Directions to Our Office



From I-5 North: Take the James Street exit and turn left onto James. James becomes East Cherry. Follow East Cherry to 16th Avenue. Turn right on 16th Avenue.

From I-5 South: Take the James St. exit and turn right onto James. James becomes East Cherry. Follow East Cherry to 16th Avenue. Turn right on 16th Avenue.

Parking: Parking is available in the parking garage on 16th (across the street from the office). There is a nominal fee for parking.



Cherry Hill

550 16th Ave., Suite 100 Seattle, WA 98122 **T** 206-320-2484

www.swedish.org

A Caring Difference You Can Feel

Swedish Family Medicine at Cherry Hill





Welcome to Swedish Family Medicine at Cherry Hill

Thank you for choosing Swedish Family Medicine for your health-care needs. We offer comprehensive care right here in your community. We believe in taking the time to get to know you by learning about your health history and answering your questions.

Services

The services we provide at Swedish Family Medicine/Cherry Hill include:

- Family practice
- Obstetrics and gynecology
- Pediatrics and well-child care
- Adolescent care
- Sports medicine clinic
- Adult, geriatric and Labor & Industry disability care
- Occupational health
- Social-work services
- Psychiatric evaluation and counseling
- Hypertension counseling
- Maternity-support services
- Nutritional counseling
- On-site laboratory
- · Pharmacy services
- Fluoride dental washes
- Spanish-speaking providers
- Interpreters for other languages and the hearing- or sight-impaired

Appointments

Your family-medicine provider is part of a closely-knit team at your clinic. While you can usually expect to see your doctor or other provider, it may be necessary to schedule you with one of your provider's colleagues at the clinic – especially when you need to see someone for urgent or same-day care. If this happens, you can be assured that the professional you see is in direct communication with your provider about your care and will share all important information about your visit.

Our family-medicine providers respect your time and will make every possible effort to see you as scheduled. We know there are times when you cannot keep your appointment. If this occurs, please call our clinic at least 24 hours in advance of your visit so we can use that time to serve another patient. Failures to cancel in advance can result in a fee or inability to schedule further appointments.

Occasionally, emergencies can cause delays for us at the clinic. If this occurs, we will make every effort to notify you of the delay.

Office Hours

• Monday through Friday, 8 a.m. to 5 p.m.

Appointments

- Schedule appointments by calling 206-320-2484.
- Same-day and first-come, first-served availability.

When You Arrive

Patient Registration and Check in

When you arrive for your visit, our receptionist will ask you to complete a registration form (on your first visit) or update your registration form on each subsequent visit. Please notify us immediately of any changes in name, address, telephone or insurance so that we may be sure to reach you regarding test results and appointments.

For each visit you will need to bring:

- A list (or containers) of any medications you are currently taking
- Your insurance card, Medicare card or medical coupon
- Your copayment if required by your insurance company

For your convenience, we accept cash, check or credit-card payment.

Interpreter Services

If you do not speak English, are deaf, hard of hearing or blind, we will provide interpretation services at no charge to you. We also have staff in the clinic that speak different languages.

Please let our receptionist know of your needs.

Billing and Insurance

We accept and directly bill most insurance plans. It is important that you know and understand your insurance plan so you aren't surprised by unexpected charges. Please familiarize yourself with any limitations regarding self-referrals and find out about copayment policies. You can contact your workplace human resources department or call the telephone number on your insurance card to get details of your specific coverage.



We make our services available to all individuals, regardless of their ability to pay. If you would like information on how we can assist you with your bill, please ask to speak with one of our insurance coordinators. They can help to evaluate your payment options.

Personal Care

Referral Requests

Your family-medicine provider may refer you to a specialist for certain types of exams, tests or consultations. Because many health plans have specific requirements for referrals, you can help the referral proceed smoothly by knowing your health plan's requirements. While we will help to process referrals, we cannot guarantee that your health plan will pay for the services. You can refer to your plan administrator for questions regarding coverage for referral services.

Test Results

We are committed to keeping you informed in a timely manner about the results of your laboratory or diagnostic tests. Normal results will be mailed to you within 10 days, unless you make other arrangements. Should we need to discuss your results with you, we will call you as soon as the results are received by the clinic and interpreted by your doctor or other provider.

If you do not hear from us within two weeks of your appointment, please call the clinic.

Prescription Refills

When you need a prescription refilled, please call your pharmacy. Your pharmacist will contact your doctor or other provider as needed. Please allow 48 to 72 hours for prescription refills. If you have questions about your prescriptions, please call our pharmacy line directly at 206-320-2933. Please bring all your current prescriptions with you to each visit.

Emergency and After-hours Care

If you are experiencing an emergency, such as heart problems, severe breathing problems or a major injury, call 911 and/or proceed to the nearest emergency room for immediate medical care.

If you are ill and need urgent care, you can schedule a same-day appointment during our office hours with either your physician or another of our clinic doctors.

When the clinic is not open, help is still available. Just call the clinic and our answering service will help you connect with a medical professional to answer any questions or concerns that cannot wait until the clinic is open.

Your Records

We maintain the privacy of your medical records in accordance with the Federal Health Insurance Portability and Accountability Act (HIPAA) Guidelines. You may request to see your records or to receive a copy (a fee may apply). For more information, a copy of the Swedish Family Medicine policy is available in the clinic.



Your Satisfaction Is Very Important to Us

We are committed to continually improving the care and service we provide you. We regularly monitor the satisfaction of our patients in a variety of areas relating to their visit to the clinic. Please feel free to let us know at any time how we can serve you better.

Community Health Information

Swedish Family Medicine is focused on working to improve the health of the communities we serve. We offer a variety of resources to help you gather the latest information on medical questions, preventive medicine and ways to live a healthier lifestyle.

Family Medicine Residency Program

Swedish Family Medicine at Cherry Hill serves as a training site for the next generation of physicians. This is a competitive and highly successful three-year program that consistently produces first-rate doctors in the fields of family medicine and primary care.

Swedish Family Medicine at Cherry Hill

Mission: To improve the health and well being of each person we serve.

Vision: To demonstrate the highest-quality, best-value health care to all we serve.

Values: Patient-centered • Respect, caring and compassion • Teamwork and partnership • Continuous learning and improvement • Leadership

Goals: *To be the best place to receive care, to work, to practice and to be the best partner.*