



CANYON WREN

Family Medicine & Wellness, PLLC

Clinic Guidelines

I want to take good care of you, and I expect you to take good care of yourself.
These guidelines will help us both accomplish these goals.

1. Be on time

This is *your* party. Please don't be late. In fact, be early if you can. I have structured my clinic so that I can see a humane number of patients without running too far behind, and I carve out a lot of time for you because you deserve it. If you are more than 15 minutes late for you or your child's appointment time then you will need to reschedule and your visit will be counted as a no-show appointment. I know that sometimes life happens, and I will still love you and think you are a great person.

2. Show up for your appointment

This is *your* party. Please show up. If you forget and miss an appointment I will still love you and think you're a great person, but you will have to pay me \$50 before you can schedule another one. The first time you cancel your appointment on the same day it's scheduled, you get a pass; the second time you get to pay me \$25. I don't double-book patients and I carve out a lot of time for each patient because they deserve it. If you don't show up for your appointment or cancel last-minute, you've not only missed out yourself, you've potentially kept someone else from the time they deserve as well. If you chronically no-show/same-day cancel, then we will have to have a heart-to-heart about what is going on and about whether or not you may need to find another doctor. No hard feelings, sometimes things just don't work out.

3. Don't be mean

You are welcome to disagree with me, argue with me, or fuss at me, but be civilized about it. If you curse at me, threaten, throw things, generally act nasty, or actively refuse to follow any of my health recommendations for no clear reason then I will have to decline being your physician. I will do my best to encourage dialogue and not cause frustration, and I may need your help to see when I'm being frustrating. Let's work together because we have the same goal: you (or your child's) good health.

4. Be mindful of when you call

Please call if you need. I'm not telling you not to call. I want to be here for you, and that's why I have structured my clinic the way it is - with a humane number of patients so their needs aren't more than one person can possibly meet. Just be aware that my office number goes straight to my personal cellphone. So, the best time for routine questions is during normal business hours, even if the office isn't technically open at that time. Emergencies, of course, happen at all hours - but please be mindful as to what is classified as an emergency. I would love to help keep you out of the ER or urgent care if you think your child has an ear infection or if you have a cut that needs stitches or you think something might be broken or you think you have a urinary tract infection. On the weekend or outside of regular office hours I can take usually care of you with something like that if you call. However, if you think you're having a stroke or a heart attack, you need to go to the ER. If you really aren't sure whether or not you should go to the ER, please feel free to call and ask me if I think something is worth an ER visit.

Also be aware that making a diagnosis over the phone is just about impossible as nothing can replace being in the same space as a patient. We may have to schedule a visit to give your issue the time it deserves if things gets complicated.

5. Don't panic if you can't get ahold of me right away

If there's a life-or-limb-threatening emergency, call 911. Otherwise, if you call me and I don't answer right away, I'm probably with another patient and my assistant isn't there right then. If you don't leave a message, I don't know that you called and I don't know that you wanted me to call you back. You don't have to leave a detailed message, just your name and number is fine. The majority of the time I can call back within 10-15 minutes; at most an hour. Sometimes I may be completely off-grid and unavailable. In that case, I will have other physicians covering for me. Please treat them kindly. There will be a message on the main number letting you know how to reach them.

6. Don't use email or text for health information - use the Patient Portal

Email isn't HIPAA compliant, and neither is texting. Please don't use them to ask medical questions or tell me about medical issues because the federal government will fine me, shut me down, and otherwise make life miserable for me. My Electronic Medical Record (EMR) has a Patient Portal you can sign up for and we can communicate securely that way. Then everyone is happy.

7. Be engaged in your care

Unfortunately, in modern medicine the system has taught both providers and patients that the provider has to do the majority of the work for a patient to achieve health. This is actually not true. In fact, it's impossible for any provider to take care of someone's health without that person being deeply involved.

You are the only person who can do anything about your health. I can make recommendations and outline a plan of care with your input, but you must take an active role in your care.

What does this look like? It means that if you don't hear about lab/radiology results or a referral within one week, then you need to call and find out what happened. If lifestyle recommendations are prescribed as treatment, then those recommendations need to be attempted - or at least you need to be honest about what you can and cannot reasonably do for your health. It means that if something is scheduled for you, then you need to honor the time and effort it took to obtain that appointment by showing up for it. There are a lot of other medical providers around who would be happy to put you on multiple prescription medications to cover symptoms rather than actually fix underlying causes, so if you have no interest in taking an active role in your care you should probably find one of them instead. And when you're ready to take care of yourself, then call me up - I'd be happy to see you.

8. Please pay for what you receive on time

Your co-pay is due at the time of your visit. If you can have your payment ready so we can take care of it at the beginning the visit, that would be very helpful, but it isn't required. If I bill your insurance and there's a portion of the visit cost that you need to pay, I will send you an invoice; please pay at your earliest convenience (I can work with you on payment plans if you need, just let me know). My services are really valuable, and if you can't bring yourself to value them for whatever reason, then please find a doctor who does have services valuable to you. No hard feelings. Sometimes things just don't work out.

9. Be.

Be well. Be loved. Be happy. Be a patient at Canyon Wren Family Medicine & Wellness. Welcome!