



PACIFICA
MEDICINE & WELLNESS

Personalized, practical, wellness-focused healthcare

PATIENT SERVICES GUIDE

WELCOME TO PACIFICA MEDICINE & WELLNESS

Welcome to Pacifica Medicine & Wellness, an affordable concierge and direct primary care medical and wellness clinic in Poulsbo, Washington. We are excited to offer our patients primary care with improved access, longer visits and a holistic approach to healthcare. We take a personalized, collaborative approach to our patients' medical care, tailored to their health care goals and needs. Our mission is to be our patients' medical home, focusing on timely, high quality care while building a lifelong healthcare relationship with convenient access and easy communication.

This guide will help you understand who we are and how we will work to provide you with the highest quality care. If you still have questions after reviewing this guide, please visit us at www.pacificamedicine.com or call 360.979.0569 for more information.

OUR SERVICES

Primary and Preventive Care

Your doctor will partner with you to evaluate your current state of health and make recommendations for maintaining or improving your wellbeing. Visits can include annual wellness exams, women's health and well child visits, prenatal visits, school sports physicals, blood pressure checks, immunizations, and health risk reduction coaching.

Chronic Condition Management

We provide care for all chronic medical conditions including diabetes, hypertension, high cholesterol, heart disease, osteoporosis, obesity, arthritis, depression, anxiety and many others. Your Pacifica Medicine doctor will work with you to manage your condition and help guide you towards making good health care decisions.

We do not provide chronic pain management, but can refer patients to a pain clinic that can provide this service.

Care for Acute Illnesses/Conditions

We provide same-day or next-day care for urgent medical problems. An urgent care condition is one that does not pose an immediate, serious health threat but that does require prompt attention. Some examples of urgent care conditions include:

- Abdominal or stomach pain
- Cuts that may require stitches
- High fever
- Minor sprain, strains or possible fractures
- Respiratory infections (bronchitis, sinus infections)
- Urinary tract infections

ENROLLMENT OPTIONS

Types of Enrollment

We offer our patient two different options for enrollment:

- 1) Affordable Concierge
- 2) Direct Primary Care

Affordable Concierge

This option is for our patients who have private health insurance and use it to pay for their visits with our doctors, blood tests, and procedures ordered by their doctors. Their monthly fee affords patients these benefits at Pacifica Medicine & Wellness:

- Same day or next day appointment scheduling as needed
- Schedule your appointments online or by phone
- Longer visits with the doctor so you have more time to have all your questions answered
- Telephone consultations and virtual visits when needed (especially useful for college students, frequent travelers and snowbirds!)
- Complete yearly physical exams will include several complimentary screening lab tests
- 24/7 access to your doctor and her staff through telephone, email and Skype
- Access to some generic medications at wholesale prices

Direct Primary Care (DPC)

These patients may or may not have health insurance. If they have insurance their insurance is not charged for their visits at Pacifica Medicine & Wellness. DPC members pay a monthly fee and all of their doctors visits to Pacifica Medicine are covered – with no bills and no copays.

The only charges that subscribers may incur are for blood tests or pathology specimens that we send to an outside lab, immunizations other shots for adults, and for IUD contraceptive devices. We have negotiated discounted prices with local lab, radiology and pathology businesses.

These services are included in Pacifica Medicine Direct Primary Care enrollment:

- 24/7 Telephone & email access to your doctor and her staff
- Basic lab testing (U/A, HCG, Strep, Mono)
- Care for acute illnesses/conditions (including splinting, sutures, abscess drainage)
- Care for chronic medical conditions
- Longer clinic visits -- never feel rushed again
- Online or telephone scheduling
- Online access to medical records
- Prenatal care until late 3rd trimester
- Preventative medicine (annual physicals/wellness exams, well child exams, school sports physicals, routine childhood immunizations)
- Referrals to specialists, if needed
- Virtual and phone visits as needed
- Same-day or next day appointments as needed
- Treatment for mental health concerns
- Weight loss counseling

These procedures are included in a Pacifica Medicine Direct Primary Care Subscription:

- Basic splinting for fractures
- Basic vision screening
- Blood draw (lab fees extra)
- Colposcopy with biopsies (lab fees extra)
- Ear wax removal
- Electrocardiogram (EKG)

- Endometrial biopsy (lab fees extra)
- Incision & drainage of abscesses
- Immunizations for children
- Ingrown toenail removal
- IUD insertion and/or removal (IUD extra)
- Laceration repair
- Joint injection & aspiration
- Medication injections (B12, testosterone, Depo etc)
- Nebulizer treatment for asthma
- Pap smear (lab fee extra)
- Skin biopsy (lab fee extra)
- Skin cyst removal
- Skin tag and wart treatment/removal

Procedures that can be performed for an additional fee:

- Botox injections
- Immunizations for adults (flu, pneumonia, shingles, tetanus and whooping cough)

Medicare Subscribers

Our patients enrolled in and receiving Medicare benefits will continue to use their Medicare benefits at Pacifica and all Medicare rules apply. Due to Medicare rules and regulations Medicare patients can only be enrolled in Pacifica Medicine's Affordable Concierge option. Our Medicare patients that qualify will be asked to take advantage of Medicare's Chronic Care Management, and enrollment in this program will be completed at your first visit.

Prescriptions, Labs & Vaccines

PRESCRIPTION DRUGS

We provide prescriptions for a limited number of medications that are dispensed here at our office at a very small cost to our patients. These include select prescriptions for antibiotics, blood pressure medications, diabetes medications, depression and anxiety medication and arthritis medications.

We can write prescriptions for all medications not available at our office which can be filled at a pharmacy of your choice (retail or mail-order).

LAB TESTS

We draw blood and collect samples (skin biopsies, for example) at our office, or blood can be drawn at a local offsite lab. The following lab tests are performed on site at our office:

- Blood glucose (sugar)
- Hemoglobin A1C test
- Lipid (cholesterol) test
- Pregnancy test
- Mononucleosis test
- Strep throat test
- Urinalysis

For our DPC patients we have negotiated a significant discount on lab tests with an outside laboratory. If after your visits we need to send samples to an outside laboratory for processing, we will collect payment at the time of your visit for these tests.

VACCINES

Pacifica Medicine provides all state-approved childhood immunizations (for ages 0-18) at no cost for Washington

patients through the Washington State Vaccines for Children program.

Pacifica Medicine is able to administer additional select vaccines* in our office, including:

- Flu vaccine
- HPV (Human Papilloma virus) – no charge if under 19
- Shingles vaccine
- Tetanus booster
- Tdap (Tetanus, Diphtheria, Pertussis) booster

** Small fee will be required for adult vaccines not covered by government programs for our DPC patients. Immunizations for our concierge patients will be billed to their insurance.*

Referrals Beyond Primary Care

Pacifica Medicine & Wellness offers the following at a primary care level of care and counseling only:

- Drug and alcohol treatment referrals
- Mental health care
- Prenatal/Maternity care (late 3rd trimester)
- Referrals for marital and family counseling
- Sexual dysfunction
- Weight loss treatment

We will provide referrals to any outside specialist providers and services your health requires. Your subscription to Pacifica allows us increased time to collaborate and communicate with all your health care providers. You will need to use your health insurance when seeing outside providers.

Prescription Refills

We offer a number of ways to request prescription refills:

- 1) Notify your pharmacy and they'll take care of the rest.
- 2) Log on to your Pacifica Medicine & Wellness Patient Portal via our website and request a refill
- 3) Call us at 360.979.0569

Please allow 48 hours for all medication refills to be processed.

For more accurate and efficient refill request processing, please include the following information:

- Your name
- Your date of birth
- Name of medication
- Desired quantity (30 or 90 day supply)
- Preferred pharmacy name

Frequently Asked Questions

Contact information?

Address: 19980 10th Avenue NE, Suite 202, Poulsbo, WA 98370

Telephone: 360.979.0569

Fax: TBD

Email: info@pacificamedicine.com

Facebook: Pacifica Medicine

Hours of operation?

Monday – Friday 8:30 AM to 5:00 PM

Saturdays, Evenings – by request

We are closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Thanksgiving Day & Christmas Day

What services are offered at Pacifica Medicine & Wellness?

Pacifica Medicine currently offers primary and preventative care, acute care for illness/injury, chronic disease management and wellness support, among other services. All these services are offered with the benefit of increased communication through the latest technology available.

We are currently working on establishing relationships with providers of other services with whom we may soon offer special programs and discounts to our patients, all available at our Poulsbo location. These services may include: nutrition therapy, massage therapy, acupuncture, mental health counseling, health coaching and more.

Is Pacifica Medicine & Wellness insurance?

No – at Pacifica Medicine we work for and are paid by our patients to provide exceptional primary care (paid for by monthly enrollment fees) and fee-for-service care (paid for by health insurance). Even though we are able to provide most of the care you need, you need health insurance to pay for specialty care, hospitalizations or surgery.

For our DPC patients we recommend you combine our services with a wrap around or high deductible insurance plan. Please refer to the Washington State Health Exchange website.

What insurance plans does Pacifica Medicine accept?

Pacifica contracts with most major health plans in the area. The terms of these health plans are subject to change. Please contact your insurance company for specific information regarding physician participation, coverage or benefit issues.

Aetna

Amerigroup

CHPW Healthy Options

Cigna Healthcare

Coordinated Care Healthy Options

First Choice PPO Network

GEHA - Government Employees Hospital Association

Group Health - First Choice Options

Group Health PPO

Mail Handlers Benefit Plan

Medicare

Medicaid (DSHS)

Premera PPO

Premera LifeWise

Regence Boeing Selections

Regence Federal Blue Cross Blue Shield

Regence Med Advantage

Regence PPO
Regence Selections
Regence Uniform Medical
United HealthCare PPO
United HealthCare MedAdvantage

Who will be my doctor at Pacifica Medicine & Wellness?

Both Dr. Chymiy and Dr. Matty will be your health care providers. When you become a patient of Pacifica Medicine you gain access to both of our highly experienced family medicine physicians. They will work together and be available to you 24/7 with their combined 30+ years of experience. You are welcome to make appointments or contact either one of them when you have health concerns or questions.

What if I have an emergency or get sick after hours?

If you have a life-threatening medical emergency, please call 911. For non-life threatening medical issues please contact us by phone at 360.979.0569. If it is determined that you need emergency care we will notify the emergency room and provide them with pertinent medical information. We will then assist you with any follow-up care as needed. Please use our excellent patient portal (via our website) for all non urgent health questions.

We will be available via phone or email after hours.

What if I need to see a specialist?

When your medical needs extend beyond the scope of primary care we will refer you to an appropriate specialist. We will provide your specialist with relevant information from your medical records as needed to insure optimal care. We will work closely with your specialist to coordinate your ongoing care.

How do I schedule a virtual visit when I am out of town or can't come into the clinic?

The best way is to schedule your appointment is by phone or online and request a virtual visit. You will need to have Skype or FaceTime available. We can also provide this service over the phone when appropriate.

Will I have a copay for office visits?

Direct primary care patients will not have any copays or deductibles. Our Concierge patients will be responsible for any copays required by their insurance at the time of the visit.

Patient Rights & Responsibilities

Your Rights and Responsibilities

You have the right to receive accurate and easily understood information about Pacifica Medicine's healthcare services, health care professionals and health care facilities. If you speak a language different from your provider, have a physical or mental disability, or do not understand something, Pacifica Medicine will make its best effort to provide assistance so you can make informed health care decisions. If you require interpreter services beyond what can be provided by Pacifica Medicine, professional interpreters may be provided at an additional cost.

You have the right to considerate, respectful, and nondiscriminatory care from your Pacifica Medicine's health care providers. You understand that you are responsible for communicating clearly and respectfully with all providers and staff members.

You have the right to know all of your treatment options and to participate in your health care decisions. Parents, guardians, family members, or other individuals whom you designate may represent you if you cannot make your own decisions.

You have the right to speak in confidence with your Pacifica Medicine physician and to have your health care information protected. You have the right to review and receive a copy of your personal medical record and may request that your health care providers amend your record if you feel it is inaccurate or incomplete.