



Welcome to Island Internal Medicine and La Conner Medical Center!

The following will acquaint you with the medical providers, answer some common questions, and advise you of our office policies.

Office Hours



- Office Hours: 8:30am to 5:00pm
 - Closed For Lunch: 12:00pm to 1:15pm
 - Appointments Available: 9:00am to 4:45pm
- However, some providers may offer early appointments once a week

Contact Us



Island Internal Medicine (Anacortes Office)

Phone | 360-293-4343

Fax | 360-588-1587

Address | 912 32nd Street, Suite A
Anacortes, WA 98221



La Conner Medical Center (La Conner Office)

Phone | 360-466-3136

Fax | 360-466-0107

Physical Address | 528 Myrtle Street
La Conner, WA 98257

Mailing Address | PO Box 1620
La Conner, WA 98257

For your convenience, *most* of our providers rotate between both offices

Appointments



Appointments must be made in advance. If you have an urgent problem, our telephone triage person will evaluate your concern and arrange a same day appointment if needed. If you are unable to make a scheduled appointment, we require that you notify us at least **24 hours** in advance so that we may allocate that time slot to another patient. New patients who miss their first appointment will not be rescheduled with the practice. Established patients who arrive late, cancel without sufficient notice, or miss scheduled appointments 3 or more times will be dismissed from the practice. Cancellations must be made by phone.

Our office has a 'No Show' fee of \$40.00 per visit (15 minute appointment), a 'Late Cancel' fee of \$40.00 per visit (15 minute appointment), and a \$100.00 fee for missed 'Physicals' or any 30 minute appointment.

Phone Calls Regarding Medical Problems



Phone calls from you to the office regarding medical problems will be handled in one of the following ways.

1. If there is a true medical emergency, you will be advised to **call 911** and go directly to the Emergency Department.
2. If it is an urgent medical problem (new sudden illness which is not life threatening) we will make an effort to see you in the office that day or as soon as possible.
3. If it is a question regarding previous instructions or medical advice, you will be asked to leave a voicemail for your nurse or medical assistant, which will be communicated to the provider. The provider will reply through the nurse or medical assistant as quickly as possible. **This process may take up to 24 hours**, although many questions can be answered the same day.
4. You may also send questions through your Web Portal account.

After Hours Urgent Problems



If you have an emergency, you should call **911**.

If you call the office after hours, you will be provided with a pager number to page the "On Call" Provider. This should be used only for urgent problems that cannot wait until our office reopens. A prescription refill is *not* considered urgent. Please do not call the provider on-call at night or on the weekend to refill your prescriptions. Please plan ahead so you do not run out of medications on weekends.

Prescription Refills



We require 72 hours (3 business days) notice to process refills. *Please do not call from the pharmacy and expect an immediate refill while you wait.* All attempts should be made to refill your ongoing prescriptions at your appointment time. If you should run out of an ongoing prescription in between appointments, we ask that you call your pharmacy and they will fax a refill request to our office; even if you do not have refills remaining. Plan ahead so you have a few pills left before you call for refills. If you missed an appointment, you will be asked to come in to see your healthcare provider before any refills are given. If you are on chronic medications, you will need to be checked by their provider on a periodic basis. No refills will be given to any patient who has not been in to see their provider in the last year, or as advised. Requests for prescriptions for medical problems for which you have not been previously seen, e.g.

pain pills or antibiotics, are discouraged. **All narcotic prescription (e.g. pain medication) refills must be done at the time of your office visit.**

Test Results



Most results of medical tests will be discussed with you at a scheduled follow-up appointment. We will call you right away with any results that cannot wait until your appointment. You will also be notified of normal test results within two weeks. If you have not heard within that time frame, please contact our office. If you have requested access to our Patient Portal, we can also notify you via your web account.

Special Medical Forms



Requests to have your provider fill out medical information on a special form on your behalf (i.e. Driver's license forms, work physicals, etc.) should be made by you at an appropriate appointment time with the doctor. These may not be done by phone request or mail.

Billing & Co-Payments



We make every effort to file the appropriate code(s) encountered and documented in your medical record. Our office is given Service Codes and guidelines to follow to prevent inappropriate charges being billed to you and your insurance company. We are unable to bill for services other than those documented in your medical record. **We cannot code or charge based on your insurance coverage. We cannot change a code after a visit, as this can be construed as fraud by the insurance company or Medicare.**

As a courtesy, this clinic will file a claim with the primary insurance on your behalf. All charges, regardless of the insurance coverage, are your responsibility. If your insurance has not paid within 45 days, we ask that you follow-up with them. Any questions regarding your benefits and coverage need to be directed to the insurance company prior to your appointment.

If you are private/self-paying, we offer a 20% discount for if you pay in full on the day of service. If you do not have insurance, payment is expected when services are rendered.

We ask that you provide us with current insurance information at the time of service. This office will make a copy of the front and back of your insurance card for claims submission information. This will help prevent any delays in the claims processing. If you are unable to provide this clinic with the insurance information at the time of service, you must get a copy of the card to us within 24 hours. This will prevent the charges from your

date of service being billed directly to you as self-payment and will keep filing of your claim within the filing time limit required by insurance companies.

Co-payments are required at the time of your service. You will be charged an additional **\$20.00** administrative fee if you do not pay your co-pay at the time of service. These payments are part of your contract with your insurance company that require you to pay at the time of service with your provider. You may pay these with cash, credit card or check. The amount of co-payment is usually printed on your insurance card. If it is not, please call your insurance company prior to your appointment to find out what your co-payment is.

Our Scope of Practice

Internal Medicine is a broad primary care specialty which focuses on adult medical problems. We diagnose and treat conditions of the heart, lungs, kidneys, GI system, endocrine system and musculoskeletal system. We offer screening for patients at risk for cancers including breast cancer, cervical cancer (Pap smear), prostate cancer, and colorectal cancer among others. We handle routine medical issues as well as complicated problems and can care for most of our patients' needs. If at any time your provider is unavailable, you might be asked to schedule with one of our other providers. We will always refer you to a specialist when needed.

Internists have intensive care and hospital medicine training so we provide both inpatient (hospital) and office care. In the event you are hospitalized locally, one of our providers will see you in the hospital.

Island Internal Medicine/La Conner Medical Center Providers

Dr. Bryan Murray



Certified by the American Board of Internal Medicine, Dr. Murray has particular interest and expertise in diseases of the heart, lungs, kidneys, gastrointestinal system, endocrine system and problems with arthritis. His specialty is adult patients. Dr Murray practices in both our Anacortes and La Conner locations.

Dr. Charles Kotal



Dr. Kotal is certified by the American Board of Internal Medicine. He completed his medical school at the Medical College of Virginia in 1995 and his internal medicine residency at Virginia Mason Medical Center in 1998. Dr. Kotal worked with both office and hospitalized patients at Skagit Valley Medical Center from 1999 – 2008, until joining Island Internal Medicine in May of 2008. Dr. Kotal enjoys the spectrum of care from preventative medicine to treating complex medical problems, in young adults to the elderly. He is comfortable helping patients with a wide variety of medical issues. Dr Kotal practices in both our Anacortes and La Conner locations.

Dr. Helen Young



Dr. Young practices general Internal Medicine, which includes adult preventative care, acute care, and chronic care in both the inpatient and outpatient settings. Her special interests are managing complex medical problems, geriatrics, and hospital medicine. Dr Young practices at our Anacortes location.

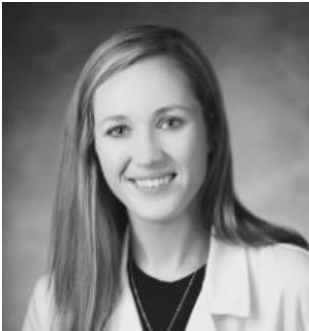
Island Internal Medicine/La Conner Medical Center Providers

Marcy Shapley, PA-C



Ms. Shapley, PA-C, is certified by the National Commission on the Certification of Physician Assistants. She provides primary care in internal medicine and family practice, including women's health. Marcy has served the La Conner community since 1999.

Caitlin Desch, PA-C



Board Certified by the National Commission on the Certification of Physician Assistants, Caitlin provides primary care services at the Anacortes office. She enjoys working with patients on preventative care and chronic medical problems, as well as addressing acute issues. She spends her free time with her husband exploring the Pacific Northwest.

Heather Gutierrez, PA-C



Board Certified by the National Commission on the Certification of Physician Assistants, Heather provides primary care services that include preventative care, chronic medical problems, acute issues, and women's health. Heather practices at our Anacortes and La Conner locations.

Physician assistants (PAs) and nurse practitioners (NPs) are healthcare professionals licensed to practice medicine in conjunction with the physicians as part of a medical team. The primary difference between PAs and NPs is that the latter are registered nurses and are independently licensed; however, both conduct physical exams, diagnose and treat illnesses, order and interpret tests, counsel on preventative care, perform minor procedures, and write prescriptions.