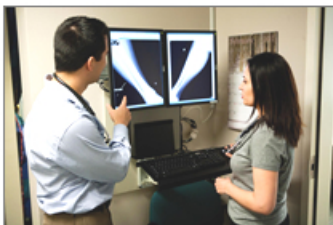


Welcome to Your Patient-Centered Medical Home

A **medical home** is a practice that provides all your routine and preventive care, and guides you through the system when you need specialty care. They know you over time and work as a team to provide your care.

We provide a wide range of health care for all ages - newborns to seniors.

- Illness appointments
- Wellness exams & immunizations
- Pregnancy and Delivery
- X-ray and Obstetric Ultrasound
- Hospital and Emergency Care
- Care Coordination
- Integrated Behavioral Health
- Pharmacy
- On site Laboratory



Billing and Fees

- We accept most major credit cards.
- We accept most major insurance cards and will gladly bill your insurance company.
- Copayments and visit balances will be asked for at the time of service.
- For those without insurance or with limited financial resources, we offer a discount fee schedule.
- You may qualify for other assistance programs. Call our Outreach Coordinator at (509) 654-7086 for more information.
- For questions regarding your account call our Financial Counselor at (509) 573-6229.

Mission Statement

Community Health of Central Washington provides quality healthcare through service and education.

Community Health of Central Washington (CHCW) owns and operates:

Central Washington Family Medicine (CWFM)
CWFM Family Residency Program
CHCW-Ellensburg
Ellensburg Dental Care
Highland Clinic
Naches Medical Clinic
Yakima Pediatrics

Revised 07.10.17

Patient Information



1806 W. Lincoln
Yakima, Washington 98902

Phone: (509) 452-4520

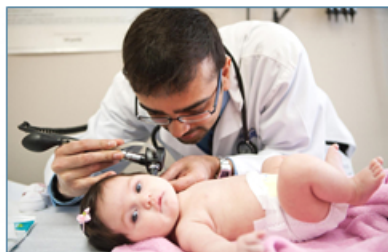
Fax: (509) 452-5224

www.chcw.org

Caring Providers and Staff

At **Central Washington Family Medicine** the Residents and Faculty care for their patients. You will be assigned to one of these physicians. Since all physicians have teaching or learning duties outside the clinic, they have limited clinic times.

There are **four practice teams** within the clinic to provide you with care. You and a group of providers are assigned to one of these teams. We will make every effort to schedule you with your own doctor, but if he/she is not available, you will be scheduled with a partner from your team.



Making your visit run smoothly

- Plan to be on-time. If you are more than 10 minutes late for your appointment, you may be required to reschedule.
- Bring valid photo ID and insurance information.
- Appointments are generally 20 minutes and will focus on 1 - 2 health concerns.



Pharmacy

Central Washington Family Medicine has a full service pharmacy conveniently located within the clinic.

Our pharmacy offers these services:

- Fill new prescriptions, transfers and refills*
- Work with providers to optimize medication usage
- We are able to bill most insurances

*Certain prescriptions (for example those requiring prior approval) may take longer. Ask the pharmacist about turn around time.

Pharmacy Hours

Monday through Friday
8:30 a.m. to 7:00 p.m.
Closed weekends and holidays

Phone: (509) 494-6719
Fax: (509) 494-6711

Clinic Hours

Monday through Friday
8:00 a.m. to 7:30 p.m.
Closed weekends and holidays

After Hours

We understand patients may need urgent care outside of our regular business hours. After hours, call our office at (509) 452-4520 and speak with our answering service. Our On-call doctor will call you back at the number you provide. Our doctors use an Electronic Medical Record so they can access your information wherever they are taking care of you.

Should your child need to be hospitalized at any time, our providers will admit him/her to the Pediatric Hospitalist Service at Yakima Valley Memorial Hospital. The Pediatric Hospitalists have access to your child's health records and will keep their primary care doctor informed of treatment plans.

We Welcome Your Input

Your good health requires your understanding and participation. We welcome your input about the care you have received. We have patient feedback slips available at reception if you would like to give us feedback.