

Office Policy

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Office Policy

Welcome! We are a primary care practice offering integrative family healthcare. We want to work with you to address your health issues and offer guidance toward optimum health. Please take a few minutes to read our policies. Your cooperation and proactive involvement will help us to assist you with your healthcare.

Appointments

We value our time with you and we want to make the most of it. To provide you with optimal service we schedule our appointments from 15 to 60 minutes. If you need to change your appointment, a 24-hour advanced notice is required for our office to provide appointments of this length. If you miss two appointments without calling, we will require you to make a same day appointment by calling (503) 449-8988 opt 2 the morning of the appointment date. If you miss this same-day appointment we may choose to not continue to see you. If you are 10 minutes, or more, late for an appointment, we may ask you to reschedule.

Lab and X-ray Results

If a test result is concerning, we will call you right away. To get your results you may schedule a follow-up visit or receive a copy of your reports in the mail. For abnormal results, we may ask you to come in to discuss the abnormalities in person. Referrals We are happy to refer you to a specialist if your problem is beyond our expertise. We may ask you to come in if we need more information. Emergency referrals will be made at the time of your need. Please allow 2 to 4 weeks for non-emergent requests. When the referral has been authorized you will be notified by our office and/or the Specialist office you are being referred to for appointment scheduling.

Prescription Refills

For medication refills, call your pharmacy and ask them to notify us by fax at

(503) 894-9194, or electronically. Please allow 72 hours for a request to be filled. If we have not seen you in some time, we may give you a refill for 1-4 weeks only and request that you make a follow-up visit.

Telephone Calls

We try to return telephone calls as soon as possible between seeing scheduled patients. For non-urgent matters, we may not be able to return your call until the noon hour or after 5 pm. Please be sure to give us the telephone numbers where we can contact you at various times. Messages left after 5 pm on voice mail will not be reviewed and returned until the following business day.

After Hour Calls

We utilize a group of providers that rotate after hours call, your provider may not be who you reach after hours. Please respect your providers off hours' time by calling these numbers only for urgent medical matters that cannot wait until the next business day. If you have symptoms that you think may be life threatening, including concerns about chest pain or stroke, please call 911 or go to the nearest emergency room.

Email

Email is used only for non-urgent communication. Our email address is: sheilamsmithfnpc@outlook.com.

Payment

All co-pays are payable the day of your appointment. We accept credit/debit cards and cash only.

Insurance

We will bill your insurance as a service to you. Depending on the benefits of your plan you may be responsible for amounts not covered by your insurance company. Become familiar with the benefits of your plan. You should know the following regarding covered benefits and authorized facilities: Lab & Imaging such as X-ray, CT, MRI, and Ultrasound, preventive services (routine physical), prescription coverage (mail order), and office procedures (wart & mole removal).

Feedback

We welcome your feedback, both positive and constructive. It helps us grow as a clinic and can be helpful to us personally as well. We wish to learn from our mistakes and to improve on the care we provide. If you feel uncomfortable discussing something with us in person, please send a letter. We appreciate the time you take to keep us informed.

If you have any questions regarding our Office Policy,

please contact us at (503) 449-8988.

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