



Respiratory Physicians of SW Washington
3920 Capital Mall Drive SW • Suite 304 • Olympia, WA 98502
Phone: 360-754-1739 Fax: 360-236-1450

APPOINTMENT For: _____

Is on – MON. TUES. WED. THUR. FRI.

Date: _____ At _____ A.M./ P.M

WELCOME TO OUR PRACTICE!

☺ **Our office hours are from 9AM to 5PM, Monday through Friday.** We are closed on weekends and all major holidays. You may call our office after hours at 360-754-1739 to leave a message. In the event of a life threatening emergency, do not hesitate to dial 911 or go to the nearest emergency room.

☺ **Because we are a specialty office, we ask that you get all necessary referrals, x-rays, and pertinent notes from your primary care provider.** Please bring copies of your referral, only if your Insurance requires it, with you along with your co-pay, insurance cards, and photo ID. Your insurance company requires us to collect all co-pays due up front. We do not bill for these. We accept VISA, MasterCard, Discover Card, check or cash.

☺ **As a courtesy, we will bill your insurance company.** Please be aware you are ultimately responsible for your charges and we will send you statements if there is a balance remaining. We also charge a \$2 administration fee to send statements that are 60 days past due and more. We appreciate your prompt payment to avoid these additional charges.

☺ **We recognize your time is valuable.** We are committed to seeing our patients on time. Please arrive 15 minutes early for your appointment. If you are late it puts all the patients being seen after you late. We may ask you to reschedule if you are late. Patients missing 2 appointments in succession without calling to cancel may not be rescheduled.

☺ **Please be patient with us when waiting for a return phone call.** We are often away from our desk assisting the doctor and are not available to take your call. We will attempt to return your call as timely as possible. We try to return all of our morning calls by 2 PM. Our afternoon calls will be made as soon as possible but usually no later the 4:30 PM.

☺ **If you require a medication refill, please try to anticipate this before you run out so you don't have a lapse in dosing.** Please call your pharmacy for refills. They will fax a request to us and we will respond to it. This has proven to be the fastest way to accommodate the many requests we get everyday. Please allow 48 hours for all refills.

THANK YOU FOR CHOOSING US FOR YOUR HEALTH CARE NEEDS

ML 6/10