

Winter 2018



A Family of Providers Caring for a Family of Patients

Snohomish Family Medicine Walk-In Clinic offers convenient, comprehensive care

Open six days a week, including evening hours

When health concerns need prompt medical attention, Snohomish-area residents have a convenient hometown advantage: the WWMG Snohomish Family Medicine Walk-In Clinic. For a total of sixty-one hours a week, Monday through Saturday, the clinic's excellent providers offer a wide array of services and resources.

The Walk-In Clinic is open to patient populations both within and outside WWMG. Wait times are typically reasonable. On their first visit, new patients can expect a longer check-in registration to allow for completing necessary paperwork.

Snohomish Family Medicine's strong community roots go back more

than six decades.

The care center has been independently owned since its founding in 1953.

Currently, three full-

"Our Walk-In providers take care of issues ranging from minor injuries to acute health concerns for those patients

"Our Walk-In providers take care of issues ranging from minor injuries to acute health concerns for those patients who cannot get in to see their regular provider, or for those who don't have a primary care physician."

who cannot get in to see their regular provider, or for those who don't have a primary care physician," commented Dr. Valerie Eckley.

"Should a patient need a referral to a specialist, our relationship with the various Western Washington Medical Group departments ensures that we can accomplish that quickly."

service physicians collaborate with two highly regarded nurse practitioners and two experienced physician assistants. Their approach to comprehensive care is based on a partnership with patients as active participants in managing their own health.

Our Specialties

Arthritis Center, Audiology & Hearing Aids, Cardiology, Clinical Laboratory, Clinical Research, Critical Care, Diabetes & Nutrition Education Center, Ear, Nose & Throat/Allergy/Audiology, Endocrinology & Metabolism, Endoscopy, Facial Plastic & Aesthetic Services/Lumina, Family Practice, Gastroenterology, Gateway Surgery Center, Imaging Center, Nephrology, Orthopedic Sports, Spine & Hand Center, Pathology, Podiatry, Psychology, Pulmonary/ Sleep Medicine, Rheumatology, Urology, Walk-In.

We're experts in our field

We're experts in our field with over 90 providers in 17 specialties at 23 locations. All of our providers are board-certified or board-eligible.

Snohomish Family Medicine is at 629 Avenue D, Snohomish (360) 568-1554.

Walk-In Clinic hours are Monday through Thursday 8am-7pm, Friday 8am-6pm, and Saturday 9am-4pm. The Walk-In Clinic is closed on Sundays.

Subscribe to our newsletter. Go to <http://www.wwmedgroup.com>.

At the bottom of the page, you can add your name to our mailing list. We send quarterly e-newsletters to let patients know that our seasonal newsletter is online.

New Providers at WWMG

Lisa Kennedy, LMHC

Joined WWMG Psychology in
November 2017

Lisa is a Licensed Mental Health Counselor who specializes in work with children and adolescents. She collaborates with caregivers, schools, and other medical providers as part of treatment. "I work with people of all ages who are struggling with depression, anxiety, trauma, relationship and family issues. I'm committed to compassionately engaging individuals who identify as LGBTQ and other non-conforming identities."

Justin S. Hampton, PhD

Joined WWMG Psychology in
November 2017

Dr. Hampton treats children and adolescents with Autism Spectrum Disorder, Attention Deficit/Hyperactivity Disorder, Specific Learning Disorders, Anxiety and Depression. His PhD is from Washington State University. He completed his post-doctoral fellowship at Oregon Health & Science University and his pre-doctoral internship at Baylor Scott & White Health. Dr. Hampton is a member of the American Psychological Association, Washington State Psychological Association, and Association for Behavior Analysis International.

Imaging Center now accepting outside referrals

Most studies also typically read the same day,
by subspecialty-trained radiologists

The new year brings good news from the WWMG Imaging Center, which celebrated its first anniversary this past fall. Referrals are now accepted from all providers, including those outside WWMG. "We are excited about being able to offer services to all patients in the community," said Robin Elliott, manager of the center.

Imaging services include MRI, CT, X-ray and fluoroscopy. The center's state-of-the-art MRI and CT equipment provides high-resolution images to allow for accurate diagnoses. The MRI scanner is a wide-bore model that helps minimize claustrophobia and is significantly quieter than older scanners. The CT

scanner also has features that help minimize radiation exposure.



Imaging studies require a provider order and prior authorization from insurance. "We are happy to process approval from insurance once we receive the provider order," Elliott explained. Most

basic X-rays do not require a prior authorization, although some insurance companies do ask for it.

Almost all studies are read the same day by subspecialty-trained radiologists, with expertise in specific areas such as neuroradiology, musculoskeletal imaging, chest radiology or abdominal imaging. A radiologist is on site daily.

The Center, which is accredited by the American College of Radiology, is located at 3822 Colby Avenue, Suite 100, in Everett (425-263-8980.)

Hours are 8am-5pm, Monday-Friday with extended hours on Tuesday from 7am-8pm.

Referral forms can be downloaded from

www.wwmedgroup.com/specialties/imaging-center

A pioneer of the Endocrinology care center

Almost two decades of service in our community

Dr. George W. Moore started the WWMG Endocrinology department in 2001. Among the challenges that medicine has faced since, there has been one constant source of satisfaction for him. "The opportunity to personally interact with patients

has always been the most rewarding part of my work."

These days, he feels encouraged by advances in the management of diabetes. "Availability of simple, inexpensive continuous glucose monitoring devices has, for those

A pioneer of the Endocrinology care center

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who use the system, almost eliminated the need for the finger-stick method." Similarly, more effective lipids have improved the management of high cholesterol and related risks of heart disease.

A native of Oklahoma, where he attended medical school, Dr. Moore completed residency at the Air Force Medical Center in San Antonio, and his endocrine fellowship at Vanderbilt University in Nashville.

His office is at the Woodlands Specialty Center in Bothell (425) 420-1650.

Colorectal cancer screening saves lives

**Attention to quality and personal treatment distinguish
The Endoscopy Center**

March is National Colorectal Cancer Awareness Month. At The Endoscopy Center, every month is awareness month for WWMG. Since opening in 1995, the Center has advocated a consistent message year-round: "Colonoscopy Saves Lives," and it need not be a dreaded ordeal.

According to Jan Waits, RN, Nurse Manager of the Center, "Many patients comment on our team-centered environment, and how all of us appear to enjoy working together—physicians, registered nurses, medical assistants, endoscopy technicians and receptionists. It's a relaxing, fun atmosphere for our patients, and always highly professional."



Beginning with the scheduling process, each patient receives all of the necessary information so they feel well-prepared for their procedure. After, the staff reviews the procedure report with the patient and answers questions that may arise.

Patients often comment on how smoothly the process runs, especially given that the Center is very busy, completing approximately 6,500 procedures a year. One reason for the high volume is the ease and convenience of outpatient services. The most important reason, however, is attention to quality and patient satisfaction.

The WWMG Endoscopy Center has Medicare certification and endorsement from the Accreditation Association for Ambulatory HealthCare, and also participates in the ASGE Endoscopy Unit Recognition Program. The center is located in the Silver Lake/Mill Creek Providence Medical Building, at 12800 Bothell-Everett Highway, Suite 200, Everett, (425) 259-3122.

New Providers at WWMG

April Wolanek, ARNP

Joined WWMG Family Medicine, Whitehorse in October 2017

April has over 17 years of medical experience. She has a MS in Nursing from Seattle University and a BS in Nursing from the University of Washington. April is interested in Women's Health and Diabetes. She also enjoys helping parents of children with Autism gain tools to advocate for their child and proactively manage situations where they might not be present or in control.

Emily Smith, ARNP

Joined WWMG Family Medicine, Lake Serene in October 2017

Emily has over 13 years of experience in the field of medicine and is a graduate of Ohio State University College of Nursing.

Pamela Wireman, PA-C

Joined WWMG Family Medicine, Snohomish in October 2017

Pamela started working in 2008 with the Alaska Native population in the remote Aleutian Islands. She also has a passion for international service and has helped provide medical aid to underserved populations around the world. She continues to work as an assistant professor for the graduate physician assistant program at Kettering College. "Having recently relocated to the Pacific Northwest, all of my free time is devoted to exploring this outdoor paradise."

Patient care is the true focus of Operations

Freeing providers from administrative overload

"I aim to bring better health and quality care to those that need it, every way possible!" Joe Smecker, M.H.A., WWMG Director of Operations, uses that tagline for his profile on the professional network LinkedIn. As he sees it, the focus of his job is to reduce administrative work for providers, so they can devote more of their time to patient care.

Smecker, who has worked with WWMG for 4 ½ years, oversees Operations throughout the organization. Ensuring optimal IT support services is a key area of Operations for Smecker and WWMG. "I work with our IT teams to make sure that the foundations of our networks are secure, efficient and up-to-date," he said.

Currently, he is involved in a pilot project to improve EMR interoperability between WWMG and Providence

Everett. "Our goal is to find innovative ways to increase the flow of information for our patients and providers, and to help train our staff to implement those improvements."



Another one of his goals is to spearhead improvement from the patient's perspective, via patient feedback and satisfaction surveys. "As an organization, we want to set up all of our staff to succeed. We highlight positive feedback and we convert other issues into

clinical and operational improvements by engaging our employees and emphasizing the value they add to our patients' care process."

Psychology care center expands child and adolescent services

Highly skilled staff delivers accurate results, patient-friendly service

Two new providers have joined WWMG Psychology, both of whom specialize in working with children and adolescents. Justin Hampton, Ph.D., provides evaluations for autism spectrum disorders, learning disabilities, and ADHD for children ages 2 and older. Lisa Kennedy, M.S.Ed., L.M.H.C. offers counseling for children and teenagers.

"We are pleased to now be able to serve a larger number of young people in our community," said Courtney Clinton, Psy.D., who provides both evaluations and counseling for children and adolescents with anxiety, depression or other mental health concerns.

Evaluations are geared to the age of the child. Intellectual and academic testing is available for concerns about learning disorders. Other tests evaluate executive function—attention, concentration, impulse control, organizational skills and problem solving, for example.

Emotional/psychological testing evaluates concerns such as anxiety, depression or bipolar disorder. Testing for

concerns about social difficulties helps to clarify if a child might be on the autism spectrum.

Counseling for children and adolescents typically begins at age 5 or 6. Children require a different therapy approach

than adults, for a variety of reasons. "Children may not feel comfortable talking about their concerns. They may not yet have the language capabilities, or they may be hesitant to discuss some topics. We help them by offering art activities and opportunities to play games. These methods are effective as ice-breakers and help children to develop a higher comfort level with the counseling

process," Dr. Clinton explained.

Therapists maintain close communication with parents and caregivers, who may or may not be present at appointments. Often, recommendations are offered for families to implement at home. Dr. Clinton describes mental health care for children and adolescents as "a process, a journey that will take time and willingness to participate, from both the child and the caregiver."



Parents and caregivers can contact WWMG Psychology at (425) 259-1366. Offices are at 3525 Colby Ave., Suite 200, Everett. Please verify eligibility and coverage with your insurance.