

# VALLEY | CITIES

## Behavioral Health Care

*Serving communities  
throughout King and  
Pierce County*

### OUTPATIENT CLINICS

#### King County:

Auburn  
Enumclaw  
Federal Way  
Kent  
Meridian Health  
Midway  
Pike Place  
Rainier Beach  
Renton  
Bitter Lake Center

#### Pierce County:

The Steven A. Cohen Military  
Family Clinic

### INPATIENT RESIDENTIAL TREATMENT FACILITIES:

Detox & SUD Treatment:  
Recovery Place – Seattle  
Secure Withdrawal Mgmt.  
& Co-occurring:  
Recovery Place – Kent

### HOUSING

Phoenix Rising  
Blokable  
Valley Cities Landing  
Valley Cities Place  
Scattered Housing –  
King County

### SPECIALITY PROGRAMS

MATCH Program  
Veterans Services  
School Based Programs  
Supported Employment  
Wraparound- WISE  
Expanded Community Services  
New Journeys  
Care Transitions  
Daytime and after-hours Crisis

## Feedback and Client Complaint Procedure

As a client of Valley Cities you have the right to express concerns about any aspect of your experience. Your concerns may be taken to any member of our staff, either verbally or in writing. We will make every effort to resolve your concerns right away and within our organization. You may call our call center at 253-833-7444 and ask to speak with your clinician's manager.

If Valley Cities staff and management are unable to resolve your concern with your clinician, you may choose to file a complaint with the Department of Health. Contact the Customer Service Center for assistance:

Customer Service Center

Phone: (360) 236-4700 Fax: (360) 236-4818

Website: [www.doh.wa.gov/hsqa](http://www.doh.wa.gov/hsqa) E-Mail: [hsqa.csc@doh.wa.gov](mailto:hsqa.csc@doh.wa.gov)

Address: 111 Israel Road SE Tumwater, WA 98501

The Health Systems Quality Assurance Division within Department of Health has information on all health care professionals in the state. This information includes credential status and current restrictions or disciplinary actions, since July of 1998. If you have a question about a provider, contact Department of Health. Provider Credential Search Website The link below allows you to search for any provider by name or credential number.

<https://fortress.wa.gov/doh/providercredentialsearch/SearchCriteria.aspx>

You may also review the section of the law that describes forms of unprofessional conduct covered in RCW 18.130.180, which includes, but is not limited to:

- Misrepresentations or false advertising
- Incompetence, negligence, or malpractice
- Violation of any state or federal code
- Willful betrayal of confidentiality
- Sexual misconduct

You can access the Office of Behavioral Health Advocacy (OBHA) for help regarding your rights regardless of insurance status, income level, ability to pay, and county of residence. To reach the OBHA, call 1-800-366-3103

Because Valley Cities is committed to quality care we sought out and hold voluntary accreditation through the Joint Commission since 2000. If Valley Cities is unable to resolve your concern you may also contact the Joint Commission at:

Office of Quality Monitoring

Phone: (800) 994-6610 Fax: (630) 792-5636

Website: [www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)

E-Mail: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

Address: One Renaissance Blvd Oakbrook Terrace, IL 60181