

Western Washington Medical Group
Department of Pulmonary and Sleep Disorders
12728 19th Avenue SE, Suite 300
Everett, WA 98208

PLEASE KEEP THIS PAMPHLET FOR FUTURE REFERENCE

Thank you for choosing our office to provide you with your specialized medical needs. Your concerns are very important to us and we want to assure you that it is our intent to give you the best possible care for your medical condition. In an effort to assist you with questions that you may have once you return home, we are providing you with this informative tool. Please refer to this sheet prior to calling our office, except in the case of an emergency.

OFFICE HOURS and GENERAL INFORMATION

- Our office hours are Monday through Friday, 8:00 a.m. – 5:00 p.m. Phone hours are 9:00 a.m. – 5:00 p.m. We are closed for the following holidays: New Years Day, President's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and the Friday following, and Christmas Day.
- If you are need of medical advice after hours dial **(425) 258-9003** and our answering service will pick up your call. They also cover calls during the lunch hour. The answering service will take your message and contact the physician that is on call for the day. Please be aware that after hour calls may not be returned by the physician that you normally see in the office.
- **FOR ALL LIFE THREATENING EMERGENCIES CALL 911**

SCHEDULING APPOINTMENTS

- To call our office to make an appointment or inquire about an existing appointment call **(425) 252-1116** and **press option 2**. You may be asked to leave a voice mail message for the scheduling staff. They will make every effort to return your call by the end of the business day.
- When arriving for an appointment you will be asked to arrive early for a new patient visit. If you are a returning patient you will be asked to arrive 10 minutes before your appointment with the physician, this allows enough time for the medical assistant to do his/her job prior to you seeing the physician.

PRESCRIPTION REFILLS

- Prescription refills need to be handled through your pharmacy Monday through Thursday, it is best not to wait until Friday, as we do **not** refill prescriptions after hours or on the weekends. Please allow 48 hour for your refill. Your pharmacy will either call or fax us with the proper information needed to authorize your refill. If your medication requires a written prescription each time, you will need to call our office and leave a message with our Medical Assistants.