

Primary Care for Senior Living FAQs

What is Primary Care for Senior Living?

This is a traditional primary care clinic located in your building. Dr. Chan is a family practitioner who has an interest in caring for seniors. We offer this service in your facility and other facilities as well.

Do I need an appointment?

Yes, we structure our day around appointments which will minimize the time anyone spends waiting. The phone number for scheduling is 425.677.5938. We are prepared to accommodate acute illness visits as well.

Will my insurance be accepted?

We accept virtually all insurances including Medicare. We only are able to accept the Group Health PPO product; all others must go to a Group Health facility. If you would like to confirm if your insurance is on our contract list you can call our billing office at 425.831.2310.

How do we contact Dr. Chan for reasons other than an appointment?

The clinic phone (425.677.5938) is answered all day every day. For urgent issues at night or on weekends the clinic phones are answered by an answering service who can assist you in making contact with the on-call provider.

How do I switch from my current primary care provider to Dr. Chan?

Making an appointment is all that is necessary. The clinic staff will assist you with any records transfers that may be necessary.

Can I continue to see my current specialists in addition to Dr. Chan?

Absolutely. Dr. Chan will gladly coordinate in your care with your current specialists.

Can my first visit be for an acute illness? Even if I have another provider?

Definitely.

Can a family member accompany me to appointments?

We welcome your family's involvement in your healthcare. The exam room is easily able to accommodate any one family member you chose to bring with you.

How long is a usual appointment?

Initial appointments are 60 minutes. Subsequent appointments are from 30-60 minutes.

How do you keep track of my information?

We have an electronic medical record which is available anywhere in the Snoqualmie Valley Hospital District system—clinic, emergency department, Swing Bed Program, etc. This information is only accessible to someone with password access into our network. This also means your information is available to Dr. Chan anytime she is near a computer.

How do I get a prescription refill?

Ask your pharmacy to submit a refill request. We will respond within 2 business days.

How does the billing work for my appointment?

We will bill your insurance. There is no additional charge to you for us being located in your facility. For any specific questions regarding billing please call 425.831.2310.

Is there a way to meet the provider before I make a decision to make a switch in providers?

Yes. Dr. Chan will frequently attend your facility events and will make herself available in the common areas as her schedule allows. You may also call the clinic (425.677.5938) to arrange a brief 15-minute meeting to meet Dr. Chan and hear her approach to providing care.