



Skagit Regional Clinics
A department of Skagit Valley Hospital



**CASCADE SKAGIT
HEALTH ALLIANCE**
A department of Skagit Valley Hospital

WELCOME

New Patient Information

Thank you for choosing Skagit Regional Clinics and Cascade Skagit Health Alliance where we provide compassionate, quality healthcare close to home. Whether you need an annual check-up, surgery, diagnostic services or have an injury that needs urgent care, you will find caring primary care providers, specialists and staff members who take the time to build relationships with you and your family.

This New Patient Information Packet is designed to collect the information necessary to begin our partnership. It also contains important information for you as our patient. In an effort to streamline the check-in process, please complete, sign and return the following items:

- Patient Demographic and Data Collection Form
- Health History Questionnaire

If you are unable to complete these items prior to your appointment, please plan to arrive 20 minutes prior to your appointment time to fill out this paperwork before you are seen.

Our office staff will need to make a copy of your insurance information and photo identification. We will ask for this information at each visit. If you cannot provide current insurance information and we cannot verify coverage, you may need to reschedule your appointment or make payment in full for that day's services.

At every visit, it is important that you provide an up-to-date list of all medications you are taking, including any over-the-counter medication, vitamins or herbal supplements. This will help your providers decide upon the best treatment options and watch for any interactions. Please list the amount of the medication you are taking (the dosage) and how often you are taking it.

For more information about your provider, any of our services or to find these enclosed forms online, please visit:

www.srclinics.org

www.cascadeskagithealth.org

Quality, compassionate care is offered at the following locations:

ANACORTES

2511 M Avenue, Suite D
Anacortes, WA 98221
Phone: **360-293-0308**

CASCADE SKAGIT HEALTH ALLIANCE

3823 172nd Street NE
Arlington, WA 98223
Phone: **360-618-5000**

STANWOOD

9631 269th Street NE
Stanwood, WA 98292
Phone: **360-629-1600**

CAMANO ISLAND

127 N. East Camano Drive
Camano Island, WA 98282
Phone: **360-387-5398**

MOUNT VERNON

1400 E. Kincaid Street
Mount Vernon, WA 98274
Phone: **360-428-2500**

UROLOGY – ANACORTES

1213 24th Street, Suite 600
Anacortes, WA 98221
Phone: **360-293-2173**

CARDIOLOGY

307 S. 13th Street, # 300
Mount Vernon, WA 98274
Phone: **360-336-9757**

SEDRO-WOOLLEY

1990 Hospital Drive
Sedro-Woolley, WA 98284
Phone: **360-856-4222**

UROLOGY – MOUNT VERNON

1311 Division Street
Mount Vernon, WA 98274
Phone: **360-424-7991**

Clinic Policies

Here is some information about our policies that will help us provide you with the very best care.

NEED A PRESCRIPTION REFILLED? If you need a prescription refill, please call your pharmacy. The pharmacy will contact your clinic to get approval to refill your prescription. Please allow 48 hours for refills to be requested and processed.

CONTROLLED SUBSTANCES AND NARCOTICS: Our providers will provide for the comprehensive primary care needs of their patients. For those patients who have problems with chronic pain, the providers comply with the new state laws. We require copies of old records be made available for the provider to review. At the initial visit, you can expect your provider to take a detailed history and perform an appropriate physical examination to evaluate the problem. From this evaluation, the provider will recommend appropriate treatment. Please note that narcotics prescriptions cannot be filled at any of our Urgent Care clinics or authorized by on-call providers.

MAKING YOUR CO-PAYMENTS: Your insurance co-payment (co-pay) is expected at the time of your service. If you do not make payment at the time of your service, you will be charged a \$15 billing fee in addition to your co-pay amount.

WAITING FOR TEST RESULTS? You will either be contacted directly with the results of your lab work or tests, or you will receive your results in the mail. If your results are mailed, the length of time depends on the type of test. Please allow up to two weeks. If you don't receive your test results within two weeks, please contact your provider.

OUTSIDE LAB/PATHOLOGY/X-RAY SERVICES: If your lab, pathology tests or x-rays are sent to a service provider outside of our clinics, you may receive a separate bill from that provider.

RESCHEDULING OR CANCELLING APPOINTMENTS: Please be courteous to other patients and your provider by giving us four (4) business hours notice if you need to cancel your appointment. New patients who fail to keep or appropriately cancel appointments may not be accepted into a provider's practice. Established patients who miss three (3) scheduled appointments without notice within twelve (12) months may be asked to find another clinic.

NO PERFUME PLEASE: Due to the sensitivity of many people with allergies, please don't wear perfume, cologne or scented lotions when you visit our facilities.

USING YOUR CELL PHONE: As a courtesy, please limit the use of your cell phone while you are in the waiting room. Please do not make or receive calls while in the exam room.

AMBULATORY CLINICS: Patients presenting to any of our clinics must be ambulatory or provide their own assistance.

ADVANCED DIRECTIVE/POWER OF ATTORNEY: If you have an Advanced Directive or a Power of Attorney, please tell your provider and provide us with a copy for your medical record.

WEAPONS: Skagit Regional Clinics and Cascade Skagit Health Alliance are weapons free. If you have weapons, they must be removed and left behind before entering the buildings or grounds.

NO SMOKING: All Skagit Regional Clinics and Cascade Skagit Health Alliance facilities and grounds are smoke free. Smoking is not allowed on any of our properties.

SERVICE ANIMALS: Only certified services animals are allowed in our facilities.

QUESTIONS? If you have questions, please ask our staff. We're here to assist you and are committed to delivering compassionate, quality care.

More information is available on our websites at www.srclinics.org or www.cascadeskagithealth.org