



Eric North, MD • Phoenix Senna North, MD

530 Welch St • Silverton, Oregon 97381

Phone 503.874.6026 • Fax 503.874.6061

[www.hopefamilymedicineonline.com](http://www.hopefamilymedicineonline.com)

## Welcome to Hope Family Medicine!

We are honored you have decided to come to us for your care! We do not take this responsibility lightly. We strive to take care of the whole person and be your advocate to help you thrive.

### ABOUT THE DOCTORS:

Drs. Eric and Senna North have been family physicians in Silverton since 2007. Dr. Eric works 3 days a week and Dr. Senna works 2 days a week. We strive to balance our commitment to providing excellent medical care with our commitment to our family.

We stopped doing inpatient hospital care in 2010 and currently use the hospitalists at Silverton Hospital. This was a difficult decision but we have found that the care given to our patients by the hospitalists is excellent.

### APPOINTMENTS:

You may schedule an appointment the following ways:

1. Call us during our regular business hours, Monday through Friday, 8 am to 5 pm. This is the best method for urgent concerns. We have a limited number of "same day" appointments available every day. Please call early in the day as these spots fill up quickly. We will do our best to see you the same day for your urgent needs.
2. Internet online scheduling. You must be signed up with our patient portal to do this. Come in to the clinic and we can get you set up! You will get an email reminder of your visit.
3. Schedule your follow up appointment with our receptionist at checkout. This is the preferred way to schedule follow up appointments. For wellness exams and medication follow-ups, you may be asked to schedule a blood draw prior to your appointment.

You may be given the option to schedule a 15 or 30 minute appointment for a routine follow up and/or a new issue. If you have multiple concerns to be addressed by your doctor, we encourage you to make a 30 minute appointment. We believe it far easier to prevent a problem than to treat one! "Wellness exams" are an important way that assists us in taking care of you. We encourage you to schedule these preventative exams as frequently as your insurance allows. Wellness exams typically include:

- ◆Review of your complete medical, family, and social history
- ◆Review of your medicines. Our goal is to minimize the number of prescriptions you need by encouraging healthy lifestyles.
- ◆Complete physical exam. This is the time we do a skin assessment to evaluate for skin cancers.
- ◆Review of recommended vaccinations and/or preventative labs and tests.
- ◆We can cover new concerns during wellness exams but ask you notify our staff when scheduling so we can allot adequate time for the visit.

We strive to be on time and not keep you waiting! We frequently adjust our schedules to help this happen. In medicine, however, emergencies and crises do occur. If we are running behind, we appreciate your patience. We hope it will be a rare occurrence.

#### **MEDICAL QUESTIONS:**

Medical questions are first reviewed by our medical assistants before being relayed to the doctors. Our days are very fast-paced, so we have trained our medical assistants to assist us with phone calls. We also have email available. Emailed questions are not intended for urgent questions.

#### **MEDICATION REFILLS:**

The preferred and streamlined way of requesting refills of routine medications is to call your pharmacy and they in turn will then contact us with the correct information to meet your needs. Always be ready with the name of your medication, the dosage, and if you would prefer a one month or 3 month prescription (ask your insurance if you qualify for 3 month prescriptions if desired). Remember that the doctors are not in the clinic every day, so please plan to allow us a few days to fulfill your request.

#### **PAIN MEDICATIONS:**

It is our policy to not provide chronic pain medication management for new patients.

#### **WORKMAN'S COMPENSATION CLAIMS:**

We do not do workman's compensation claims. We have a list of providers that we can refer you to if this is needed.

#### **MOTOR VEHICLE ACCIDENTS**

We require patients to pay the cost of the visit up-front prior to being seen. There is no upfront cash discount as we cannot predict what the MVA carrier will reimburse. It is up to our patients to then file with the auto insurance carrier for reimbursement. We will assist in providing the medical records needed for the claim.

#### **AFTER-HOURS AVAILABILITY:**

We have so appreciated the respect that our patients have afforded us over the years. We cherish our time as a family and strive to take care of your needs during regular business hours. However, we understand that medical problems don't always occur during the day! We are available during the week after business hours for emergency questions. It is our policy to allow patients to go to the local urgent care or emergency room if they feel that it is an urgent matter. To reach us in cases of emergency, call the main clinic number and it will direct you to our answering service. The answering service will then contact us with your request and we will respond in a timely manner. You are important to us!

In addition, the clinic will be open 5 days a week and some Saturdays as well. Please call for the next available Saturday appointment if this better meets your needs.

On the weekends, there is always a doctor available for emergencies. We share these weekend responsibilities with several other family physicians in Silverton. They are available for emergency questions.

#### **FINANCIAL**

We desire to make health care affordable to everyone. We are required by our insurance contract agreements to always charge you a copay at each doctor visit (medical assistant visits are exempt). We ask you come prepared to pay your copay at the time of your visit. The default copay is \$20 if you do not know your copayment amount. If your insurance copay is 20% of the office visit, our policy is to collect \$30 at the time of visit (this is 20% of \$155, which is our fee for a basic office visit). You will receive a statement for any additional co-insurance fees. Any fees collected that exceed charges billed will be credited to your account. For our non-insured patients, we offer a 40% discount if the payment is made the same day of the office visit. The discount is off the office visit charge alone and does not extend to lab and/or miscellaneous fees. For past due balances, we offer a 10% discount if the balance is paid-in-full.

#### MEDICAL RECORDS:

We will provide you a copy of your medical records on CD upon request for a fee of \$5 to cover our costs. You will need to sign a letter of release at the time of pick-up. Please allow 48 hours from the time of your request.

#### REFERRALS:

Many insurance companies require that your primary care physician refer you to see a specialist. We work diligently to make this process efficient and timely. Please allow most referrals a week to process. We must await insurance approval and then the specialist's office will contact you directly.

Eric North MD

P Senna North MD