



We at WHS Lakeside Primary Care would like to take the opportunity to welcome you to our practice and thank you for choosing our providers to participate in your healthcare. We provide comprehensive, accessible, and patient-centered healthcare across the lifespan. We focus on wellness and prevention. We treat patients of all ages from newborns to the elderly, and we handle a wide variety of medical problems and issues. Taking care of families is what we do best. Our physicians, nurse practitioner, physician's assistant, medical assistants, and office staff work closely in a team approach to support your care. We hope you find our office warm and welcoming. We have designed it around your needs and are proud to be your medical home.

- Our office is open Monday through Friday
- We offer scheduled appointments for chronic needs and acute visits for more urgent matters
- We make every effort to see our patients for medical problems during our extended daytime hours and we will do our best to accommodate you.
- After hours **emergency care** will be provided by the on-call physician, who can be reached by calling our office. Instructions for emergency afterhours care are provided on the office answering machine.
- We offer and strongly recommend our online patient portal which you can use to review results, request refills, and schedule appointments.

As your Primary Care Providers, we work collaboratively with Washington Health System and Washington Physicians Group who offer a wide range of physician specialists to coordinate all aspects of patient care including inpatient hospitalization and outpatient care. The WHS Peter's Township Diagnostic Center, which offers outpatient imaging and lab services is conveniently located next to our office.

Before scheduling your initial visit:

- We request that you give us permission on a record release form (located on our website) to contact your previous primary care physician and specialists to request that a copy of your medical records be sent to us. (If you require assistance in doing so, please contact our office).
- Please complete a history and physical form, located on our website.
- Please arrive 15 minutes prior to your scheduled appointment time.
- Please notify your insurance company of your choice of a new primary care provider.
- Please bring your insurance identification card and a photo ID as well as a list of all current medications including strength and dosages.

For us to get to know you and your health care needs, please fill out all the enclosed forms to the best of your ability. Our goal is to provide you with exceptional health care, and it starts with getting to know you. Once again, we would like to thank you for choosing us as your primary health care provider.

Sincerely,

WHS Lakeside Primary Care