

BASTYR CENTER

FOR NATURAL HEALTH

the teaching clinic of Bastyr University

3670 Stone Way N.
Seattle, Washington 98103
(206) 834-4100

New Patient Information

Welcome to the Bastyr Center for Natural Health of Bastyr University. Thank you for choosing us as one of your health care providers. We are a teaching clinic, and you can expect to be seen by one or two advanced student clinicians, working as a team with an experienced, licensed health care professional -- naturopathic physician, acupuncturist, psychologist, or registered dietitian -- who supervises your care. Please take a few minutes to read this information. It contains many of our basic business policies and is designed to assist you in your business interactions with the clinic. Please feel free to call us at 206-834-4100 and talk to the receptionist if you need clarification on any of these issues.

PAYMENT

If you do not have insurance, or if we are not yet billing your insurance company, we appreciate your payment in full at time services are rendered. The clinic accepts cash, checks, and Visa and MasterCard credit/ debit cards. If you pay for your appointment in full by cash, credit card, or check at the time of service, you will receive a time of service discount.

INSURANCE COVERAGE

Please check with the front desk regarding which insurance companies our providers are contracted with. The Bastyr Center for Natural Health will bill your insurance company for you if your policy covers alternative care. If your insurance company does not cover the visit, then the bill will become patient responsibility. Therefore, we strongly encourage patients to check with their insurance company to see if their particular coverage includes alternative care benefits before they schedule an appointment.

INCOME BASED ADJUSTMENT

Some of our departments offer discounts based on income. Please advise us prior to your appointment if you wish to apply for a discount and we will give you the application. Your application must be approved before the discount can be applied.

CANCELLATION/NO SHOW POLICY

Due to the high demand for appointments at the clinic, we require notification 24 hours in advance if you cannot keep your appointment. Failure to comply with this policy may result in your being charged for the missed appointment, or being placed on a Restricted Scheduling Status.

LABORATORY CHARGES

Bastyr contracts with Pacific Physicians' Laboratory (PPL) as their main reference lab. Lab fees are based on who performs and analyzes the test as well as the extensiveness of the specific tests. In addition, lab fees do not include a phlebotomy blood draw fee. PPL will bill you or any listed insurance for payment. This excludes Medicare as Medicare does not cover any services ordered by a Naturopathic Doctor. In this case the patient will remain financially responsible for all charges. Bastyr also utilizes kits from other outside laboratories. If your provider has ordered testing from a special kit, payment is sent along with the specimen. In addition PPL will

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charge a phlebotomy blood draw fee and/ or a special handling fee. Payment for these will be due at time of service; please contact the lab for details 206-834-4113.

PATIENT RIGHTS AND RESPONSIBILITIES

Patients and providers have rights and responsibilities to one another to insure that the best health care services are provided.

- Patients and providers have the right and responsibility to treat one another respectfully.
- Patients have the right to confidentiality when receiving care from providers.
- Patients have the responsibility to supply accurate and complete medical history information to the provider.
- Patients have the right to know that a record will be kept of the health care services provided to them. They may ask to view, obtain a copy, or amend or correct that record. Providers will not disclose a patient's record to others unless directed to do so, in writing, by the patient, or unless the law authorizes or compels them to do so. (RCW 70.02.120)
- Providers have the responsibility to inform patients about their health condition and include the patient in decisions affecting their care.
- Patients have the right to bring questions, concerns, complaints or compliments about any aspect of one's care or service to the individual provider, their health plan or provider network.

MEDICAL RECORDS

Please be aware that we are unable to provide medical records, including lab results, on a walk-in basis. In all cases a medical records release form must be filled out, including patient signature and complete date, in order for us to comply with the law and protect your confidentiality. Requests will be processed and records mailed out within 15 working days. There is no charge for records mailed directly to other health care providers. However, there is a charge (after the first 10 pages) for records released directly to a patient.

SPECIAL ACCOMMODATION

If you require special accommodation due to disability, please contact the Patient Services Manager at 206-834-4142, or the Patient Services Supervisor at 206-834-4173, prior to your visit. The building is wheelchair accessible via the Stone Way N ramp entrance, on the North West side of the building, and by the elevator located in the North East side of the parking garage, through the automatic sliding doors. Provision for a sign language interpreter can be made with adequate advance notice.

DIRECTIONS

Our address is 3670 Stone Way N, Seattle WA 98103. From Interstate-5, take exit 169 to 45th Street North. Go west on 45th Street for about a mile, until you reach Stone Way. Turn left / south on Stone Way N, drive south on Stone Way N until you reach 38th Street. Our clinic will be on your left. Please check in on the first floor for all appointments. Once checked in, you will be directed to the appropriate reception desk. Our main dispensary is located on the first floor and can be accessed through the Stone Way N entrance.

PARKING & BUSES

Free parking is available in the underground garage under the clinic building through the entrance off Stone Way N. Parking is also available on the streets around the clinic. Several buses also serve the Wallingford/ Fremont areas (#16, #26, #31, #45, and #74). For route and schedule information, call Metro at 206-553-3000.