hospital, requiring a lengthy stay and rehabilitation. Her spouse worked several jobs, their rental home was being sold, and they did not have family nearby. ICW worked with providers and community support systems to help the family:

- Access medical equipment and supplies
- Set up home health services
- Arrange caregiver services, so that her spouse would not miss work
- Receive emotional support and coaching
- Locate a new rental property and assist with the move
- Complete SSI and other forms
- Schedule virtual care visits to limit travel
- Connect the family to resources for transportation, food, clothing, and other needs

ICW is Here to Help.

Providers and patients can contact an ICW Community Health Coordinator directly via:

Phone: 206-724-0867 **Fax:** 206-834-6000

Email: medmanagement@ic-wa.org

Mailing address:
PO Box 24897, Seattle, WA 98124

Independent Clinics of Washington (ICW) provides in-depth case management services to help patients of ICW providers manage both simple and complex health issues and provide access to social services – all at no charge.



Supporting Patients and Providers.

Independent Clinics of Washington (ICW) Community Health Coordinators help streamline communication and information exchange between you, your provider, and other health services staff to ensure positive outcomes and improved coordination.

ICW personalized care is designed to provide you with the tools, resources, and support you need to help manage your care, understand and navigate the healthcare system, and ultimately improve your quality of life.

Your ICW Community Health Coordinator will:

- Help you assess your situation
- Work with you to develop a plan
- Access services you may need like childcare or translation assistance
- Help you set and meet your health goals



Care for Every Situation.

Every patient and health situation is unique. ICW offers a variety of support and coordination services, all at no cost to you. Services may include:

-  Hospital discharge/emergency department support
-  Transportation services
-  Stages of care support, including nursing facilities, home health, in-home services
-  Guidance with Social Security Disability
-  Connection to Durable Medical Equipment

-  Referral to mental health resources near you
-  Healthcare navigator
-  Navigating insurance and financial concerns
-  Community resources
-  Housing and food assistance
-  And more!

