



PACIFICA  
MEDICINE & WELLNESS

*Personalized, practical, wellness-focused healthcare*

## **PATIENT SERVICES GUIDE**

## WELCOME TO PACIFICA MEDICINE & WELLNESS

Welcome to Pacifica Medicine & Wellness. We are a primary care medical clinic and wellness center located in Poulsbo, Washington. Joining our wellness center through a monthly subscription allows patients to be seen by our excellent, reputable medical providers (health insurance rules apply) and to access multiple other services not covered by health care insurance.

We are excited to offer our patients primary care with improved access, longer visits and a holistic approach to healthcare through wellness offerings available to our subscription patients. 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.

At Pacifica our focus is primary care with a focus on wellness, so our practice is set up to offer additional services not covered by health insurance. (See below for a description of the services covered by the monthly subscription.) By joining us at Pacifica patients become part of a new wave of medicine which places value on functional and lifestyle changes with the goal of treating and preventing illness, and enhancing overall wellness. A Wellness Plus subscription at Pacifica covers all of the wellness services available at Pacifica which are not paid for by health insurance.

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](http://www.pacificamedicine.com) or call 360.979.0569 for more information.

# OUR MEDICAL SERVICES

## Primary and Preventive Care

Your doctor/medical provider 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 Disease 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/medical provider 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

\*\* Medical visits will be billed to insurance for Wellness Plus patients. For Direct Primary Care (DPC) patients there will be no charge for visits.

## What is Different about Pacifica?

- Same day appointment scheduling when needed
- Telephone consultations and virtual visits when needed (especially useful for college students, frequent travelers and snowbirds!)
- 24/7 access to doctor/health care provider through telephone, email and Skype

# PACIFICA SUBSCRIPTION OPTIONS

## Types of Subscription

We offer our patient two different options for enrollment:

- 1) Wellness Plus
- 2) Direct Primary Care

## Wellness Plus

This subscription option is for our patients who have health insurance and use it to pay for their medical visits with our doctors/medical providers and for other services covered by their insurance, when needed. The monthly Wellness Plus subscription fee covers *only* services not covered by health insurance. This subscription affords patients these benefits at Pacifica Medicine & Wellness:

- Alternative and complimentary therapies including aromatherapy, sound therapy, art and animal therapy with our certified therapy dogs.
- Access to discounted life and health coaching.
- Meditation and mindfulness classes
- Discounted CSA (Community Supported Agriculture) subscription to a local organic farm with pick up at the Pacifica office every Tuesday, May through October.
- Quarterly newsletter with health recommendations and community resources.
- Healing touch/Reiki and energy medicine treatments.

## Direct Primary Care (DPC)

DPC members pay a higher monthly fee but all of their doctors' visits to Pacifica Medicine are covered by their subscription, with no bills or copays\*\*. **This subscription is not available to Medicare enrollees or patients without health insurance.**

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

## These services are included in Pacifica Medicine Direct Primary Care (DPC) 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 3<sup>rd</sup> 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 Wellness Plus 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 also write prescriptions for any medications needed by our patients 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
- 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 Wellness Plus 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:

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

We will provide referrals to any outside specialist providers and services that you and your health care provider decide that your health requires. 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 10<sup>th</sup> Avenue NE, Suite 202, Poulsbo, WA 98370

Telephone: 360.979.0569

After hours (speak with on-call provider): 360.979.0569, Option 2

Fax: 877.805.9505

Email: [info@pacificamedicine.com](mailto:info@pacificamedicine.com)

Website: [www.pacificamedicine.com](http://www.pacificamedicine.com)

Facebook: Pacifica Medicine

## **Hours of operation?**

Monday – Friday 9:00 AM to 5:00 PM  
Saturdays, Evenings – by request

We are closed on the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Thanksgiving Day & Christmas Day, and the week between Christmas & New Years.

## **What insurance plans does Pacifica Medicine accept?**

For our Wellnes Plus members 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  
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 are the health care providers at Pacifica?**

Dr. Andrea Chymiy, Dr. Marie Matty, and Viola Medina, ARNP are the health care providers at Pacifica. The providers have each lived and worked in Kitsap County for 15+ years, and they are available to their patients 24/7 by phone, email or in person.

### **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, Option 2**. 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 are always available by 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 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 (DPC) patients will not have any copays or deductibles. Our Wellness Plus 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/healthcare provider 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.