



Western Washington
Medical Group

Pulmonary & Sleep Medicine

**PLEASE KEEP THIS INFORMATION FOR
FUTURE REFERENCE**

Silver Lake

12728 19th Ave SE, Suite 300
Everett, WA 98208
Phone (425) 252-1116
Fax (425) 252-1118

Edmonds

21701 - 76th Ave West, Suite 304
Edmonds, WA 98026
Tel (425) 791-3084
Fax (425) 673-5466

Bellingham

470A Birchwood Ave
Bellingham, WA 98225
Tel (360) 318-7693
Fax (360) 360-5648

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 information. Please refer to this sheet prior to calling our office.

Office Hours and General Information

Silver Lake & Edmonds

Monday - Friday 9:00am – 5:00pm

Bellingham

Thursdays 9:00am – 5:00pm (hours may vary)

- **Holidays:** Our clinics are closed on New Year's Day, President's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and the Friday after, and Christmas Day.
- **After Hours:** If you are in need of medical advice after hours, call our clinic and follow the prompts to reach the answering service. They will take your message and contact the physician that is on call for the day. Please be aware that after hours calls may be returned by a different physician than the one you usually see in the office.
- **For life-threatening emergencies, call 911 or go to your nearest emergency room.**

Scheduling Appointments

To schedule an appointment or inquire about an existing appointment, call one of our clinics at the number listed above. You may be asked to leave a voicemail. Our scheduling staff will make every effort to return your call by the end of business day Monday through Friday.

When arriving for an appointment:

- **New patients** will be asked to show up 20 minutes before their appointment time to ensure all paperwork is completed.
- **Returning patients** will be asked to arrive 15 minutes before your appointment time.

This will allow enough time for the medical assistant to do his/her job prior to you seeing the doctor.

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 hours for your refill. Your pharmacy will either call or fax us with the proper information needed to authorize the 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.