



In Home Primary Care, PLLC
127 Ave A Bay 3 Suite 1&2
Snohomish, WA 98290
Ph: (360) 863-3657 Fax: (360) 863-6295

Thank-you for choosing *In Home Primary Care*

It is our expectation that *In Home Primary Care (IHPC)* will provide you with competent, ethical and compassionate healthcare in your place of residence.

We assume the role of your Primary HealthCare Provider

To best provide this care, we have outlined details of how to access these services as well as what to expect from routine care. The goal is to keep individuals out of the hospital and emergency departments:

For healthcare concerns or business related questions, please call: **(360) 863-3657**.

If you have a clinical concern about an established patient of **IHPC**, once the voice message starts, push 2 # to go directly to the LPN voice mail. If your question is an administrative question or you have a new resident for **IHPC**, push 1 # to be connected with the office assistant, Billie.

- Faxed concerns and questions are always welcome and are a preferred way of communicating with our office since they provide an accurate paper trail.

Fax number: (360) 863-6295.

- For urgent needs or concerns after hours or on weekends, you can reach Betty Westfall ARNP on her cell: **(425) 330-3314**. Leave a voicemail. Messages are checked frequently throughout the day.

*Marilyn Borromeo-Wesner ARNP covers our south county area and may leave you her direct cell phone number for urgent needs of those patients she is most familiar with. Please remember, she works Tues, Wed and Thursday and thus if you are unable to reach her, please call the office (if on Monday or Friday) or call Betty directly to make sure your needs are addressed in a timely manner.

*Barbara Eisenberg ARNP has joined our practice. Her schedule is Thursday & Friday, so any concerns about patients she has seen should follow the procedure as outlined previous.

*** Please remember, our services are not designed as emergency healthcare services and do not take the place of calling 911 if that is necessary!**

- We plan to see patients about every 5-8 weeks, depending on active medical needs. We will contact the caregiver by phone prior to the visit. If there are healthcare needs requiring more frequent visits, this will be done. Again, our goal is to keep people out of the hospital and the emergency room as much as possible!
- We will review medications at each visit and perform a physical exam as indicated by the individual patient. If there are family members who wish to be contacted after a visit or after any medication changes, please let us or the caregiver know.

Thank You for the opportunity to be your healthcare provider.

Respectfully, Staff of *In Home Primary Care*