

Welcome!

NEW PATIENT GUIDEBOOK

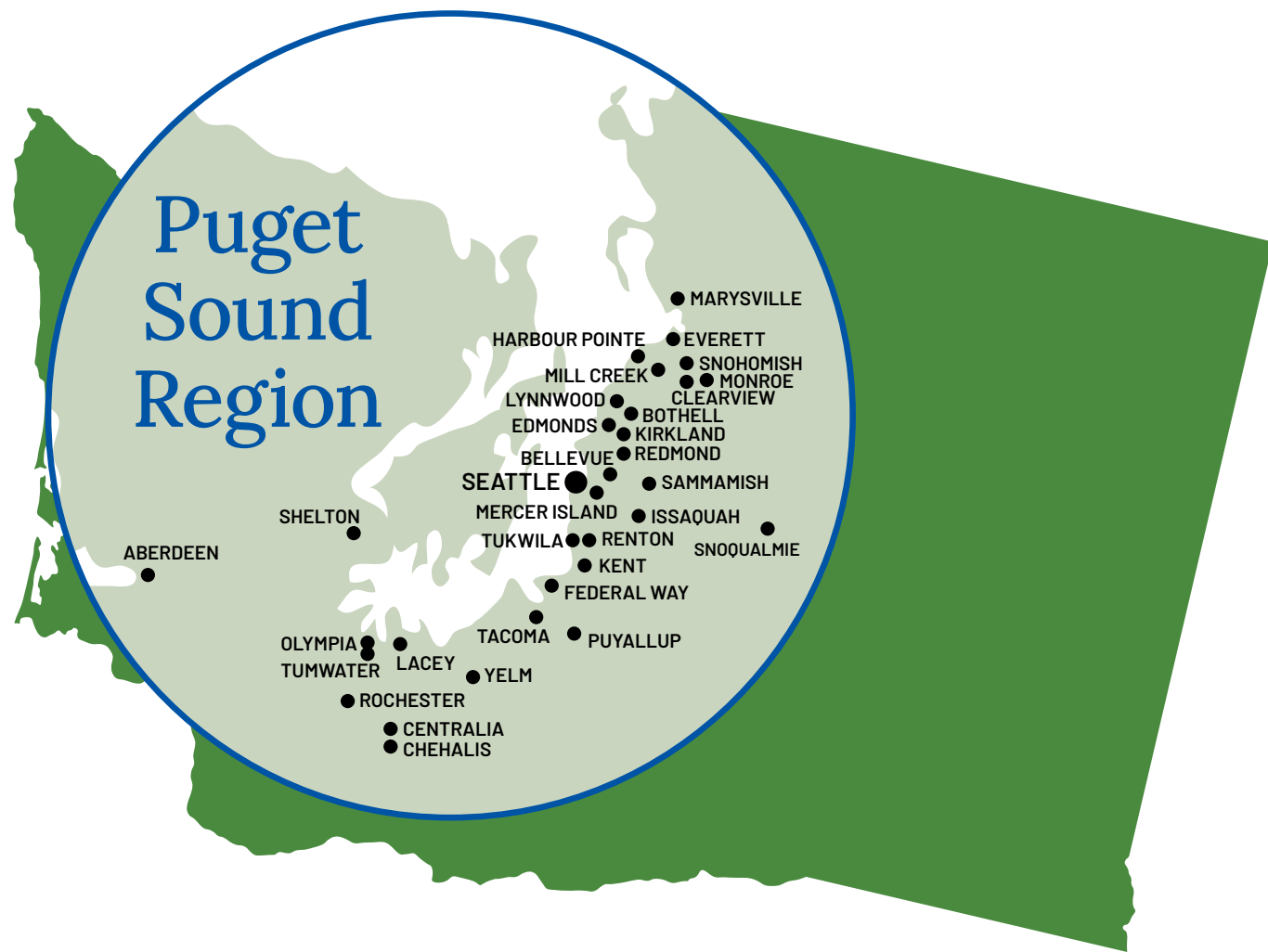


Providence
SWEDISH

Providence Medical Group
Southwest

Part of the Providence Swedish family
across Puget Sound

[providence.org](https://www.providence.org)



244
CLINICS



1,900
PHYSICIANS/
CLINICIANS



22k
CAREGIVERS



Scan the QR Codes

See one of these? Point your smartphone camera at it and click the link that appears to get more information.



Hello

Welcome to
Providence Medical
Group Southwest!

We're happy you joined us and look forward to serving you with world-class care.

Welcome to a primary care team that includes a family of specialists and facilities across Puget Sound. Together with Swedish and PacMed, we are the most-awarded health system in our region, offering 1,300+ specialty physicians, 10 hospitals and multiple urgent care centers for all your care needs. You'll get the most advanced treatments and newest technologies, all wrapped up in compassionate care. We look forward to meeting you as you explore this guide and make the most of your new care family. We're here for your health, and all life brings you.

**AS A PATIENT AT PROVIDENCE
SWEDISH, YOU NOW HAVE
ACCESS TO HEALTH CARE'S
BRIGHTEST MINDS
AND BIGGEST HEARTS.**





Tools and Touch

We bring you **modern convenience** with a **personal connection**.



Virtual Visits

See us wherever it's most convenient! All you need to meet with your clinician is a smart device or computer.

Virtual visits can meet your immediate needs and refer you to any in-person care you may need.

Ask to see us virtually or look for **'Offers Video Visits'** when you schedule online.



[express.care](https://www.express.care)

It's all in the Providence app

You deserve high-quality, personalized healthcare—at your fingertips. If you like MyChart, you'll love the national award-winning Providence app. Built around MyChart, the Providence app adds more to manage your care with us.



Only the Providence app has all this:



Scheduling

Find openings for in-person or virtual appointments, including same-day care.



Medical History

View your labs, test results, visit notes and more.



Prescriptions

Refill and manage your medications.



Q&A

Get automatic answers 24/7, or message your care team and hear back in three business days.



Get the Providence app today:
[providence.org/app](https://www.providence.org/app)



Meet Grace, your smart health assistant

Simple questions deserve simple answers! That's where your digital assistant, Grace, comes in. Grace can help:

- Schedule appointments
- Access lab/test results
- Order drug refills
- Check common symptoms
- Pay or ask about bills
- And more



Find Grace in the Providence app or MyChart on the web.



Talk With Us

We're here when you need help. Just give us a call!

855-776-4362



Future Care Goals

Think through the care you want if you become unable to speak for yourself. Name a trusted decision maker and share your preferences with us so we can follow your wishes.



[instituteforhumancaring.org/AD](https://www.instituteforhumancaring.org/AD)

PROVIDENCE 65+

In your Medicare years, you've earned some advantages. Find them at Providence 65+ at Panorama (Lacey).



[providence.org/panorama](https://www.providence.org/panorama)

360-491-4460

MEDS RUNNING LOW?

Please contact your pharmacy when you need a prescription refill. They will work with your clinician.

Contact the pharmacy when you are down to a one-week supply, not later. It takes 48-72 hours to process—or longer if you're out of refills.

NOTE: Refills of some drugs require an in-person visit.

Full-Circle Care


The Providence Swedish family is here for you, even before you get sick. Building a relationship with Primary and Specialty Care teams opens your options for when a problem arises – and ensures you get preventive care, catch concerns early and have the support you need after an emergency. Consider care in the order below to get the best health outcomes and avoid costly emergencies!



We're here for you – every need, every time.




SEE REGULARLY

 **Primary Care**


Start here for regular care. Your primary care provider (PCP) and their team lead your care. They arrange tests, specialty care and more.

Schedule early for non-urgent issues and checkups.




providence.org/doctors
Search 'Primary Care'

For faster care, call the clinic or send a MyChart message.


 **VIRTUAL-FRIENDLY**

AS NEEDED


 **Specialty Care**

Your PCP can refer you to a specialist for focused care for your heart (cardiology), skin (dermatology) and more.

If you have chronic needs, you may see specialists as part of your regular care team.



providence.org/doctors
Search by specialty

 **SOME VIRTUAL**

SAME-DAY

 **Immediate & ExpressCare**

When you need care today and your PCP isn't available, walk in or see us online!


- Broken bones
- Cold and flu symptoms
- Ear and sinus infections
- Mild allergic reactions
- Sore throats
- Fever or rash



express.care

 **VIRTUAL-FRIENDLY**

24/7

 **After-Hours Triage**


Have a serious health concern while we're closed? Ask a nurse if you need the ER or can wait until clinics reopen.

Your insurance card should list a Nurse Help Line on the back.

**24 HOURS A DAY
7 DAYS A WEEK
WEEKENDS
AND HOLIDAYS!**

Call your clinic if you can't reach the help line

LIFE-SAVING CARE

 **Emergency Room or 9-1-1**

Life-threatening symptoms require the nearest ER or 9-1-1.

- Chest pain
- Paralysis
- Vision loss
- Seizure
- Severe trauma
- Poisoning
- Speech changes
- Difficulty breathing
- Severe allergic reaction with shortness of breath

VISIT TIPS:

- **We'll remind you** by call or message 2-3 days before a scheduled visit
- **Can't make it?** Cancel in our app or call us 24 hours beforehand.
- **Day of:** Bring insurance cards, don't wear perfume or cologne and leave weapons at home.
- **Bring your questions and medication list** written down, and a way to take notes if needed.
- **Follow posted signs** for safety and health guidelines.
- **Please stay off your cell phone** when medical staff is with you.
- **Photos are not allowed** in the clinic for privacy reasons.
- **Follow-up instructions** will be in your 'After-Visit Summary' in our app or printed on your way out.
- **Stop by the front desk** and schedule your follow-up visit or referral before you go!



Primary Care

A Team Approach



Great health begins with a trusting relationship with your Primary Care team. Your team may include a physician (MD or DO), advanced care practitioner (ARNP or PA-C), nurse, medical assistant, nurse case manager and behavioral health provider—all working together for your care. Visit them *before* you get sick so your team can get to know your health and needs over time.

Depending on your age and family's needs, you might look for a Primary Care team in:

- **Pediatrics** (children)
- **Internal Medicine** (adults only)
- **Family Practice** (children and adults)
- **Geriatrics** (older adults)

Visit your Primary Care Team at least yearly to take control of your health with preventive care like **checkups, screenings and vaccines**:

- ✓ **Vaccines** start in childhood and **continue through life**.
- ✓ **Diabetes** can be prevented or managed with **HbA1C** and other tests.
- ✓ **Mammograms** are recommended for most women **at least every two years**.
- ✓ **Colon Cancer** screenings now begin at **age 45**.

MORE PREVENTIVE CARE:



MENTAL HEALTH

Providence Swedish recognizes mental health is part of primary care. We have therapists, psychiatrists, psychologists and more on staff for you. They can see you in many of our clinics, through a virtual visit or at our hospitals.

IF YOU ARE IN CRISIS, DIAL

9-8-8



Get more from your checkup!

When possible, we can address health concerns along with preventive care, to save you time.

Are you here for a wellness checkup? That's great! Preventive care is important. If there's time, we will do our best to also cover health concerns or conditions you have by making it a **COMBINED VISIT**.

Combined Visit

| WELLNESS + FOCUSED VISIT | ALSO CALLED | WHAT & WHEN | MAY INCLUDE | NOT INCLUDED | INSURANCE |
|--------------------------|---|---|---|--|---|
| | <ul style="list-style-type: none"> • 2 visits in 1 • Physical with questions • Well Child Check with health concerns • Wellness Visit with chronic condition management | A visit where preventive care and health concerns are discussed at the same time. | <ul style="list-style-type: none"> ✓ Preventive care screenings, risk factors and vaccines. ✓ New/ongoing health concerns, refills, tests and referrals. <i>See Wellness and Focused Visits below</i> | We may ask you to schedule a separate visit if there's not enough time to cover all of your health concerns. | <ul style="list-style-type: none"> • Processed by most insurance plans as two separate visits. • Separate charges will apply as if the visits happened on different days. |

FEDERAL LAW REQUIRES US TO BILL SERVICES FOR PREVENTIVE AND NON-PREVENTIVE CARE SEPARATELY.

Separate Visit

| WELLNESS VISIT | ALSO CALLED | WHAT & WHEN | MAY INCLUDE | NOT INCLUDED | INSURANCE |
|----------------|---|--|---|--|---|
| | <ul style="list-style-type: none"> • Annual Physical • Checkup • Well-Child Check • Medicare Wellness Visit | A review of preventive topics.* Age 0-2: Every few months Age 3-Adult: Annually | <ul style="list-style-type: none"> ✓ Cancer screening ✓ Vaccines ✓ Discussion of healthy lifestyles ✓ Screening for potential health risks | <ul style="list-style-type: none"> ✗ New or ongoing health concerns ✗ Prescriptions including most refills | <ul style="list-style-type: none"> • Covered by most insurance plans.* • Labs and imaging may be extra.* |
| FOCUSED VISIT | ALSO CALLED | WHAT & WHEN | MAY INCLUDE | NOT INCLUDED | INSURANCE |
| | <ul style="list-style-type: none"> • Office Visit • Follow-up Visit | Diagnosis, treatment and monitoring of new or ongoing health concerns, illnesses or injuries. Schedule as you need. | <ul style="list-style-type: none"> ✓ Diagnosis of symptoms ✓ Managing chronic conditions ✓ Prescriptions including most refills ✓ Labs and imaging ✓ Referrals | <ul style="list-style-type: none"> ✗ A complete review of all your preventive care screenings and risk factors | <ul style="list-style-type: none"> • Billed to your insurance plan. • Some out-of-pocket costs are likely.* • Deductibles, copays and coinsurance apply. |

Do I need to request a combined visit? No—you can bring up your concerns during your wellness visit and we can address them if there's time.

Will you have time to address all my concerns? Often, but not always. If your clinician needs more time, we will schedule you a follow-up visit.

What if I don't want a combined visit? No problem, we can schedule a separate time to address your concerns. Just let us know.

***ALWAYS CHECK WITH YOUR INSURANCE TO UNDERSTAND WHAT YOUR PLAN COVERS.**

Need help paying? Ask us about financial assistance—we're happy to help!

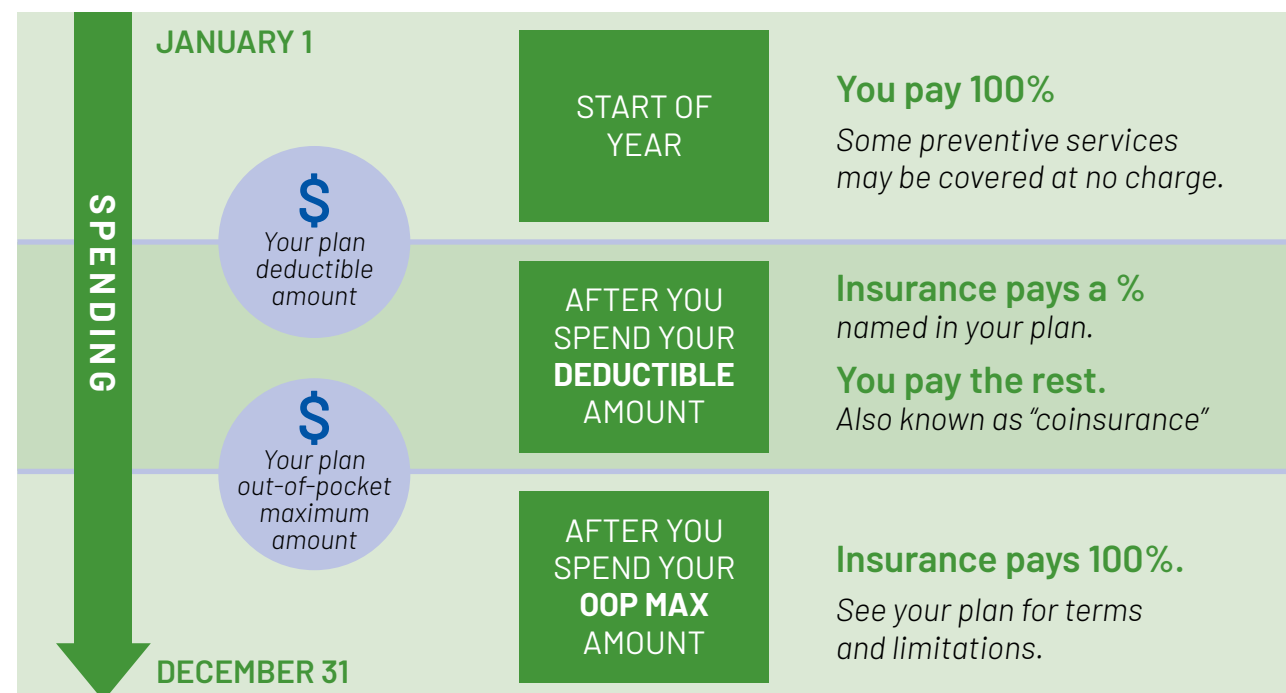




Coverage and Costs

Health care costs can be confusing. Here are a few helpful things to keep in mind:

- **Copays** are set by your insurance. They are the per-visit costs we are required to ask for each time you see us.
- **Out-of-pocket (OOP) costs** are your portion of care costs after your insurance plan pays — and what we will bill you for. Your OOP costs depend on what you've spent so far that year:



What will I owe? Cost information is available.

- **We can share an estimate of charges** that will be split between you and your plan.
- **Your insurance can say what you will owe** based on your coverage and annual spending. Ask about your exact *procedure, doctor and facility*, and write down the *call reference ID*.

You will get statements from both us and your insurance. Compare these to ensure everything was covered correctly.

Need help with your bill?

Ask about our **financial assistance** program.

What if I need better insurance?

Open Enrollment is the timeframe each year when you can review your insurance and make changes if needed.

Dates of Open Enrollment vary by plan type. Certain life events may allow you to change plans at different times.

Questions?

Call us during business hours and we're happy to help!

866-747-2455

Medicare Advantage

Are you on Medicare? You have options!

Medicare Advantage plans add prescription drug coverage to your comprehensive medical plan. They sometimes offer even more benefits you won't get on Medicare, such as:

- Hearing aid coverage
- Routine vision & glasses
- Prescription drugs
- Dental coverage
- Gym memberships
- Meal credits or healthy rewards

Many plans have a \$0 premium, so you'll get more without paying more.

Speak with one of our trusted experts to find the Medicare Advantage plan that's right for you. (Benefits vary by plan)

Get FREE information
877-315-3279

asrconnect.com/clinic



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Providence Medical Group
Southwest

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Administration – Ste 300
Olympia, WA 98501



CUT HERE AND SAVE THIS INFORMATION

Welcome to Providence

GET TO KNOW US! KEEP THIS INFO HANDY AND READ INSIDE



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Call us for help! **855-776-4362**



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My Clinic/Care Team: (write in names & numbers)