

## **Lacey Family Medicine New Patient Information & Clinic Policies**

**WELCOME TO YOUR MEDICAL HOME:** Thank you for choosing Lacey Family Medicine as your medical home. We appreciate the opportunity to provide you with exceptional team-based care. Our team looks forward to your involvement in your healthcare and to keeping you well.

**MYCHART HEALTH RECORD IS OUR PRIMARY MODE OF COMMUNICATION:** MyChart gives you online access to your health record. Whether you are at work, on the road, or at home, you may view test results, messages from your provider and team, access your medical record, and make and cancel your own appointments. Ask how to sign up today!

**EXPERIENCE THE MEDICAL HOME DIFFERENCE:** We view you as a key partner in your care. One of the advantages of a medical home is that you will have the opportunity to establish a continuous relationship with your personal care team, led by your primary care provider. We will coordinate your care so that you see the appropriate team member for your visit or specific needs.

**TELL US HOW WE ARE DOING:** We strive to provide the highest level of service. To help ensure you receive the best care possible, we encourage you to participate in decisions regarding your care and treatment plans. We periodically will send surveys following your appointment and rely on your responses to help us know where we are succeeding and where we have opportunities for improvement. We always welcome your feedback and if you have any questions, concerns, or comments, please let us know during your visit or give us a call at 360-486-2900.

**CLINIC HOURS:** Our clinic is open Monday through Friday from 7:30 am to 5:30 pm.

**SAME DAY APPOINTMENT REQUESTS:** Our providers have appointment times reserved for same-day visit requests and we do our best to accommodate these requests. If your primary physician is not available, you may be offered an appointment with a different physician in our office for evaluation of an acute problem, or for certain conditions, with a registered nurse. Requests for these same day appointments should be made by phone.

**MEDICAL QUESTIONS OR CONCERNS:** If you need to speak to someone on your care team about a medical concern, please call us at 360-486-2900. If a team member is not immediately available at the time you call, please leave a message and we will return your call as promptly as possible. MyChart is also a valuable resource for you to reach your care team with questions or concerns. We ask that you do not drop-in to the clinic without an appointment, as we are not equipped for emergent care.

**AFTER HOURS:** *If you have a medical emergency, please call 9-1-1.* If you have an urgent medical concern and need to reach the provider on-call after normal clinic hours, and follow the prompts. The on-call physician will call you back to discuss your concerns, and send your primary care physician the documentation of the call. Prescription refills, referral questions, or appointment requests are not considered an urgent medical concern and the provider on-call cannot address or assist with these requests.

**IMMEDIATE CARE:** In the event that you have an urgent medical concern that needs to be addressed before your primary care team can see you, you have the option of receiving care at Lacey Immediate Care. This is a walk-in clinic and on busier days, patients may experience extended wait times. The providers at Immediate Care do not provide, refill, or prescribe controlled substance medications. The hours of operation are Monday through Friday from 8:00 am – 8:00 pm, and weekends and select holidays, from 9:00 am to 5:00 pm. Immediate Care stops registering patient 30 minutes before closing.

**FEES:** Your co-payment is due at the time of service; otherwise, we may reschedule your appointment. There are a few exceptions, such as preventative exams, nurse visits, and injections. If you have no insurance coverage, payment is due at the time of service. We accept cash, check, money order, and most major credit cards. Providence does offer options for payment plans or financial assistance; please contact the business office at 866-747-2455 for more information.

**ANNUAL PHYSICALS AND WELLNESS EXAMS:** Please check with your insurance company prior to the visit to see if this is a covered benefit. If you have a specific problem to be addressed the same day as your preventative exam, the physician may reschedule the treatment of that specific problem for another day.

**MEDICATIONS:** The medications prescribed for you are those that your primary care provider feels would most benefit your specific condition. If you need a prescription refill, call your pharmacy and ask them to fax us a refill request. You may also request a refill through MyChart. Please allow at least 72 business hours to process refills. Many insurance companies place certain limitations or requirements on medication coverage and we will strive to work within these parameters, but it is important for you to know your insurance company may not cover all medications prescribed.

**REFERRALS:** Many insurance companies require referrals for you to see specialists, have certain tests, or receive other forms of treatment. It is important that authorizations be in place prior to receiving the appropriate care. Most referrals take at least 72 business hours to process, but there are occasions where it can take longer. When we submit a referral, it does not always mean approval will be granted. Due to insurance coverage, we suggest you check directly with your insurance company so you understand your benefits.

**YOUR MEDICAL RECORDS/FEES:** Your right to privacy is very important, and your medical record is confidential. In order for us to release your medical records, you must sign a records release form, which are available at our office or on our website.

**MISSED APPOINTMENTS/CANCELLATIONS:** Because your health is important to us, we want to see you in a timely manner. Arriving on time for your scheduled appointment is greatly appreciated, but we understand that unanticipated circumstances can arise. If you need to cancel or reschedule your appointment, we kindly request that you give us 24 hours notice. Patients who miss multiple appointments without advanced notice may be asked to leave the practice.

**LACEY FAMILY MEDICINE PROVIDERS:** Dr. Kenneth Kooser, Dr. Anna Maria Pletz, Dr. Abraham Jeon, Dr. Danielle Yee, Melissa Gamble, PA-C, Sandra Loyer, PA-C

**LACEY FAMILY MEDICINE HOURS:** Monday through Friday, 7:30 AM – 5:30 PM

**LACEY IMMEDIATE CARE HOURS:** Monday through Friday, 8AM – 8PM; Saturday and Sunday, 9AM – 5PM

***My signature acknowledges that I have read and understand the policies of my provider's office as stated above.***

\_\_\_\_\_  
Patient Name, *please print*

\_\_\_\_\_  
Date of birth

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date