

New Patient Packet

**Welcome to
Primary Care**

**Our Purpose:
To make lives
better together
through health
and healing.**



everettclinic.com

The Everett Clinic
For the whole you.

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The Everett Clinic
For the whole you.

Welcome

Welcome to The Everett Clinic Primary Care. We are pleased you have chosen us to be your partner in healthcare, and are confident that you have made the right decision. The Everett Clinic primary care providers have focused on health and healing in our community for nearly 100 years. As we innovate and grow, we keep one thing at the forefront of all we do, and that is what is best for our patient – what is best for you.

One thing we know is essential in being partners in your health is communication. This information was developed to help you understand our processes, your rights, what you can expect from us and how to be an advocate in your own healthcare.

We take our work very seriously and are honored that you trust us with your care.

Our Commitment to You

We Will Coordinate Your Care

One of the many benefits of being a patient with a physician-led multi-specialty practice is that your care is coordinated throughout our system. Whether you are being seen in primary care, having lab work or an imaging test, or even surgery or allergy testing, all of your care is coordinated. Through your shared medical record and shared values of our providers, your entire care team will be on the same page, have the same information and be working together with you on common goals. Every provider you see at The Everett Clinic will know what occurred at your last appointment and what your health goals are. Your primary care provider is the quarterback of your team, making sure everyone works together for your health.

We Will Communicate With You

We believe that quality healthcare should be a partnership, and the only way to have an effective partnership is through communication. Just as we expect you to communicate with us, we promise to communicate with you. We will make sure all of your questions are answered during your appointment, so you clearly know what your next steps are. We will have your appointment information in the After Visit Summary ([link](#)) that will be handed to you at the end of the visit, and available on MyChart®. And, we will communicate test results to you through MyChart or mail.

You are Assured Privacy

Your privacy and the privacy of your health information are very important to us. We will not disclose your medical record information unless you direct us to do so, or unless the law authorizes or compels us to do so. Our staff and providers only access patient information as it is necessary to do their jobs, and are annually trained and tested to the highest standard of patient privacy. You may read more about our [privacy practices](#).

If you ever feel like your privacy has been violated, please call the Compliance Officer at 425-258-3906.

Your Health Information

Every time you visit The Everett Clinic, either in person or online through a MyChart message to your provider, a record of your visit is made. This information, including your provider's response and summary, all become a part of your medical record.

Having a medical record helps both you and your provider keep track of any medical conditions, concerns, medications, etc., which all help you to become better partners in improving your overall health. Your medical record belongs to you. You have the right to access it, submit amendments to it, and to indicate if anyone else should get access to it. Read more about the importance of your [health record](#).

It is important that you become familiar with your health record because it will help you trend your health and make educated decisions about your wellness. You have 24/7 access to your online health record through [MyChart](#). The Everett Clinic believes that transparency is best for our patients, so we also make the provider's notes available in your record.

You Will Receive Quality Care

One of our commitments is to provide you and your family with the highest quality care. We focus on "best practice" medicine, which means our care is based on the best available clinical evidence, research, care concepts and techniques known to provide high quality medical care. We strive to provide the same consistent care across all our locations, so that the treatment you receive in the Walk-In Clinic is the same treatment you will receive in Harbour Pointe Primary Care based on best practice and your personal medical history.

We also believe that quality care involves preventive care. We don't wait until you are sick to treat you and assist you to health. We look long term to determine what you can do now to prevent illness down the road. We work toward early prevention of disease, fewer hospitalizations, and improved quality of life. All of these also help reduce the cost of care for our patients.

One of the most important aspects of our quality of care is for you to be recognized as part of your medical team. If you are concerned about the quality or safety of care you or a family member is receiving, please tell us. We welcome your input because you are the most important person in this care team.

Your Rights and Responsibilities

At the Everett Clinic, we are dedicated to providing you with the best in healthcare. We strive to provide a positive and healthy patient experience through quality and technical expertise. We respect your rights as a patient and aim to help you understand your responsibilities as a partner in your care.

Your rights as a patient at The Everett Clinic include:

- To be treated with dignity, respect and courtesy.
- To be allowed privacy and confidentiality regarding your medical records. No information will be released from The Everett Clinic without the patient's written consent.

- To ask question, discuss and to receive clear information from your physician regarding your health status and any necessary treatment.
- To review and receive and explanation of your billing statement.
- To participate in the selection of your Primary Care Provider (PCP)
- To express concerns through our online feedback form.
- The right to be informed of any human experiment/research affecting your healthcare.
- To include advance directives in your medical record.
- To expect that a reasonable effort is made to communicate with patients.
- To inform you regarding withdrawal of care or treatment.
- To have your guardian, next of kin or legal designees exercise these rights if you are unable.
- To refuse care advised and accept the consequences and outcomes.
- The right, within legal limits, to privacy and confidentiality regarding treatment and consultation.
- The right to information regarding services and providers available within The Everett Clinic.
- The right to information concerning fees for services provided.
- The right to be informed as soon as it is discovered of any significant error in their healthcare the possible short and long term consequences.
- If you have a complaint, you have the right to contact the Washington State Department of Health 1-800-633-6828 PO Box 47857 Olympia, WA 98504-7857 or;
- The [office of the Medicare Beneficiary Ombudsman](#)

Your Responsibilities as a Patient at The Everett Clinic:

As an advocate in your own care, it is your responsibility:

- To know your health plan (insurance) benefits.
- To be prepared with questions at the time of your office visit.
- To let us know if you do not understand, or cannot follow your health care instructions.
- To give your doctor a complete list of your prescriptions.
- To provide us, and notify us, of any changes including name, address, phone number, employment, births, deaths or divorce.
- To call us as far in advance as possible to schedule an appointment.
- To give us 24-hour notice when you must cancel or reschedule an appointment.
- To let us know how we are doing.
- To treat clinic providers, staff and other patients with dignity, respect and courtesy.
- To refrain from taking photographs or video on Everett Clinic property in order to protect the privacy of others.
- To follow the plan for your care.
- To pay for your health care services or the portion of the bill that you owe, tell us if you need help with you bill, and work with The Everett Clinic to seek financial help when needed.

Financial Policy

As a courtesy to you, our patient, we accept most insurance plans and submit claims to these plans on your behalf. It is important that we have accurate and complete information on your insurance coverage. It is important that all your insurance plan's requirements are met prior to providing services.

This may include your payment of copays and deductibles and non-covered services at time of service, and that preauthorization or referrals are obtained prior to service.

It is your responsibility to pay for all services provided not covered by insurance. That includes amounts denied or not covered by your insurance plan. We are happy to provide any services you need, but if your insurance plan does not cover this or these services you will be required to self-pay for these non-covered services. If we have not received your payment from your insurance plan by 30 days after the date of service or the insurance plan has denied in full or part, we will bill the balance to you. If you are unable to make your appointment we do require a 24 hours' notice in order to avoid a cancellation fee.

Payment of copays, deductibles, and non-covered services is expected at the time of service. Patients without insurance are expected to make payment or make other payment arrangements prior to service. The Everett Clinic accepts cash, checks, credit cards and health savings accounts. Checks returned for non-sufficient funds will be charged \$25.

Payment Plan

We understand that medical bills are often an unplanned expense and can be hard to pay. If your account balance is more than \$200, you may request an interest-free payment plan. We will bill outstanding balances to you monthly, and payment is due upon receipt. Account balances that have not been paid within 120 days or are not on an approved payment plan will be turned over to a licensed collection agency.

[Learn more](#) about payment plan options, or to sign up for a plan in the future.

Online Bill Pay and MyChart

MyChart gives you more flexibility and direct access to your healthcare information. Call 425-258-3904 or sign up during your next appointment.

Everett Clinic patients who use MyChart have the option to receive paperless statements rather than printed copies of their Everett Clinic statements and pay their bills online from within their MyChart account. Just log on to your MyChart account and the option for paperless billing will be on the main screen.

Expectations for Cancellations/No Show Policies

If you have to cancel an appointment, it is important to call the department where your appointment is scheduled at least 24 hours in advance or you may be charged for the time scheduled. The Everett Clinic may choose not to see those who repeatedly cancel appointments without notice.

We want to honor our patients' time (both yours and the other patients seeing us that day) and because our providers have many other patients they need to see, if you are 10 minutes late for an appointment, you may be asked to reschedule.

Give Feedback on How We Can Improve

The Everett Clinic wants to hear your feedback and how we can continue to improve and do what is right for you and your family. You can voice your concerns or offer your comments [here](#).

How We Communicate with Each Other

MyChart

[MyChart](#), our secure online medical records system, gives you more flexibility and direct access to your healthcare information. It is accessible on the internet via your computer, and as an app for your smartphone. The more you know about your healthcare, the greater our partnership can be.

Call 425-258-3904 to get started or sign up during your next appointment.

Having a MyChart account allows you to:

- Schedule your primary care and select specialty care medical care appointments online
- View your healthcare summary, current health conditions and health history
- Securely communicate with your provider's office online
- View test results
- View current medications and request prescription renewals
- View current allergies, immunizations and preventative care screenings
- Receive paperless bills and pay your bill online
- View upcoming and past appointments.
- View your children's records (if they are signed up for MyChart and you have [proxy access](#))

Contacting your Provider's Office

When you have a non-urgent question for your provider's office, you may send a secure message through MyChart. You will generally receive an answer within 1 – 3 business days. Please contact your doctor's office by phone if the situation requires immediate attention.

If you need a refill of a medication, please contact your pharmacy directly and they will contact your provider.

After Visit Summary

An after visit summary (AVS) is created by your provider or their staff once your visit is completed to summarize the information that was discussed during your appointment. Your AVS will list the steps you have been asked to take as well as your providers notes and any recommendations from your provider on follow up care. You may be given a print out of your AVS as you leave our Clinic today and you can also view your AVS in MyChart by clicking on the visits tab and then choosing past visits. Once the appointment summaries come up, choose the appointment you would like to view.

Medical Records

You can view your health history in MyChart by choosing the “review your health summary” icon located at the top of the login page or the My Medical Record tab at the very top of the page.

To request a copy of your medical records or to request that another healthcare facility send your medical records to The Everett Clinic, please submit a [medical release form](#).

Resource Center

When you call any of our primary care departments, your call is directed to our Resource Center. The Everett Clinic Resource Center is a dedicated team of nurses, medical assistants, pharmacists and phone representatives working together to create a comprehensive experience for our patients. The Resource Center team works with primary care to ensure your needs are met.

Our Resource Center staff is located outside clinical offices, which gives them the time and opportunity to address all your needs while on the phone – you are their top priority. For more information about how we help expedite your primary care call, visit everettclinic.com/phone.

After Hours Service

For urgent needs after hours, the nurse or provider on-call can be reached by calling your primary care office. The on call doctor does not process refill requests for medication with the exception of emergent medication, such as insulin, inhalers, or cardiac medications.

Hours of Service

For most medical problems you should see your regular healthcare provider team. You get the best care there because they know you and your medical history. You should visit your regular provider team for:

- **Routine care:** regular physicals, prescription refills, immunizations
- **Common illnesses:** colds, flu, ear pain, sore throat, asthma, headaches, fever, rashes, and behavior and school concerns
- **Chronic and complex conditions:** diabetes, high blood pressure, thyroid, high cholesterol
- **Minor injuries:** sprains, back pain, cuts and burns, broken bones or eye injuries

Generally our primary care departments are open 7am – 7pm Monday through Thursday and 7am – 5pm on Fridays. (Hours may vary slightly by location).

- [Family Medicine locations and hours](#)
- [Internal Medicine locations and hours](#)
- [Pediatrics locations and hours](#)

Before seeking care during weekends or after hours at the hospital Emergency Room, we recommend that you call the office or answering service first. This is particularly important for Emergency Room visits where your health insurance may require you to have preauthorization.

The Everett Clinic's [Saturday Pediatric Care Clinic](#) is open Saturdays from 9am-3pm at our Marysville and Mill Creek locations and is open to patients and non-patients for scheduled appointments, unexpected health concerns and urgent medical conditions.

For urgent medical conditions that are non-life threatening such as colds, flu symptoms, fevers, allergies, etc. ([see full list](#)), please seek Walk-In Clinic care.

Call 911 and seek emergency care for sudden or unexpected medical conditions that could cause significant harm or death without prompt attention such as chest pain ([see full list](#)).

Routine prescription refills will not be refilled after hours. Prescription refills can take up to 3 days to process and transmit to your pharmacy.

What to expect at a visit

How to make your first appointment:

As a new patient of The Everett Clinic, there are some things you should know when making that first appointment. First, call 425-339-4204 to speak to our patient specialists about scheduling your first appointment. Be sure to have your full name (including middle initial), date of birth, current address and phone number, primary care provider (PCP) you would like to schedule with, your current insurance information and your current employer's name and phone number. You will want to let the scheduler know about all the concerns you would like addressed so that we can schedule the appropriate amount of time to care for your needs.

How do you choose your PCP?

You should choose a PCP based on your personal preferences. Before deciding, think about if you would want to see a physician or is an Advanced Care Practitioner (ACP) the best fit? Do you prefer a female or male provider? What location will be the easiest for you to be seen at? Do you prefer a more formal communication style or a casual one? Do you prefer a provider focused on treatment or a preventive approach?

We find that it is often helpful to learn a little about the provider before you select him or her. You can view videos of our primary care providers on [everettclinic.com](#). Many of our providers have a biographical video as well as an educational video that you can watch to get a feel for how you might relate with the provider. There is also information about education and training, days they are in the office, special interests they have, and more.

Your PCP can help educate you about preventive care, navigate through chronic or complex illnesses, as well as act as your advocate and refer you to specialists as needed.

There are three types of PCP's to keep in mind while shopping for your new provider:

- **Family medicine** which focuses on general medicine, psychological and developmental needs for you and your entire family.
- **Internal medicine** focuses on adult medicine and may be the best for you if you having complex medical issues you are dealing with.
- **Pediatrics** which focuses on the child, birth through age 18. Our pediatric department provides both primary and specialty care services (ADHD, encopresis, asthma, allergy, ENT, autism, integrative medicine, craniofacial, and hematology.)

What to bring to your appointment:

For your first appointment with your PCP, you will need to bring:

- A valid government issued driver's license or other photo identification.
- Your copay (if you have one).
- All your medication bottles (prescribed or over the counter) that you are currently taking.
- All previous records including immunizations.
- Change of address or phone numbers if you have recently moved.

This is all to ensure your personal security as well as making sure that your medical records are up to date. Our goal is to provide you with the safest care possible and having all your medical information helps us accomplish that goal. At your first visit you may also be asked to sign a "release of records" form that will enable us to get your records from your previous doctor. Your previous records will help us understand some of your medical history and past treatment plans. It is important to note that controlled substances, including ADHD medications and pain medications are not refilled at your first visit with your doctor. Your new provider first needs to evaluate your condition and review your former records. So please don't come to your first visit expecting an immediate refill on controlled substances.

Mutual Respect:

We ask for mutual respect. We will see you at your appointed time (or as close to on time as possible) and ask you also arrive to your appointment on time. If you are unable to make your appointment or need to reschedule, we ask that you call your physician's office as soon as you know you won't be able to make your appointment. We understand situations arise. There are also occasional emergency situations that arise for your provider, which may put him or her behind schedule. We will keep you informed of any extended wait times.

If you do not notify us of cancellation within 24 hours of your appointment time, you may be charged for the appointment scheduled. For repeated insufficient notification, we reserve the right to discontinue service. If you are anticipating being late to your appointment, please call ahead and we will be able to offer options depending on your provider's practice. These options may include rescheduling your appointment, making you another appointment later in the day if available and making an appointment with another provider, if available.

We commit to treating you in a respectful manner, and ask that you do the same for your providers and The Everett Clinic teammates. Just as you should not tolerate mistreatment, we will not tolerate rude language and inappropriate behavior.

How to Check In for Your Appointment:

When you arrive for your first appointment, you have two ways of checking in, you may talk to a receptionist or you can use our [self-check-in kiosks](#). These kiosks are available at most of our locations and give you the ability to check-in for your appointment, update personal information, verify your insurance information, sign new-patient and other electronic documents and pay your copay (if you have one). Checking in with a kiosk will not only decrease your wait time, but also offers you greater convenience and privacy. When checking in with a receptionist, we will need to check your ID to verify your identity, but also to ensure your privacy is met.

Once you are checked-in to see your PCP and are seated in the waiting room, check out our wait time monitors. You will be able to see if your provider is early, on time or if they are running a little behind. Please note these are estimated times. Our wait time monitors also provide you with health tips and news from around the clinic such as new providers and holiday hours.

After Visit Summary:

At the end of your appointment your PCP will give you a printed after visit summary (AVS). In your AVS you will see:

- What you were seen for that day
- Preferred pharmacy
- Patient instructions (if any)
- Medical conditions based on what you were seen for that day
- Any allergies
- Plan of care from your provider
- Vital signs
- Other orders that were placed at the visit
- Important things you should do to protect your health (immunizations and routine well checks)
- Current medications
- Demographics

What is the Difference between a Preventive Visit and an Office Visit?

A preventive exam typically occurs every 1-3 years depending on your insurance coverage. It is charged based on your copay parameters and subject to your benefits and deductible (normally covered completely by your insurance). This is usually a longer visit and includes a full exam of the body. The provider will address any chronic issues, plans for care including medications and referrals, and recommendation of any preventive measure you should take. You can expect that all chronic medications will be renewed for one year during this annual exam. Throughout the year when you need refills you can contact your pharmacy directly as the prescription will be there for a year. When refills are out, that means it is time to come back in and see us! This preventive visit is also considered a wellness exam.

If you bring specific, acute concerns to your preventive visit exam, you may incur a separate charge in addition to the preventive charge.

An office visit is an appointment made to discuss a specific concern. This may be regarding new or existing health problems and your provider may prescribe medication as well as order additional tests such as, lab work, x-rays, refer you to a specialist and discuss other treatment options. Depending on your benefits, an office visit usually results in additional costs to you. It is typically a shorter visit and includes a limited physical exam.

Combining a [preventive visit and office visit](#) can be an effective way to help you manage your overall health. If you and your provider are not able to discuss all your health concerns during your visit, you may need to schedule a follow-up visit.

Preventive Visit

Frequency: Every 1-3 years (depending on your insurance)

Cost: Covered based on your insurance coverage. If you discuss items outside of the defined benefit, charges may apply.

Services Covered:

- Review of general health and well-being
- Physical exam and review of body systems
- Most vaccines and immunizations
- Routine prescription refills
- Health maintenance recommendations and referrals
- Past medical, social and family history
- Well-child checks

Office Visit

Frequency: As often as needed

Cost: Based on your co-pay parameters, and is subject to your benefits and deductible.

Services Covered:

- Specific, new or existing health problems
- New prescriptions and refills
- Referral to a specialist
- Lab work or x-ray orders

If you are of Medicare age, you have a free wellness visit that is limited in what it covers. We recommend an Annual Comprehensive Visit (ACV), which is also covered by Medicare, but is subject to your deductible. Find out more information on [Medicare visits](#).

Test Results

Laboratory Testing:

If your provider orders [lab work](#), you can go to any [Everett Clinic lab](#) to get it done. No appointment is needed and some locations have weekend hours.

- If you are a patient of The Everett Clinic, your provider will put in your lab order and they will be available to the lab through our electronic medical record system.
- If you have a lab order from a provider outside of The Everett Clinic, your order must have their signature and credentials before we can provide laboratory services at any of our locations.

Your provider will let you know what preparation needs to be done (such as fasting) before you go to the laboratory. If you have MyChart, you can see basic lab results as they are ready (typically within 1-3 business days), but some specialty labs may take up to 14 days. Otherwise, lab results are sent to your provider who will send you a letter, which will add additional days to finding out your results.

Radiology Testing:

[Imaging tests](#) may be ordered by your provider before you are seen for your appointment or may be ordered after your appointment is over. Your provider's office will set up the appointment time for your test and will let you know what preparation needs to be done before you go in for your imaging test. If your provider has recommended a DEXA scan or mammogram, you may be contacted by our schedulers to set up an appointment time. Our schedulers will also call you if you have been referred by a provider outside of The Everett Clinic.

For most imaging tests, your results will typically be available within 2-3 business days after your test and your provider will contact you directly to discuss the results via MyChart, phone or a letter. Unless your provider has specifically requested, your results will not show up in MyChart (with the exception of mammograms).

Mammograms

When you arrive for your mammogram, your tech will explain the process at the beginning of your appointment as well as provide you with an instruction sheet. Normal mammogram results go directly into MyChart (if you have an account) and you will also receive a letter with your results.

[Learn more about your mammogram options](#)

If your mammogram shows anything abnormal, you will receive a call from a scheduler at the Providence Comprehensive Breast Center to schedule a follow-up appointment.

Refills and Prescriptions

To request a prescription refill, please contact your pharmacy directly. They will send over the request even if you have no refills remaining. If you don't have any refills remaining, our pharmacy staff will contact your Everett Clinic provider to request a refill. We have both refill authorization representatives as well as pharmacists on staff to make sure your refill is handled appropriately.

Prescription refill requests typically take 3 days to fill. If you have requested a refill and it has been more than 3 days, please call 425-259-0966 and press #2 to request a prescription refill status. No prescriptions will be filled after hours.

Walk-In Clinic

When to Use the Walk-In Clinic

The Everett Clinic has nine Walk-In Clinics, most are open seven days a week and have extended hours. If you need prompt medical attention for non-life-threatening conditions, our Walk-In Clinic team provides a high-quality, cost-effective back up to your primary care provider. If you need to get in to your provider right away and can't, you can get expert care from our Walk-In Clinic, and all of your records stay together so your primary care provider knows what you sought care for and how it was treated. The wait times for the [Walk-In Clinics](#) are posted online for your convenience.

Referrals

If your insurance requires a referral before seeing a specialist, speak with your Primary Care Provider during your office visit or by sending a message through MyChart. Alternatively, if your Primary Care Provider feels you may benefit from seeing a specialist, they will refer you.

Forms

Adult medical forms

When you come in for your first appointment with your family medicine or internal medicine provider, please bring a completed [adult history form](#) and [medical release form](#).

Pediatric medical forms

Each time your child has an appointment with us, please bring the following completed forms:

- [Developmental forms](#) (for children 9, 18 and 24 months of age)
- [Pediatric patient information form](#) (this includes names of mother, father, siblings and family history)
- Immunization records

Important Policies

No Weapons

In order to keep The Everett Clinic a safe place for us to deliver quality care, there are no weapons allowed at any of our locations. This includes, but is not limited to firearms, electric weapons (like Tasers), knives with a blade in excess of three inches, and fighting sticks. Law enforcement personnel and on-duty security guards are exempt.

No Animals

Only service animals are allowed in The Everett Clinic buildings.

No Pharmaceutical Solicitation

In 1998, The Everett Clinic was one of the first medical groups in the country to ban pharmaceutical companies from physician offices. We believe that prescribing decisions should be based on scientific research and medical experience, not advertising and marketing. To do this, we have a team of clinical pharmacists and physicians who evaluate research and make objective recommendations regarding the highest quality, most cost-effective medications. Since the ban, effective prescribing has been saving

patients more than \$88 million per year (compared to Washington State average) without sacrificing quality. In addition, because of the work of our clinical pharmacy team, our patients benefit from the most current research on medication effectiveness and side-effects.

Management of Chronic Controlled Substances

In order to better manage provider and patient expectations and/or requirements when controlled substances (such as narcotics and pain medication) are prescribed for the management of chronic non-cancer pain/conditions, standards have been put in place. This is to promote your safety, decrease misuse and diversion. Our controlled substances policy is in accordance with Washington State law and requires healthcare providers to follow a certain protocol to ensure patient safety. This policy is also to ensure compliance with state and federal laws.

Only your primary care provider is able to refill your prescription of controlled substances. A Walk-In Clinic provider cannot refill it for you. In order to get a prescription or refill of a controlled substance for a chronic condition, we are required to provide:

- Appropriate evaluation
- A contract to identify responsibilities
- Random urine drug screenings
- A consistent approach to medication refills

No Show/Same Day Cancelled Appointments

It is your responsibility as a patient or parent/guardian of a patient to give The Everett Clinic 24 hours' notice to cancel/reschedule appointments. All missed appointments without prior notification may be charged \$75. Missed appointments due to hospitalization and/or called and explained of an emergent event or circumstance beyond the patient's control will not be considered a no show.

The Everett Clinic Business Services department will notify you of the missed appointment by mail and no show/same day cancelled appointment charges will be billed directly to you. Medicaid (DSHS and all Healthy Options) program patients and the Occupational Medicine department L&I patients will be sent a letter, but will not be charged a fee. Missed Behavioral Health appointments will include provider to patient counseling as to charges and consequences with a signed contract regarding the policy from the patient.

Health Maintenance

We want to help you stay healthy. Following [health guidelines](#) can help you make good decisions.