

# Vitality Natural Medicine:Practice Guidelines

## **Scheduling**

You may call (503) 344-1345 or use the online scheduler at [vitalitynw.com/schedule-appointment](http://vitalitynw.com/schedule-appointment) to schedule an appointment. When booking your appointment online be aware of the following;

- *Your on-line appointment is not confirmed until you have a confirmation email.*
- *The online schedule is less accurate than calling, as currently the online scheduler does not allow for the variation of scheduling that we have. You should expect to allow 90 minutes for initial visit, 45 minutes for follow up, 60 minutes for pelvic floor and 15-30 minutes for acute or limited appointments depending on cause.*
- *Each provider has a limit for the number of new patients they can see per day or week. This sometimes means that while you see enough space for a new patient appointment on the online scheduler, there is not availability for new patient appointments.*

If you would like us to see your family, you must establish care for your family members first. We cannot give medical advice for people whose histories, allergies, and medications we do not know.

Same day appointments can be made by phone call only. When booking a same day appointment you may have to see one of the other providers in the office.

Each provider has their own area of focus. You may see more than one provider at the office in order to access their specialist knowledge, however insurance requires you to see our providers on different days to pay for your visits.

You and your children can have a compound visit, however if this is a surprise compound visit with issues discovered or discussed in a single visit we may ask you to return to allow for adequate time and care for detail.

Well child visits are for well children. If your child is sick, we will change your visit to a sick child visit and have you return for well child visit. This may change your copay, dependent on insurance.

We need 24 hours of notice for rescheduling appointments, or we will count your visit as a no-show. If you have 3 no show visits we may discharge you from our practice in order to help you find a better fit for your schedule.

Being late by 15 minutes will result in no show and no show fee. We will need to reschedule you.

Sometimes our providers are also running late, as 5-10 minutes can compound over a day or complex issues may require more physician time or intervention. When you need the additional time or care, we will also give this to you. We appreciate your compassion for other who may be having a difficult time or need coordination orders for hospitalization/immediate specialist care/etc.

## **Waiting room**

Please be respectful and courteous to one another.

Children may not be left in the waiting room without adult supervision. We have space and welcome them in the exam rooms.

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If you are coughing, please wear a face mask to prevent the spread of illness to others (masks are available at the front desk). If you are immune compromised, have a newborn, or have other concern of using the main waiting room please let us know and we will do our best to keep you safe.

Breastfeeding is explicitly allowed in all rooms of the clinic except the lab. We have nursing pillows here. Please let us know if you need them or if you need space for privacy/pumping.

If you change a diaper of an infant or toddler who is eating solid foods, please be mindful of other's noses and pack it out. There are many garbage receptacles throughout Bridgeport village that are not indoors.

Please leave your used cups with the receptionist or in the exam room and not on the tea table.

Please wait for the receptionist or provider to assist your child with the treasure box. The treasure box is most appropriate for age 2 and up. Teenagers are allowed to have treasure and we do think of them when we fill the box. Please only take one treasure per child.

### Refills

Notify us a minimum of 5 business days before you need a refill of your medication or herbal formulas (tinctures, teas, and prescription only herbs). Please also let us know what your preferred pharmacy is every time, as we often have folks who have multiple pharmacies in their profile.

***Please note: We do check the state registry of scheduled medications before each prescription of scheduled medication.***

Scheduled medications will have a contract if they are routine. The contract must be followed for refill of scripts.

Scheduled medications are paper scripts, and this means you will need to physically come and pick up your script. You may designate a person in your household to pick up the script, but we require picture ID and a note in your chart that that person may pick up your script.

We do not refill scheduled medications early. We keep in mind the number of days in each month when we write the script. If you have a concern about number written for, please let us know at the time that you pick up your script.

Scheduled routine/contracted medications are filled 3 months at a time. You can call for the second 3 months, but we do a visit every 6 months to make sure that medication dose and routine are still appropriate for your health. For children this may be more often, as periods of rapid growth can change dose or add new complications to the overall health picture, and we must make sure that children on stimulant medications are nutritionally well.

### Labs:

All labs are reviewed in person, no exceptions. We have our reasons for this and this helps us maintain our high standard of care.

If you require labs for routine monitoring- thyroid, etc, we may order these in advance of your visit. However, for new symptoms or change in symptoms, we require a visit. We need medical reason to

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order a test, and do not order off of patient preference alone. Lab results should have a meaningful impact on care plan to be considered.

### **Insurance verification:**

While we do our best to assist you, insurance coverage is variable by plan and state that offers that plan. It is your responsibility to figure out what your insurance will cover, and if you choose services that are not covered by insurance (even if you thought they were), your responsibility to pay for services rendered.

### **How to contact:**

Vitality can be reached during office hours from 10am-12pm and after lunch from 1pm to 6pm at (503) 344-1345.

After hours, the on call physician can be reached by calling (503) 344-1345 then pressing 2.

- *The on call physician may need up to an hour to get back to you.*
- *The message must be left with adequate return information (Name, phone number, date of birth) for a message to be returned.*
- *Calls are returned in order of medical priority.*

Messages left on the non-urgent line after 6 pm will be heard the next business day.

Emails will be responded to within 3- 5 business days, in order of medical priority.

As always, if its an emergency, call 911 immediately.

**Social media comments are not an appropriate way to contact the office for scheduling or new medical concerns and they will not be responded to.**

### **Change of hours tracking:**

In event of unexpected closures and other acute schedule variations, we will post updates to our facebook ([facebook.com/vitalitynw](https://facebook.com/vitalitynw)) and Instagram account ([Instagram.com/vitalitynw](https://Instagram.com/vitalitynw)). We will try to update the phone voicemail message as well, but please keep in mind that child noise disruptions can make this difficult and there may be a delay to when closure hours are posted to the phone as compared to social media.

Weather related closures follow the Tigard/Tualatin School District.

The holiday schedule will go out via email from our newsletter list. There is a physician on call during the holidays.

### **Community**

We are also community members, and we may run into you at school, at community events, at the grocery store, at the playground, etc. We respect that you may not wish to talk to us or to explain to others how you know us. We will respond to your contact and communication, but we will not initiate this. We don't hate you, we just don't want to intrude on your life outside of the office.

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If you do initiate conversation with us, please do not discuss your medical needs. Ad hoc conversations in the produce department don't make it into your chart and don't get followed up on. Further, we may not remember important details that are written in your chart which presents the chance for subpar care. Further, the produce stocker may hear all too many things.

Do not use our personal social media or cell phone numbers to contact us about medical needs or updates. We will not respond to these types of requests.

You are welcome to email us information or use the patient fusion portal as these are much more trackable.

Patient or guardian signature: \_\_\_\_\_

Printed name: \_\_\_\_\_

Printed name of guardian: \_\_\_\_\_ Relationship to patient: \_\_\_\_\_

Date: \_\_\_\_\_

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