

Personalized primary care

*Expert
care, close
to home*



**CHI Franciscan
Health**

Our best care. Your best health.SM



What is primary care?

From annual checkups to the common cold, from an earache to a serious disease—your primary care provider (PCP) is your partner in health throughout your life.

They help you stay well, treat you when you get sick and refer you to specialists and surgeons if the need arises. A trusted patient-physician relationship is the key to achieving and maintaining your best health.

Primary care provides continuing, comprehensive health care for everyone in the family, from newborns to seniors.

To find a provider near you, visit chifranciscan.org/doctor.

Types of primary care providers

All of the providers below conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventive health care, and can prescribe medication.

Family medicine physician: A family medicine physician is a doctor who provides primary medical care to people of all ages. Family medicine physicians provide a range of health services including preventive care, obstetrics, routine gynecologic care and pediatric services. Some women choose a gynecologist or obstetrician as their PCP. To learn more about our providers who focus solely on women's care, visit chifranciscan.org/womens.

Internal medicine physician: Like family medicine physicians, internists can also be primary care physicians; however, their practices are concentrated on adult health care. Internists have special training in dealing with complex, chronic illnesses and treating different illnesses at the same time.

Pediatrician: A pediatrician specializes in the treatment and care of children from birth through adolescence. Pediatricians provide everything from annual checkups to immunizations and treat the most serious of diseases.

Advanced registered nurse practitioner: An advanced registered nurse practitioner (ARNP) is a registered nurse who has completed advanced education and training. ARNPs can specialize in various areas of medicine, which may include family medicine, pediatrics and geriatrics.

Physician assistant: A physician assistant (PA-C) is a health care professional licensed to practice medicine under the supervision of a physician.



How to choose a primary care provider

Your primary care provider is your ally when it comes to maintaining your best health, so it's important to select someone you will work well with. When choosing a provider, consider the following:

- Do you prefer a provider whose communication style is friendly and warm, or more formal?
- Does the provider invite you to be involved in your care? Does he or she view your patient-doctor relationship as a true partnership?
- Is the office staff friendly and helpful? Are they good about returning calls?
- How easy is it to reach the provider?
- Do you prefer a provider focused on disease treatment, or wellness and prevention?
- Does the provider have a conservative or aggressive approach to treatment?
- What do colleagues and patients think about the provider?

Ask friends, neighbors and relatives for referrals. You can also ask other health care professionals, such as your dentist, pharmacist, optometrist or your previous provider.

For detailed profiles for all of our physicians and professional providers, visit:

chifranciscan.org/doctor

How you can take an active role in your care

Our providers welcome your involvement in your ongoing care. Below are some useful tips to help you get the most value with your primary care provider:

- Write down any concerns or questions in advance of your appointment and bring them with you (it is easy to forget once you are in the exam room).
- Bring a list of your current medications and mention any known allergies.
- If you have any health concerns, however minor they may seem, be sure to share them with your provider.
- Don't be afraid to speak up if you have any questions or concerns—we want to hear from you.
- If you don't understand something a provider or staff member tells you, please ask us to clarify. We want you to be a partner in your health.
- Before you consent to an exam or procedure, ask the provider or staff member what they are doing and why.
- Be sure to schedule any follow-up care before you leave.



When you can't wait until Monday

If you have an urgent health problem such as the flu, a sprain, or other minor injury or illness, you don't have to wait until Monday to see a doctor.

Franciscan Prompt Care offers a convenient choice for those in need of exceptional care for life's minor emergencies—days, evenings or weekends, without an appointment. With locations throughout the Puget Sound, Franciscan Prompt Care is open seven days a week and only closes for Thanksgiving and Christmas. Please visit **FranciscanPromptCare.org** to learn more.

After your visit, prompt care staff will send your records to your primary care physician so he or she may resume your care.



Talk to a doc 24/7 for \$35

Discover a new way to feel better fast—**Franciscan Virtual Urgent Care**. It's not an emergency, but you don't want to leave the house. Or it's the middle of the night. With Franciscan Virtual Urgent Care, you can speak to a board-certified doctor or nurse practitioner by phone or video chat for just \$35.* We're available any hour of any day to provide consultation, diagnosis and treatment, including prescriptions, if appropriate. Visit **FranciscanCareNow.org** or call (855) 356-8053.

*Due to federal regulations, patients who participate in government-funded insurance programs may not be eligible for telemedicine "virtual visit" services at this time.

We accept most insurance plans in the Puget Sound. Chances are, our physicians and providers are part of your plan—please check with your insurance provider.

Franciscan Medical Group

Franciscan Medical Group, a part of CHI Franciscan Health, is a network of primary and specialty providers throughout Pierce, King and Kitsap counties, offering a full spectrum of medical care for you and your family.

As part of CHI Franciscan, we provide our patients with an integrated network of care, including hospitals, clinics and a variety of services.

FranciscanDoctors.org



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