



PHINNEY
PRIMARY CARE
AND WELLNESS

Welcome

Dear New Patient,

We are happy to welcome you to our practice. At Phinney Primary Care & Wellness our goal is to partner with you to provide personalized, high-quality medical care. We value our relationship with each of you and strive to provide easy access to your provider with low wait times and same-day appointments when requested. We employ a holistic treatment approach and take time to listen and respond to your concerns.

The following document will provide information regarding some of the important logistics of the practice. As we grow, we are adapting and changing so we welcome your input, suggestions and questions.

We look forward to caring for you and your family and hope you enjoy being a patient at Fremont Family Practice.

Providers & Staff of Phinney Primary Care & Wellness

SERVICES

Phinney Primary Care & Wellness offers a full range primary care services including:

- Pediatric care
- Well child exams
(School vaccinations)
- Sports Medicine
- Chronic care (hypertension,
Diabetes, Asthma)
- Women's health
- Wellness Exams
- Travel counseling and vaccines
(including Hepatitis, Yellow Fever)
- Acute same day care
- Work injury exams (L & I)
(For established patients)

PATIENT RESPONSIBILITY

We have a form titled *Patients Rights and Responsibilities* that we ask you to review and sign. Most importantly we ask that you make every effort to show up for your appointment on time. In return we will make every effort to see you in a timely fashion. We also ask that you come in for Annual Preventive exams to give us time to perform crucial preventive care. In this effort we will help by sending annual reminders to you by email, text or card.

HOURS OF OPERATION

Monday thru Friday 8:00am to 5:00pm

CONTACT INFORMATION

Front office phone: (206) 267-7300
Front office fax: (206) 267-7301
After hour's urgent medical care: (206) 310-8748
Email: info@phinneypcw.com
Web address: www.phinneypcw.com

AFTER HOURS CARE

All providers offer after hours call coverage, if you have an after hours need please call 206-267-7300 and listen for your providers after hours number. We do ask that you use the after hours number only in urgent medical situations that cannot wait until the following business day. Please do not call for medication refills after hours.

HOSPITAL PRIVILEGES

Providers in our office use local hospital hospitalists to care for our hospitalized patients. As an independent clinic we are not limited to one hospital for admissions. Patients referred to after hour ER care will typically be sent to either Ballard or First Hill Swedish ER's or Northwest Hospital. Children are sent to Children's Hospital for ER care.

PRESCRIPTIONS/MEDICATION REFILLS

We ask that patients who need refills of medications to give us at least 72 hours notice. We cannot guarantee refills in less than 72 hours. The best way to get a medication refill is to first contact your pharmacy. They send us a request that your provider will authorize, and we will reply. Please also make sure we have your local pharmacy information up to date.

INSURANCES ACCEPTED

Fremont family practice currently accepts the following insurances. This list is subject to change. While we try to check eligibility for new and established patients, ultimately it is your responsibility to confirm coverage at our clinic.

- Aetna
- Blue Cross Blue Shield
- Cigna
- First Choice
- First Health
- Great West
- Lifewise (blue cross)
- Medicare
- Premera Blue Cross
- Regence Blue Shield
- Uniform Medical
- United Health Care

BILLING

Payments of services are the responsibility of the patient. We are happy to bill your insurance company if applicable, and any balance due will be billed to you. If your coverage has a deductible, if you are no longer eligible for your plan, if a service provided is not covered by your insurance (e.g. travel counseling, some preventive care) you will be expected to pay at the time of service or upon receipt of a bill. Failed clinic appointments without 24 hours advanced notice will be responsible for a late fee. Patients who are repeatedly delinquent in their payments or who are unwilling to set up a payment plan will be referred to collections.