

## New Office Policies: Dr. Dunham Family Practice

**Scheduling Appointments:** Our office is committed to providing excellent access to patients through scheduled appointments and same day appointments. This means that existing patients will be able to be seen within 24-48 hours of the request for an appointment. For existing patients, appointments may be made by phone or by a link on the website through Appointment Quest. If there is not a convenient time, please leave a message so that we can try to accommodate the request.

**Late Policy:** Our practice respects your time and makes every effort to keep on schedule. In order to help, please note that your appointment time will not be extended due to late arrival. You may be asked to reschedule your appointment, also.

**No Show Policy:** Our practice does not "double book" appointments so that patients are seen on time. Please call at least 3 hours in advance if you will be unable to keep your appointment so another patient can access care. A pattern of repeated failures to keep appointments will result in dismissal from the practice.

**After hours concerns:** If you have a medical emergency, please call 911 or go to the nearest emergency room. For all other concerns, you may leave voice mail that will be answered during business hours. For more urgent matters, please call the office and you will be directed to Dr. Dunham. Dr. Dunham is prompt in the return of calls and a return call may take up to 1 hour in certain circumstances.

**Refills:** please contact your pharmacy about refills since this will be the quickest way to receive a refill. Adequate refills are provided until the next needed appointment and zero refills on your bottle usually indicates that an appointment is due.

- NOTICE: Pain pills, Sleep aids, ADD medications, and Anxiety medication are filled during business hours only.
- Antibiotics and the above medications are not prescribed without appointment.

**Electronic Health Records:** Our office now has electronic health records, which allows you to access your personal health records and review diagnoses, medications, immunizations, and allergies. You will be provided a temporary pin number and a confirmation email will be sent to you to allow this access. This system is called Patient Fusion. The Patient Fusion website does not allow email. Please see below.

**Email Policy:** Email is convenient and efficient way to communicate non-urgent requests, questions, and messages that you may have for Dr. Dunham or the practice. Security of this information is very important and Dr. Dunham uses an encrypted system for this purpose.

Some considerations in regards to email:

- If your email address is through your employer and not your personal email, your employer may own all emails sent to that address.
- If your family shares an email address, other family members may see your message
- If you use an Internet service provider, there is a small risk that others may intercept messages.

The following subjects are rarely appropriate for standard email:

- An urgent, medical emergency
- Chest pain or shortness of breath
- Bleeding
- Alcohol or substance abuse problems
- HIV, sexually transmitted infections, or sexual questions

Our practice does not control the security of incoming email messages from patients. Patients who choose to email personal health information do so at their own risk.

In order to reduce the risk, our practice uses encrypted email by dr dunham server. This link will be provided to you by email upon request. This will be a separate email from the electronic health record/Patient Fusion.

Since a secure encrypted email server is available, emails that are not transmitted in this manner may not be answered.

Email is reviewed by staff and answered by Dr. Dunham during business hours. If the email is lengthy and requires research, the email may require an answer the following business day. An email that leads to a new diagnosis or treatment will incur a \$35 fee. More urgent matters will require you to call the office.

Please keep in mind that although email is an effective tool, it is not a substitute for a personal visit for examination and counseling with your doctor.

**Telephone calls:** Our office attempts to return requested information in a timely manner. Sometimes the requested information cannot be obtained the same day that a call is made and so a return call is made the next business day. Dr. Dunham returns calls before clinic hours (usually before 8 am), during the lunch break 12:30-1pm, and at the end of clinic (usually after 5 pm). Returned calls are not usually charged unless a new diagnosis or new treatment is rendered. In these cases, a \$35 fee will be charged.