



Welcome to the Medical Clinic

232 Wood Street
Wrangell, Alaska 99929

At the Medical Clinic, we work in teams consisting of a doctor or nurse practitioner, care coordinator and medical assistant in order to give you the best evidence-based care possible. When you first come to the clinic, we will talk with you and match you with a team that meets your personal needs. After this, whenever you make an appointment, the scheduler will ask you the reason for your visit and will make an appointment with the team member best suited to help you resolve it. Even though you have an appointment with one team member, other members may consult with you while you are here. Your team members all have access to your health history and are available to help you.

CONTACT

Office hours: We are open Monday through Friday 8:00am to 4:00pm with extended hours on Monday and Thursday until 7:00pm.

Main phone number: (907) 874-4700

The Front Desk Staff will schedule appointments, help answer general questions, and can connect you with your team members.

After hours: Clinical advice is available after hours by calling (907) 874-4700. Follow the voice prompts to speak to a nurse on call.

APPOINTMENTS

If you would like to schedule an appointment to see your provider for a check-up, follow-up visit, or for an illness or other symptoms, please call (907) 874-4700.

If you have an **emergency** illness or symptoms that require immediate, urgent attention, call **911**. If you need an urgent appointment for illness or a symptom, call (907) 874-4700, triage nurse is available 24/7 and we will try to give you an appointment within 24 hours.

PAYMENT

We participate in most insurance plans, including Medicare. Be sure to check with us to confirm that we accept your insurance before making an appointment.

Please be prepared to pay (or co-pay) for services at the time of your appointment. We accept check, Visa, MasterCard and cash.

If you have questions or want to discuss payment or your bill, please call (877) 408-3802.

PATIENT PORTAL

Using the internet you can connect to our secure, online Patient Portal to:

- Request & View Appointments
- Request Prescription Renewals
- View Your Current Health Record, and
- Send Secure Messages to your Care Team

Ask our front desk staff how to sign up today!

Here is some additional information to help answer common questions:

For Every Appointment, Please Bring

- Your insurance card
- A list of current prescriptions and non-prescription medications, vitamins and supplements
- A good description of the problem, how long you have had it and how it affects you.
- A list of questions you would like to discuss with a member of the team.

After-Hours Care

- To speak to a triage nurse, please call 874-4700.
- A clinic physician is on call at the Wrangell Medical Center Emergency Room after regular clinic hours. For urgent medical needs after hours, please contact the ER at 874-7000 or go to the Emergency Room which is located at 310 Bennett Street.
- If you receive care at an emergency room on urgent care center, please let us know by calling 874-4700 within 48 hours so we can assist with follow-up care as needed.

Prescriptions

- When calling regarding medications, please provide your pharmacy name and phone number.
- Refills of existing prescriptions are handled by contacting your care team directly by phone or patient portal. Please allow 3 business days to process prescription refill requests.
- If you have questions about your prescription(s) or discontinuing a medication, contact your team Medical Assistant via Patient Portal or call the front desk 874-4700 and ask for your team Medical Assistant. They will help you decide if you should come back in for a visit to discuss your prescriptions with your provider.

Laboratory & Diagnostic Tests

- Routine diagnostic and radiology tests are done at the Wrangell Medical Center at 310 Bennett Street. We will refer you for any tests and can help schedule you upon request.
- A member of your team will contact you to about results of testing and schedule any necessary follow up care.

Special Accommodations

- The practice is accessible by wheelchair at the main entrance of the clinic.
- People with limited sight and hearing should bring a companion to ensure clear communication.
- Please let us know if you prefer to receive your care in Spanish.

Team Information

Lynn Prysunka, MD
Courtney McCay, Assistant

Jane Moore, MD
Lucy Robinson, Assistant

Visiting Physicians
Emma McMurren, Assistant

Donna Paul, ANP
Ryan Kirschenmann, Assistant

Suzanne Levene, MD
Alicia Holder, Assistant

Referral Coordinator
Dawn Davidson
(907) 874-5030

Scheduling
(907) 874-4700

Billing
(877) 408-3802