



Welcome To



(509) 633-1753

Welcome New Patient

“Where our family cares for yours.”

Welcome to our healthcare system! This Patient Welcome Packet is designed to provide you with important information about our practices. We’re here to ensure a positive patient care experience, starting with scheduling and continuing through your entire care plan and beyond.

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Our Locations

Coulee Medical Center is a critical access hospital and a Level IV trauma center located in Grand Coulee, Washington. It operates alongside Coulee Family Medicine, a rural health clinic that has been serving patients for over 40 years. Additionally, we have a satellite clinic, Coulee City Medical Clinic, located in Coulee City, Washington, which has been serving patients for over 20 years.

Coulee Medical Center & Coulee Family Medicine



411 Fortuyn Rd.
Grand Coulee, WA 99133
(509) 633-1911

Coulee City Medical Clinic



218 W Main St.
Coulee City, WA 99115
(509) 632-5701

Our Services

We offer comprehensive medical care for all ages, from sports physicals and well-baby visits to managing chronic conditions like diabetes, high blood pressure, and bone and joint problems. We provide a wide range of preventive, acute, and chronic medical services to ensure that our patients stay healthy and fit.

Coulee Medical Center

- 3D Mammography
- Acute Care
- Care Coordination
- Cataract Surgery
- Echocardiography
- Emergency Room
- Financial Counseling
- Hospitalist
- IV Infusions
- Lab and Imaging
- Labor and Delivery
- Physical Therapy
- Registered Dietician
- Rehab and Long Term Stay
- Retail Pharmacy
- Social Services
- Surgical and GI Services
- Wound Care

Coulee Family Medicine

- Athletic Physicals
- Behavioral Health
- Bilateral Tubal Ligation Consults
- Cardiac Care/EKG
- DOT/CDL Exams
- Endocrinology
- Fracture/Casting & Splinting
- General Surgery Consults
- Geriatrics
- Immunizations/Allergy Shots
- Laboratory Services
- Men's Health & Prostate Screens
- Obstetrics
- Patient Education
- Pediatrics & Well Child Exams
- Psychiatry
- Sports Medicine
- Suboxone Therapy
- Walk-in Clinic
- Women's Health & Gynecology

Minor Procedures

- Biopsies
- Circumcisions
- Colonoscopies
- Cryotherapy
- IUD Insertions/Removals
- Laceration Repair
- Lesion Removal
- Nexplanon Insertion/Removals
- Steroid Injections
- Toenail Removal
- Vasectomies

Coulee City Medical Clinic

- Athletic Physicals
- EKG
- Fracture Care/Splinting
- Gynecology & Women's Health
- IV Therapy
- Limited Cardiac Care
- Limited Laboratory
- Men's Health & Prostate Screens
- Patient Education
- Pediatrics & Well Child Exams
- Pre-Operative Exams
- Sports Medicine
- Suboxone Therapy
- Walk-in Clinic

Minor Procedures

- Cryotherapy
- IUD Insertions/Removals
- Laceration Repair
- Lesion Removal
- Nexplanon Insertion/Removals
- Steroid Injections
- Toenail Removal

Appointment Information

Scheduling Appointments

Please call our scheduling team at (509) 633-6229 for information regarding which providers are accepting new patients. Or you can find a provider directory on our website at www.cmccares.org. Our schedulers are available Monday through Friday from 8:00 am to 5:30 pm.

You may be scheduled with your Primary Care Provider or a member of their care team based on your needs and the availability of the provider schedule. Good faith estimates are available upon request. Please let our team know if you have any questions.

Canceling Appointments

If you need to cancel your appointment, please call our scheduling team at least 24 hours before your scheduled appointment so we can accommodate another patient in your absence. If you are not able to attend your appointment without providing notice within 24 hours of the appointment, you will be considered a “no-show” for your appointment. Please note that 3 of these “no shows” could cause you to be dismissed from the provider’s practice.

Scheduling Follow-Up Appointments

If you require a follow-up appointment with our care team, please schedule your next appointment with one of our scheduling team members before you leave our office. Our goal is to provide you with timely access to appointments when you need them.

Insurance:

Coulee Medical Center accepts most major insurance plans, including Medicare. To have a clear understanding of your coverage, benefits, referral requirements, and out-of-pocket costs, please contact your insurance provider directly. Insurance cards are required at the time of check-in.

If you do not have insurance, need help with contacting your insurance, or want to know if you qualify for our Charity Care program, please contact our Patient Financial Services team at (509) 633-6366.

Requesting Past Medical Records

If you are a new patient, we will request your past medical records from your previous medical provider(s) after you complete and return the “Release of Medical Records for Coulee Medical Center” in this packet. If we do not receive these records prior to your appointment, we may need to reschedule you for a later date to allow our provider sufficient time for reviewing your records.

Arriving To Your Scheduled Appointment

Our team will notify you of your scheduled check-in time, allowing sufficient time to prepare you for your visit with the provider and ensure a timely start to your appointment.

Please note: If you arrive late to your scheduled check-in time, you may be requested to reschedule. To ensure that all of your medical care needs are met, patients will be given the option to schedule the next available appointment with their care team.

Documents/Items Needed

Please Bring The following:

- Insurance card(s)
- A valid government-issued photo ID, such as a driver’s license, state ID, passport, military ID, or tribal ID, for identity verification.
- Co-pay, if applicable, which is due upon check-in
- Individual labeled original containers of any current medications you are taking (Prescriptions, and over-the-counter medications, ointments, creams, inhalers, etc.)
- Pharmacy name, address and telephone number

Patient Portal

Coulee Medical Center uses an Electronic Health Record (EHR) that offers a secure Patient Portal so you can access your medical information anytime. The Portal is where our practice safely posts and provides you with your lab results, imaging results, and office visit notes. Use of our Patient Portal is optional and free for all patients. Establishing your Patient Portal account before your first or next appointment is fast and easy.

How to Create a Patient Portal Account

- **Step 1:** Call our Scheduling Team at (509) 633-6229 and request access to the Patient Portal. A current and valid email address is required.
- **Step 2:** You will receive an email with log-on instructions and a link to the Patient Portal.
- **Step 3:** Click on the Patient Portal link to complete your initial security set-up.
- **Step 4:** You're in; welcome to the Patient Portal!

Patient Portal Fast Facts

The Patient portal can be accessed through various methods, including computer, phone, or tablet. When you download the app, you can get push notifications right to your phone about results, system alerts, or messages from your provider's team. To download the app, visit your phone's app store and search for "Healthelife."



Patient Portal Benefits Include the Ability To:

- View all office notes and after-visit follow-up summaries (Behavioral Health not included)
- Access and view your lab, radiology, and pathology results
- Request an appointment, refill a prescription, or contact your provider's team with a question
- Update your personal information, including preferred pharmacy, insurance, phone number, and more

To request assistance with the Patient Portal, call (509) 633-6229, Monday–Friday between 8:00 am and 5:30 pm.

Our Communication to You

Our care team will take the time to get to know you, listen to your concerns and opinions, and develop a personalized plan of care tailored to your needs. We will assist you with coordinating and scheduling any necessary follow-up tests or appointments during the checkout process.

Preventive Medical Visits

Preventive medical visits and their coverage vary by insurance. Generally, this is a comprehensive visit that may include an age- and gender-appropriate history, counseling, anticipatory guidance, and risk factor reduction interventions, an examination, laboratory tests, and/or diagnostic procedures.

These visits may be exempt from co-pays. Special note about co-pays: if an abnormality is found or if a pre-existing problem is covered during this type of visit requiring additional problem-specific evaluation and management, a separate office visit code may be applied to your visit. This additional code may require a copay if one is charged by your insurance provider. For more information or if you have any questions, please contact your insurance provider directly for the most accurate information about your coverage.

Pharmacy, Lab & Imaging

Prescription Refills

Prescription refills require close monitoring by your provider to ensure the safe continuation of the appropriate dose, frequency, and term of that medication. Our office will prescribe the appropriate number of prescription refills to last you until your next scheduled appointment.

Here are some important reminders about your prescription refills:

Confirm with our practice that your correct local or mail order pharmacy information is on file.

Our practice will always order generic prescriptions whenever available, unless a brand-name product is medically necessary. Each insurance plan outlines a detailed classification for medications, which can impact the type of medication, whether generic or brand name, that is prescribed. If your insurance provider requires pre-authorization, refills can take up to two weeks. Contact your insurance for details.

Prescription Refills Continued...

In the event that you require an emergency refill, please contact your pharmacy. The pharmacy will work with us directly. If approved by your provider, an appropriate refill will be submitted to your local pharmacy. Refills can take up to 1-2 business days.

If your prescription refill is not approved, please contact our office to schedule an appointment.

Please note: as required by the State of Washington, we will be utilizing the Prescription Monitoring Program database to access historical controlled prescription substance information prior to issuing any controlled substance prescription.

Receiving Your Test Results

Laboratory Services & Receiving Your Test Results:

Laboratory services include a variety of tests (blood, urine, throat, stool, wound, GYN, and more). Our office will follow up with you about your test results via phone call or a letter mailed to your address on file. Some laboratory services will be sent to LabCorp, and you may be billed directly by LabCorp.

Imaging Services & Receiving Your Test Results:

Imaging services include a variety of tests (X-ray, CT Scan, MRI, and more). Our office will follow up with you about your test results via phone call or a letter mailed to your address on file. All imaging completed at Coulee Medical Center will be read and reviewed by a radiologist at Inland Imaging, and you may be billed directly from Inland Imaging.

Payment Portal

Our **REDDE** patient billing platform empowers patients to manage their billing experience by providing them with the ability to quickly review invoice details, make one-time payments, and set up a payment plan for their entire family.

This program is optional, and you're welcome to keep using your regular billing and payment option if you prefer.



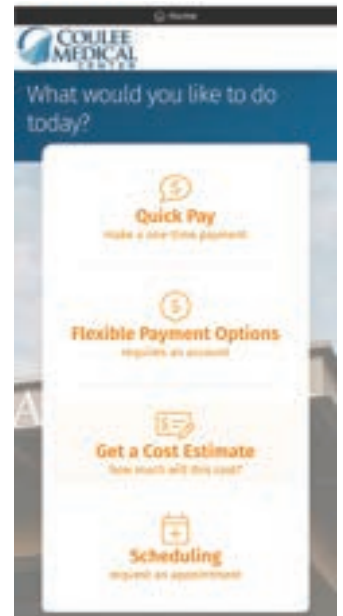
To set up an account, please visit:

<https://cmccares.org>

And Click



Or <https://couleemedical.goredde.com>



Our Medical Team

Our providers offer the Eastern Washington communities quality healthcare through Coulee Medical Center, Coulee Family Medicine located at Grand Coulee, and the Coulee City Medical Clinic in Coulee City.

Please call our Scheduling team at (509) 633-6229 for information regarding which providers are accepting new patients.

To see a full list of our providers and their specialties, please visit
<https://cmccares.org/staff/providers>



We Value Your Feedback

We aim to deliver an exceptional patient experience before, during, and after your scheduled appointment. We strive to be the provider of choice you recommend to your family and friends. Your feedback is an essential component of successfully achieving this goal. We depend on our patients to keep us informed about what we are doing well and where we can improve.

By sharing your candid thoughts, we are able to either recognize members of our care team for their successes or implement changes in areas where we can improve.

Please contact our Patient Advocate and Safety Nurse at (509) 633-6378 to provide feedback. After your visit, you may receive a phone call from Arbor and Associates, our patient satisfaction survey team. These surveys are randomly distributed to our patients following a recent visit, and the responses are used to serve our patients better.

Arbor and Associates are located in Petoskey, MI, and will call from (231) 347-7110. The survey should take about 7-10 minutes, and your response is confidential.

Thank you for taking the time to rate your patient experience!

To Learn More Visit
www.cmccares.org

