



Healthy Living
COMMUNITY

General Policies

How we do things

Phone

For non-urgent questions please contact us via the Patient Portal or call during our office hours when we are in clinic. You can reach us at (971) 231-4536.

If you have an urgent health issue and require immediate assistance or advice during office hours please call (971) 231-4536. For urgent concerns outside-of-office hours you may text Dr. Kerry, please see our policies for outside-of-appointment communication below. If she doesn't answer within 20 minutes and it is truly urgent please text a second time. Please use this privilege appropriately as it means interrupting family time.

For a life-threatening emergency, always call 911 immediately.

There may be rare times when Dr. Kerry will not be able to return your urgent call promptly (such as the cell phone battery dying unexpectedly) and what was an urgent situation becomes an emergent situation. In these cases, please don't delay in seeking emergent care or calling 911.

Email

Email can be a convenient way for us to communicate, however we ask that all health related concerns be relayed through the portal.

Email is not entirely secure. For example, if your email address is through your employer, your employer may be able to read the messages. Likewise, there is a small possibility of interception of messages from outside parties ("hackers"). For these reasons, it is best NOT to transmit messages of a sensitive nature, such as mental health, substance abuse, or HIV status through standard email.

Outside-of-appointment Communication

Starting January 31, 2021 - We are changing our policy regarding contacting providers outside of appointment times (via phonecall, text chain, or ChARM portal message). If you contact our providers outside of an appointment, there will be a sliding scale, pay what you can, fee incurred. This fee is not meant to discourage members from reaching out with urgent concerns, but to ensure that there is acknowledgement of the value of Dr. Kerry and Dr. Aleksandra's time, and that their accessibility outside of clinic working hours is beyond what many physicians provide.

If you have a new non-urgent health concern or continuing care question, please start by contacting Pearl and trying to schedule an in-person (or Telemedicine) appointment with Dr. Kerry or Dr. Aleksandra. For truly urgent issues, we are often able to accommodate same-day appointments, and will try our best to do so if warranted.

If you are unable to find an appointment time that works with your schedule, or would like your issue addressed sooner than appointment times we can provide, you can reach out via portal message, with the understanding that a sliding-scale fee will be charged as noted on the fee schedule below.

If you have an urgent concern after hours, you can contact your primary care provider for support, Dr. Kerry prefers a text and Dr. Aleksandra prefers a phone call. We can both give advice and help you determine if a visit to urgent care or the ED is warranted. Please understand for this contact a sliding-scale fee will be charged as noted on the fee schedule below.

A breakdown of HLC's outside of appointment communication policies:

1. Text messaging- any text sent directly to Dr. Kerry's or Dr. Aleksandra's personal phone should be deeply considered and reserved for urgent issues.
 - a. Short text conversations (a few messages back and forth) are \$30, a more lengthy conversation will be billed at \$60-120 depending on time spent responding
2. Phone Calls - during business hours please call the clinic number (971-231-4536) for all concerns. Urgent concerns outside of business

hours please text Dr. Kerry's personal phone (number on the clinic voicemail) and she will call you back.

- a. Calls will be billed as visits:
 - i. 5-15 minutes: \$60
 - ii. 15-30 minutes: \$120
- 3. Portal messages- There will be no charge for follow-up/clarifying questions after an in-person/telemedicine appointment which are sent through the ChARM portal. - Any response to messages pertaining to a new health issue communicated through the portal will be billed as a 15 minute visit (\$60).
 - a. Please note that all questions regarding appointment scheduling should be directed to Pearl either through the ChARM portal or via a phone call during clinic business hours

Please note that all payments are sliding scale, pay what you can-- just like our in-person appointments! The billed amounts serve as a reference guide for the actual cost of our providers' time, but you choose the amount you pay. This model gives you the flexibility to decide on a payment amount that is feasible for you/your family. We never want financial burden to stand in the way of seeking care. Always reach out if you have an urgent health concern. Healthy Living Community is open to discussing other reimbursement avenues, including barter.

To best support our lowest income members HLC is now billing CareOregon, and communications outside of appointment times can be billed through CareOregon as a Telemedicine visit. If you do not have CareOregon but are insured, a superbill may be requested to submit to your insurance for reimbursement.

This policy change is not meant to burden you, just recognize and affirm the time Dr. Kerry and Dr. Aleksandra are spending outside of their designated working hours to deliver the comprehensive care they fundamentally value being able to provide.

Cancellation and No-Show Fee

Your appointment slot is long (typically 30-60 minutes depending on appointment type). Although we may not use the entire time slot for your appointment, this time is reserved for you and no one else. Please cancel your appointment by calling or sending a portal message at least 24 hours prior to your appointment if you need to cancel. This will allow time for the slot to be

filled by another patient. If you do not notify us at least 24 hours beforehand or do not come to your appointment without cancelling (“no show”), you will be charged a \$50 cancellation/no show fee. This will need to be paid before you may schedule another appointment. If you “no show”, or cancel with less than 24 hours notice, you will be required to provide a credit card number in order to schedule another appointment. On the second “no show” or less than 24 hour cancellation, the missed appointment fee will automatically be collected.

Refills

Refilling prescriptions consumes a surprisingly large portion of staff time in a standard medical office. As we will be operating this clinic with minimal staff, we will not be able to refill prescriptions outside of office visits. When a provider writes a prescription, they will give you enough refills to last at least until your next scheduled office visit. If your refills are running low, it likely means it is time to schedule your follow up appointment!

For medications that aren’t used every day of the year, like allergy or headache medications, this policy will require you to be mindful and anticipate future refill needs during your current appointment.

If all else fails and you end up needing an emergency refill outside of an office visit, send a message or call with the drug name and dosage as well as the pharmacy phone number. We will attend to it within 24 hours. You will be charged a \$15 administrative fee for this service for the first prescription, \$5 for each additional prescription.

Please do NOT have your pharmacy contact us for refills. These refill requests are often auto-generated at the pharmacy or are simply incorrect, thus we will ignore them. You must contact us personally if you need an emergency refill outside of an office visit.

Narcotics and Scheduled Medications

Our providers rarely believe it is in the best interest of our patients to rely on chronic narcotics or sedatives, and thus infrequently prescribe them. If you come already on chronic narcotics or sedatives we will work to decrease your dose to the lowest tolerable level. Additionally, for both of your safety and ours, we require a signed contract and random drug testing for continued prescribing.

By law, these medications cannot be refilled over the phone.

Hospitalizations

We hope you will never need to be hospitalized. If hospitalization does have to occur, our providers feel that you will be best served by the hospitalist physicians (specialists in the care of hospitalized patients). Your primary care provider (PCP) will visit you at the hospital if you would like, and will communicate closely with your in hospital doctors about your health issues and the outcomes of your hospitalization.

Please tell the hospital that Dr. Kerry or Dr. Aleksandra is your primary care physician so they can update us with all important information. Also, within a day or two of your discharge, please send a message or call so we can determine how soon you need to be seen for follow-up.

Vacation

There will be times when our providers will be out of town or otherwise unreachable. Dates of upcoming vacation plans will be posted on the home page, mentioned in the voicemail and you will receive an auto-response message if you reach out in the portal. If you have an urgent health question or need to be seen while they are away please check the home page as it will also include a link to the website of colleagues who can help you in your providers absence.

Termination

You may terminate our relationship at any time for any reason. We would appreciate communication from you expressing your desire for termination, but it is not required. Likewise, our providers may terminate your relationship at any time. Generally, we will reserve this measure for patients who are not abiding by the stated policies or are disrespectful to us, our staff or the clinic grounds. If a provider chooses to terminate the relationship, we will notify you in writing. You will then have 30 days to find a new physician, during which time we will be available to you for urgent health issues only. You may request a transfer of medical records to your new physician.