Welcome to South Whidbey Healthcare. Our physicians and staff are here to help you with your health care concerns.

Services

We care for patients of all ages, ranging from two years to grandmothers and grandfathers, including everyone in-between. We provide preventive care such as well child and well adult exams and treat all types of acute and chronic healthcare concerns.

Registration Forms/ Health History Questionnaire

Registration forms and health history questionnaires are important documents that contain vital information for submitting insurance claims and helping your doctor care for you. They are updated at least annually or whenever a change to insurance, address, or health information occurs. Please check-in early to update your information. This information is kept in your chart and is confidential.

Appointments

Office visits at SWHC are generally by appointment. A number of same-day appointment spaces are available to handle urgent problems. Physicals and routine care appointments may be scheduled 2-3 weeks in advance. When scheduling an appointment be sure to let the receptionist know the problems you'd like addressed. This allows us to schedule an appropriate amount of time with the provider and ensures your needs are met.

Insurance/Photo ID or License/ Payment

Proof of insurance is required at each visit so your claim can be submitted correctly, otherwise you may be billed for the visit. Photo ID or License is required. Notify us when you check-in if address or insurance information has changed since your last visit. Co-pays are collected at each visit. Credit cards are accepted for your convenience.

Billing

SWHC contracts with multiple insurance companies. Payment for Motor Vehicle Accident related visits are expected at the time of service. We bill all other insurance companies as a courtesy.

No-Show/ Reschedule

We request a minimum 24 -hour notice if you will not be able to come to your appointment. We will be happy to work with you to find the most convenient time to visit your doctor.

Prescriptions

Requests for refills are processed Monday through Friday, 8 AM to 5 PM.
Requests received after 5 PM are processed the following day.
Please allow 48-72 hours for requests to be processed; your provider will review your chart and medical history before authorizing refills.
Please *do not wait until you are out of medication* before requesting a refill.

Phone Calls

Providers at SWHC may charge for phone calls if they are extended (10 minutes or longer) and the discussion involves medical treatment decisions. This is not covered by insurance and will be billed directly to the patient.

Forms and Letters

We receive many requests to complete forms and write letters for a variety of reasons. There is a charge to complete forms or write letters, as your chart and medical history must be reviewed and your provider may have to make treatment decisions. This charge is not covered by insurance companies.

Lab

Patients have a choice of locations for routine lab work:
Whidbey General Hospital - 3 locations
- Draw station in Harbor Avenue building in Freeland
- Hospital lab in Coupeville
- South Whidbey Community Clinic building on SR 525 Clinton

Your lab requisition is on file at SWHC. If you choose a different lab location, either pickup your lab requisition or notify SWHC to have it faxed.
Billing for lab services is done independently by Whidbey General.
Results from lab tests are generally not available for a week following the test.

Our in-house lab offers services such as allergy injections, protime maintenance, blood pressure checks and other services Our Reception Staff will be happy to assist you with a convenient appointment time for you.

X-ray

SWHC does not have diagnostic imaging capability at this time.
All diagnostic imaging (mammograms, CT scans, etc.) are generally referred to Whidbey General Hospital.

Nursing Home/ Retirement Centers/ Assisted Living

Providers at SWHC care for patients in these facilities. Periodic visits are made to local nursing homes to monitor patient care.
Patients residing in Retirement Centers and Assisted Living Facilities need to come to the office for appropriate medical care. "Home" visits may be arranged.

Physicals/ Well Person Care

We provide a variety of well-person exams at SWHC. The extent and nature of the exam differs by age and sex of the patient as well as by the need. Be an informed consumer, know the extent of your insurance coverage, especially relating to physicals and well -person care.

Emergencies

The physicians and staff at SWHC are prepared to handle many different types of emergencies as well as stabilize patients prior to transport to Whidbey General Hospital.

Regularly scheduled appointments may be delayed due to an emergency. Every effort will be made to notify you if your appointment is delayed due to any emergency.

Referrals/ Authorizations

Authorizations are frequently required before patients can be referred to a specialist or for diagnostic testing. Patients requesting a referral to a specialist must have been seen within six months of the referral by their SWHC provider.

Do not schedule or go to your specialist appointment/ diagnostic test without confirmation that your referral authorization has been approved by your insurance company. You may be responsible for payment if you do not have approval/authorization, or your specialist may not see you.

Labor & Industries/ On-the- Job Injuries

Report an on –the- job injury when you come to SWHC. Be prepared to complete all forms at the time of the visit. Incomplete forms or failure to report an injury as an L&I injury could mean the office visit charge will be billed to you.

WGH Primary Care Associates (Whidbey Community Physicians and South Whidbey Healthcare) does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, contact: Practice Administrator, 360-675-6648.

WGH PCA South Whidbey Healthcare

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Barbara R. Simons, PA-C
Amy A. Picco, DO

Office Hours

Monday through Friday	8:00 AM to 5:00 PM
Saturday	Closed
Sunday	Closed

Board Certified Physicians

“Family Physicians Serving Our Community”