

## Overview of MultiCare Services

MultiCare Health System's services and products reflect its role as a leading nonprofit healthcare provider in the Pacific Northwest. MultiCare provides the full range of healthcare services, as described below.

### Washington:

#### **Hospital Care**

MultiCare operates 13 hospitals across Washington:

##### Bellevue

1. Overlake Medical Center

##### Olympia

2. MultiCare Capital Medical Center

##### Puyallup

3. MultiCare Good Samaritan Hospital

##### Seattle

4. Navos Behavioral Health Hospital

##### South King County

5. MultiCare Auburn Medical Center
6. MultiCare Covington Medical Center

##### Spokane Area

7. MultiCare Deaconess Hospital
8. MultiCare Valley Hospital

##### Tacoma Area

9. MultiCare Tacoma General Hospital
10. MultiCare Allenmore Hospital
11. Mary Bridge Children's Hospital and Health Center
12. Wellfound Behavioral Health Hospital

##### Yakima

13. MultiCare Yakima Memorial Hospital

#### **Primary Care**

The full range of family medicine, internal medicine and pediatrics services.

#### **Specialty Programs**

1. Cancer Care: Screening, diagnosis, treatment, and support
2. Heart & Vascular Care: Advanced cardiovascular services through Pulse Institute

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3. Home Health & Hospice: End-of-life and recovery support
4. Neuroscience Care: Full spectrum of patient-centered neuroscience services
5. Pediatric Specialty Care: Inpatient and outpatient primary and specialty care including pediatric cardiology and congenital heart surgery program in partnership with Cincinnati Children's Hospital Medical Center, Level IV neonatal care and Level II trauma services
6. Rehabilitation Services: Physical, occupational, and speech therapy
7. Surgical Care: comprehensive offering of surgical services including market leader in minimally invasive surgery
8. Women's Health: Gynecology, Obstetrics, and Breast Health

### Support Services & Products

1. Virtual Care: Video visits, e-visits, and text-based primary care
2. Lab & Imaging: On-site diagnostics and radiology
3. Pharmacy Services
4. Occupational Health

### Urgent Care

MultiCare, through its affiliate Indigo Health, operates over 48 urgent care clinics across Washington and Idaho. Indigo Health was founded in 2015 as a division of MultiCare Health System. The purpose of Indigo Health is to reimagine the healthcare experience by combining trusted clinical care with a modern, retail-like experience.

#### Key Features of Indigo Health:

1. Services: Urgent care services including telehealth services for on-demand access. Recently expanded into primary care.
2. Convenience: Indigo clinics offer extended hours, online scheduling, and walk-in availability.
3. Digital Integration: Indigo offers virtual primary care, enhancing accessibility and engagement.
4. Retail Experience: The goal is to make healthcare as easy and satisfying as visiting a favorite coffee shop.
5. Customer Satisfaction: Indigo has received over 200,000 five-star reviews, reflecting its commitment to quality and service.
6. Indigo Fellowship Program: A standout initiative, which trains new nurse practitioners and physician assistants over 14 weeks, offers mentorship, hands-on experience, and full-time employment with benefits, and focuses on building confidence, efficiency, and clinical excellence.

### Behavioral Health

The MultiCare Behavioral Health Network is the largest provider of mental health services in Washington state, offering a wide range of care for children, teens, adults, and seniors. The MultiCare Behavioral Health Network includes:

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1. MultiCare Behavioral Health clinics located around Washington.
2. Navos Behavioral Health Hospital - A freestanding behavioral health hospital in King County, Washington with inpatient and outpatient services, including adolescent residential treatment.
3. Greater Lakes Mental Healthcare – A free-standing behavioral health clinic that provides services to the Medicaid population of Pierce County, Washington.

### Behavioral health services offered include:

1. Outpatient counseling
2. Inpatient psychiatric care
3. Medication management
4. Addiction and substance use disorder treatment
5. Psychiatric evaluations
6. School-based therapy
7. Domestic violence survivor support
8. Integrated behavioral health in primary care clinics
9. Specialized Programs
10. Navos Hospital - A freestanding behavioral health hospital in King County with inpatient and outpatient services, including adolescent residential treatment.
11. Walk-in Assessment Clinics: Available for Medicaid patients in locations like Puyallup, offering same-day mental health and substance use assessments.

In 2024 alone, The MultiCare Behavioral Health Network served nearly 40,000 clients across Washington. Among other things, The MultiCare Behavioral Health Network's programs help reduce homelessness through supported housing, decrease repeat hospitalizations for severe mental illness, and empower youth and families through early intervention and school-based care.

### Oregon:

Pulse Heart Institute operates an outpatient cardiology satellite location in Bend, Oregon. MultiCare does not offer any other products or services in Oregon.