



pacific  
medical  
centers

SIMPLY THE RIGHT CARE

## PATIENT RESOURCE GUIDE

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ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (TTY: 711).

注意：如果您講中文，我們可以給您提供免費中文翻譯服務，請致電 888-311-9127 (TTY: 711)

# Welcome to PacMed™

We are glad you have chosen Pacific Medical Centers. You've made an important commitment to your health and to the long-term quality of your life. As an integrated, multi-specialty medical group, we deliver coordinated, exceptional care, all focused on you—the *whole* you.

At PacMed, our passion is keeping you well, not just curing your ills.



# Your Medical Home



Personal care leads to better outcomes, and at PacMed, we are committed to putting this idea into practice. In fact, we are one of a few select providers in the region recognized by the National Committee for Quality Assurance (NCQA) as a Patient-Centered Medical Home™. PacMed is dedicated to improving health care quality.

## What does a Medical Home mean for you?

- You are the center of our attention and we will guide you through coordinated, evidence-based care.
- You have excellent access to a variety of providers and health services, including behavioral medicine, which is integrated into most of our clinics.
- Your care is based on a long-term healing relationship with a provider you trust.
- Your provider will help prevent illness, manage conditions and refer you to specialized care when you need it.
- Your provider will stay involved every step of the way.
- You will receive equal access to care, regardless of your source of payment.

You will get the most out of your care if you provide us with a complete medical history, including information about care obtained outside of PacMed.

“Our foundation of comprehensive primary care guides our actions. At PacMed, we make sure our patients have excellent access to their health care team. This includes open, clear communication with a primary care provider during each interaction within our clinic network.”

—Linda Marzano, CEO of PacMed



## A Different Kind of Care Package

At PacMed, we genuinely value who you are and what's important to you. We want to know you as a whole person, not just as a patient. We like it when people bring family members for us to meet or to accompany them to appointments—and often we become health care providers to those spouses, significant others, parents, children and other relatives, too.

### Who are the active members of your health care team?

- Your primary care provider knows you best and is the leader of your health care team.
- A medical assistant helps your provider coordinate your care and follow-up.
- Other members typically include a nurse, medical specialists and support staff.

### What can you expect?

- Up-to-date records
- Faster lab results
- Personal phone calls to see how you are feeling
- Staff who take the time to fully explain procedures and answer questions
- To feel taken care of with the best outcomes possible

From appointments to billing, we are here to help.

## Unique Teamwork

Your care team works together to coordinate your health care. From primary and specialty care providers to nurses, dietitians and therapists—everyone who is responsible for your care strives to deliver the thoughtful, personalized care you deserve.

- Your providers talk to each other about your care.
- Your medical record is always up to date.\*
- Everyone is on the same page.

Extraordinary care like this is not only convenient, it can save precious time when time is of the essence. No matter how complex your situation, your PacMed providers will work together to create a care plan tailored to your needs.

“ When I’m referred to a specialist within the PacMed network, I know I’ll be receiving the highest quality of care from an expert in his or her field. ”

—A valued PacMed patient

## Streamlined Access

We coordinate your health care needs so you can focus on what’s important to you. Our streamlined, coordinated care delivers convenience and choice. Referrals are smooth and fast. You will have access to cutting-edge technology and first-class facilities. Our board-certified specialists—many of whom have been named as Top Docs in our region—are available to you. Our behavioral health therapists are right on-site at most PacMed clinics.

\*Your privacy is important to us. We treat your records with extreme sensitivity.

# Preparing for Your Visit

Regular visits to your primary care provider are an essential part of staying healthy. So plan ahead. Make a list of all your medications, including herbal and naturopathic preparations. Or bring them with you.

Write down how you've been feeling and all of your questions, no matter how insignificant they may seem.

- Have you been feeling unusually tired?
- Are you sleeping more than usual?
- Have you been gaining weight or losing weight?

All states of being are important to consider. Your questions and input provide valuable information for your provider to determine your proper care.

*We want you to be satisfied with your visit! Being prepared can make a difference.*

We will remind you of your appointment by text and/or phone call. After your appointment, you may be sent a survey (by email or US Mail) about the care and service you received. You may get a survey for each provider you saw at your visit.

# Talking Things Over

Think of your primary care provider as a friend and partner who has an intense interest in your well-being and cares about you and your ideas. Don't hesitate to describe your symptoms in detail. Ask questions and actively participate in the visit. Your provider wants to hear from you. Speaking frankly will lead to the best care possible.

## Your Records at Your Fingertips

With MyChart, you can get simple and fast online access to your vital health information. No need to wait on the phone! Expect a response to your MyChart message within two business days.

With the secure, online MyChart portal, you can:

- Send non-urgent messages to your health care team.
- Request appointments.
- View lab results.
- Request prescription renewals.
- Access your personal health record.

To sign up for MyChart, just ask our check-in staff for an access code.

## Being a Partner in Your Health

The more you share with your provider, the better he or she can serve your needs.

- If you don't understand, ask again.
- Know what medication you are taking and why.
- Ask for details about your diagnosis.
- Thoroughly read what you are signing.
- Report all allergies or drug reactions.
- Don't be afraid to seek a second opinion.

“ At Pacific Medical Centers, I got an annual exam, eye checkup, saw a women's health care physician and got a mammogram at the women's center. It doesn't get any more convenient than that! ”

—A valued PacMed patient



“ I know the goal of PacMed is to provide patients with the highest quality of service. I am pleased to tell you [they have] met that goal. They made me feel comfortable, important and not afraid to ask questions. ”

—A valued PacMed patient



# Frequently Asked Questions

## Where can I receive urgent care after hours?

If it's not an emergency and your PacMed clinic is closed, call your clinic's main line to determine if urgent care is needed. Urgent care clinics are not affiliated with PacMed, but we will help you locate one nearby when you call. Use urgent care clinics for minor injuries or illnesses that do not require hospitalization.

## What phone number do I call after hours?

Please call the main number for your PacMed clinic. For your clinic's phone number, look at the list on the back cover of this booklet.

## How do I ask my doctor a question?

For non-urgent questions, use MyChart to communicate with your health care team. If you cannot access MyChart, you may call your clinic and leave a message for your provider.

## When will I get my lab results?

Results will be available online in your MyChart account. Your provider's interpretation of the results will take an additional day or two for routine tests. If your tests are normal, you will receive a call, MyChart message or a copy of the results in the mail. If the tests reveal a concern, you will receive a call from your health care team to discuss follow-up care.

## How do I refill a prescription?

Please contact your usual pharmacy. The pharmacy will communicate with your PacMed provider. Refills may take up to 48 hours. To ensure no interruption in your care, call your pharmacy when you are down to a one-week supply—no later! You may also request a refill online with MyChart.

# Health Maintenance for Adults

## Women

**Cervical Cancer Screening (Pap Smear):** Every 3 years for women age 21–29 and every 5 years for women age 30–64. (May differ depending on your situation; consult your provider.)

Dates: \_\_\_\_\_

**Breast Cancer Screening:** Mammograms yearly or every other year, beginning at age 40 or 50. (Consult your provider.)

Dates: \_\_\_\_\_

**Osteoporosis Screening:** DXA scan once after age 65. Date: \_\_\_\_\_

## Men

**Prostate Cancer Screening:** Discuss with your provider.

**Abdominal Aneurysm Screening:** Ultrasound once between ages 65 and 75 if a history of smoking. Date: \_\_\_\_\_

## Women & Men

**Colon Cancer Screening:** *Preferred method*—Colonoscopy every 10 years, beginning at age 50. *Other acceptable methods*—High-sensitivity Fecal Occult Blood Test (FOBT) every year (and if positive, then colonoscopy) OR (least preferred method) high-sensitivity FOBT every 3 years combined with flexible sigmoidoscopy every 5 years.

Date: \_\_\_\_\_ Recommendation: \_\_\_\_\_

Date: \_\_\_\_\_ Recommendation: \_\_\_\_\_

Date: \_\_\_\_\_ Recommendation: \_\_\_\_\_

**Cholesterol Testing:** Beginning at age 20, every 1–5 years

Dates: \_\_\_\_\_

**Diabetes Screening:** Beginning at age 45, every 3 years. (Consult your provider.)

Dates: \_\_\_\_\_

### Immunizations:

- Substitute Tdap (tetanus, diphtheria, pertussis) one time for adults, then tetanus and diphtheria booster (Td) every 10 years.

Dates: \_\_\_\_\_

- Flu shots every year.

Dates: \_\_\_\_\_

- Zoster (Shingles) vaccine once at age 60 or above. Date: \_\_\_\_\_

- Pneumococcal (Pneumovax) vaccine at age 65 (earlier if recommended by your provider). Date: \_\_\_\_\_

# Health Maintenance for Children

Well-child exams include immunization updates and a variety of health and development screenings. We recommend visits at the following ages:

- 2-3 days after discharge
- 12 months
- 14 days
- 15 months
- 2 months
- 18 months
- 4 months
- 2 years
- 6 months
- Annually after 2 years
- 9 months

## Immunization Schedule

### Hepatitis B:

Birth, 1–4 mo, 6–18 mo

**Diphtheria, Tetanus, Pertussis (DTaP):** 2 mo, 4 mo, 6 mo, 15–18 mo, 4–6 yrs

**Haemophilus Influenzae Type B (Hib):** 2 mo, 4 mo, 6 mo, 12–15 mo

**Polio (IPV):** 2 mo, 4 mo, 6–18 mo, 4–6 yrs

**Pneumococcal (Pnevnar):** 2 mo, 4 mo, 6 mo, 12–15 mo

**Rotavirus:** 2 mo, 4 mo, 6 mo

**Measles/Mumps/Rubella (MMR):** 12–15 mo, 4–6 yrs

**Chicken Pox (Varicella):** 12–15 mo, 4–6 yrs

**Hepatitis A:** 2 doses 6 mo apart after first birthday

**Influenza:** Yearly for children 6 mo and older\*

**Human Papillomavirus (HPV, Gardasil):** 9–26 yrs, 2-shot or 3-shot series

**Meningitis (Menactra):** First dose 11–12 yrs, second dose 16–17 yrs

**Tetanus, Diphtheria, Pertussis (Tdap):** 11–12 yrs

\*Two doses given at least four weeks apart are recommended for children 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time.

# Understanding Your Medical Insurance

**Insurance Coverage:** Even if PacMed works with your insurance company, we may not be contracted with your specific insurance plan. It is important to check with your insurance company before your visit to ensure that you are aware of your financial responsibility for the services you are receiving. If you change or add an insurance policy, please let us know so that we may properly bill your insurance carrier.

**Copay:** We have a contractual obligation (with your insurance company) to collect your copay at the time of service. Please remember to bring your copay to your appointment.

**Self-pay discount:** If you do not have insurance and choose to self-pay at the time of service, you will be offered a discount. If you have questions on whether or not your services qualify for discount, please contact the PacMed Patient Accounts department at 206.621.4392.

Visit [www.PacMed.org/insurance](http://www.PacMed.org/insurance) for more helpful information or call 206.621.4049 with your questions.

## Tips for Getting the Most from Your Medical Insurance

To maximize your medical benefits, please contact your insurance company's Customer Service department to verify your policy's benefits prior to your medical visit. The phone number should be on your insurance ID card.

**Before calling your insurance company, prepare some questions. Some suggestions are:**

- Do I have an assigned primary care provider with my plan?
- Do I have a deductible, coinsurance or copayment for the health service I need?
- If PacMed does not contract with your plan: Do I have out-of-network benefits?

## Questions about whether PacMed accepts your insurance?

You can visit [www.PacMed.org/insurance](http://www.PacMed.org/insurance) to see accepted insurance, including Medicare, or you can call our Insurance Verification department at 206.621.4049.

Pacific Medical Centers is a Designated Provider of US Family Health Plan, a TRICARE Prime® option, serving military retirees and active-duty family members. For more information, visit [www.USFHPnw.org](http://www.USFHPnw.org) or call 1.800.585.5883.

# PacMed Specialties and Services

We are continually expanding our specialty and service offerings. For a current list of our offered specialties, please visit [www.PacMed.org](http://www.PacMed.org).

## Primary Care

Behavioral Medicine

- Neuropsychology
- Psychiatry—Adult & Geriatric
- Psychotherapy
  - Individual—Child/Adolescent & Adult
  - Couples Therapy
  - Family Therapy

Family Medicine

Family Medicine with Obstetrics

Geriatric Medicine

Gynecology

Internal Medicine

Nutrition

Pediatrics

## Medical Specialties

Allergy

Cardiology

Dermatology

Diabetes & Metabolism, Endocrinology

Gastroenterology

Hepatology & Liver Disease

Immunology

Neurology

Oncology & Hematology

Physiatry

Pulmonology

Rheumatology

Sleep Medicine

Sports Medicine

Women's Health

## Surgical Specialties

da Vinci® Robotic-Assisted Surgery

Facial Plastic Surgery

General Surgery

Gynecology

Interventional Pain Management

LASIK & Vision-Correction Services

Ophthalmology

Orthopedics

Otolaryngology—Head & Neck Surgery

Podiatric Medicine—Foot & Ankle Surgery

Urology

Vasectomy

Vitreoretinal Diseases & Surgery

## Other Services

Cancer Screening

- Colonoscopy

- Mammography

Cardiovascular Lab

Cosmetic Services

- Surgical & Nonsurgical Treatments

DXA (Bone Density Screening)

Echocardiography Lab

Nuclear Medicine Lab

Optometry

Physical Therapy

# PacMed Clinic Locations

## **Beacon Hill and Diagnostic & Wellness Center for Women**

1200 12th Avenue S  
Seattle, WA 98144  
Beacon Hill: 206.326.2400  
Women's Center: 206.568.3800

## **Canyon Park**

1909 214th Street SE, Suite 300  
Bothell, WA 98021  
425.412.7200

## **Federal Way**

31833 Gateway Center Blvd S  
Federal Way, WA 98003  
253.214.1920

## **First Hill**

1101 Madison Street, Suite 301  
Seattle, WA 98104  
206.505.1101

## **Lacey**

4800 College Street SE, Suite A  
Lacey, WA 98503  
360.486.2800

## **Lynnwood**

19401 40th Avenue W, Suite 230  
Lynnwood, WA 98036  
425.744.7153

## **Northgate and Diagnostic Center for Sleep Health**

10416 5th Avenue NE  
Seattle, WA 98125  
Northgate: 206.517.6700  
Sleep Center: 206.709.8999

## **Puyallup**

220 15th Avenue SE, Suite C  
Puyallup, WA 98372  
253.435.3400

## **Renton**

601 S Carr Road, Suite 100  
Renton, WA 98055  
425.227.3700

## **Totem Lake**

12910 Totem Lake Blvd NE, Suite 101  
Kirkland, WA 98034  
425.814.5000

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