



Family Practice
20 E. J Street, Suite 2B
Deer Park, WA 99006

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Welcome to Pioneer Family Medicine

We welcome the privilege of participating in your care and will do everything possible to make your experience with us a positive one.

In the packet, you will find important information about your upcoming visit and a questionnaire that we ask you to **complete prior to your appointment**. Completing your new patient packet prior to your appointment will save time on appointment day. Please bring medications to your first appointment.

Please arrive **20 minutes early** for your scheduled appointment to allow enough time to process your insurance and to ensure that your new patient documentation is complete. We value your time and will make every effort to stay on schedule and avoid unnecessary waiting. If you are late we may need to re-schedule your appointment.

Office Hours:

Monday, Tuesday, Thursday, Friday 7:00 a.m. to 3:00 p.m. Wednesday 7:00 a.m. to 11:00 a.m.

Cancellations/Rescheduling:

If you find that you need to cancel or reschedule appointments, we ask that you give us **24-hour notice** so that we may be able to work other patients into the schedule.

Financial:

We ask that you be prepared to pay for your visit or co-pay with cash, check, debit or credit card. Financial concerns will need to be prior approved before your scheduled appointment.

Refilling Prescriptions:

We request that you give at least 48 working hours' notice on any prescription refills. There will be **no refills after hours or weekends** so please plan appropriately. The easiest and quickest way for a refill is to call your pharmacy and have them call or fax us for the refill. If you are changing pharmacies, then you can call us and leave us all necessary information, including the new pharmacy information.

Phone calls:

Please call us after 7:30 a.m. to schedule appointments or if you wish to speak with our staff. Our practice makes every attempt to return each phone call in a timely manner, and we strive to return each phone call that day. Any non-emergency calls after 4:30 p.m. may not receive a call back until the following day.

Waiting time:

Our physician attempts to give each patient the time needed during their visit as well as being a small clinic we do have emergencies that arise, therefore, you may find you are waiting past your appointment time. We will make every effort to keep you apprised of unexpected wait times.

On Call Schedule:

With Pioneer Family Medicine being a solo practice please make sure that calls to the after hour line is truly an emergency. There will not be any medication refill after hours or during the weekend.