



Sunrise Family Clinic, LLC

320 SE Baker St., McMinnville, OR 97128
Phone: (503) 474-3600/Fax: (503) 474-3601
www.sunrisefamilyclinic.com

Welcome to our practice!

We would like to take a moment to personally welcome you to our practice. We at Sunrise Family Clinic are happy to partner with you in improving your health, and look forward to getting to know you. Our goal is to provide you with a warm, caring, personalized care experience. We strive for a small-town doctor feel, limiting the number of patients accepted to allow Jacqui, Noelle, Tracy, and Lisa, to spend time working with them (though sometimes it gets crazy as we try to see patients like you to prevent the need to go to urgent care or the ER when possible). We are flexible enough to give you a cell phone number, which allows you to be able to talk to someone about urgent issues after hours and on weekends, when necessary. At times, urgent weekend appointments (such as sutures) may be available, if it fits the nurse practitioner's schedule. Jacqui, Noelle, Tracy, and Lisa are often in meetings, with their families, or volunteering when not in the office, so ***please leave a message on the after-hours cell*** if you go to voicemail. Someone will return urgent calls as soon as possible (call us again if you have not received a return call within 30 minutes, and non-urgent calls on the next business day). You can expect that we will strive to give you holistic care, including natural and traditional medical treatments, focus on prevention (including requiring annual preventative exams, as guidelines recommend for people of all ages), as well use the most up-to-date research to best care for you.

We do require 24 hours notice if you are unable to keep a scheduled appointment. Because Jacqui, Noelle, Tracy, and Lisa schedule the time to spend with each patient and would like to be able to continue doing so, we really try not to overbook. Thus, it is important to know if you will not be there, so we can fill the slot with someone who will. Because of this, **there is a twenty-five dollar no show fee** for every appointment missed without 24 hours notice, after the first missed appointment. After three (3) missed appointments, we reserve the right to discharge you from our practice.

Our billing and automated reminder calls are done by Athena on the East Coast. If you have any questions or concerns regarding either, please do not hesitate to call our office. Sunrise Family Clinic frequently offers financial assistance if cost is a barrier for your health care. Whether or not you have insurance, you can request a hardship application requesting assistance with payment or a payment plan.

You can contact us through the patient portal on our website (www.sunrisefamilyclinic.com), update information there, and look at labs or notes from your visit. If you have any issues or concerns, please let us know – we strive to give excellent customer service. Thank you for choosing Sunrise Family Clinic to partner with you – we look forward to working with you to help you attain your best possible health!



Sunrise Family Clinic

Jacqui Terrill Cooke, FNP, CNM
Noelle McLaughlin, DNP
Lisa Bingham, FNP
Tracy Brunette, FNP
320 SE Baker St., McMinnville, OR 97128

Patient Information

Contact:

Website: www.sunrisefamilyclinic.com – contact us via patient portal any time!
Phone: (503) 474-3600 / Fax: (503) 474-3601
Text: (971) 312-2292 (non-urgent)
Cell: (503) 435-8920 – for after hour urgent needs only, please

Hours:

Monday: 8:00am-7:00pm
Tuesday: 7:00am-4:30pm
Wednesday: 9:00am-7:00pm
Thursday: 8:00am-4:30pm
Friday: 7:00am-4:30pm

Sunrise Family Clinic Mission:

To provide excellent and caring health care in partnership with patients and families.

Sunrise Family Clinic Values:

Caring, Compassion, and Respect: Recognizing the unique circumstances and physique of each person in this world, individualizing treatment to best suit them, and protecting their privacy.

- Includes listening to concerns, answering questions and coordinating care to get the services needed when they are needed

Partnership: Working together using up to date research to offer nonmedical and medical treatment options to improve the health of families and individuals.

- Includes offering treatment options that best fit the circumstances and desires of the patient, including alternative treatment modalities as indicated

Stewardship and Flexibility: Caring wisely and well for people, resources and the earth: developing and maintaining optimal health.

- Includes requiring preventative exams, having same day or next day appointment availability whenever possible, after hours help, and alternatives to Urgent Care or the Emergency Room

Sunrise Family Clinic Goal:

To provide a caring, welcoming community where people feel supported in improving their health.



Office Policies

In an effort to provide you quality care, we feel it is important to make you aware of our office policies. Knowing this information can help us better work together, avoid potential problems down the road, and help everyone know what to expect.

Appointments

We try very hard to run on schedule so please be prompt for appointments. Please call if you are running late, and we will let you know if we can see you or if it will be necessary to reschedule your appointment. If you are late for your appointment by 15 minutes or more, it counts as a missed appointment (see below), and you may be asked to reschedule or to wait until the next available appointment.

If you are unable to make a scheduled appointment, we expect that you will call and cancel no less than twenty-four hours prior to your appointment time. We do understand that personal emergencies arise, and we take that into consideration. If you find that you cannot keep your scheduled appointment, a 24 hour notice will allow us to schedule another patient in need of treatment, making our practice more efficient and everyone's life a little smoother. It is our policy that a cancellation/reschedule with less than 24 hours' notice will result in a \$25 charge being applied to your account. Three missed appointments may result in your dismissal from the practice.

Insurance Coverage and Your Responsibilities

Because there are many insurance companies with multiple plans, it is your responsibility to verify what your insurance plan covers prior to scheduling an appointment. You are expected to pay in full at the time of service for any portion of the bill not covered by insurance (example; co-payment, deductible and non-covered services).

Payment can be made by check, cash or credit card.

Failure to provide us with insurance information will require us to designate you as a self-pay patient. If you fail to provide the appropriate insurance information within your insurance plan's timely filling limit, you will be responsible for the entire bill. You may request a cash discount or hardship form to fill out that may help decrease this cost.

You should be familiar with the answer to the following questions...

1. Does your plan have services that are not covered by insurance?
2. Does your insurance require a co-payment for office or emergency room visits? Is there a percentage of each visit you are required to pay?
3. Does your insurance require that you get a physician "OK" prior to an emergency visit? If so, you need to call us before you go, except in a life-threatening emergency.
4. Does your insurance cover routine appointments without a deductible?
5. Do procedures (such as excisions of skin lesions like moles, wart treatment, etc.) get counted as office visits, or do they go to deductible?
6. Are you required to use any specific pharmacy? If your insurance company has a list of preferred medications (formulary), bring it with you to all appointments or be ready to pull it up on your phone.
7. If you require lab tests or x-rays, are there certain labs/facilities you are required to use?
8. If you require after-hours emergency care, are there certain hospital emergency departments you should use?
9. Does your insurance company allow you to use immediate care centers?

Please understand we code our services for the type of appointment scheduled, the problems covered during the visit, procedures completed, and/or the time taken, based on national standards. Once insurance has been filed, we will NOT be able to change diagnosis or procedure codes unless an error was made.

Payment

You are expected to pay your bill in a timely manner. Delinquent accounts may be sent to a collection agency, and/or may result in your dismissal from our practice. We try to be flexible and understand that there are times of financial difficulty. If necessary, we are willing to discuss allowing you to pay with a reasonable payment plan.

Non-Insured Patients: Our non-insured patients will be given a 40% discount on their services when paid in full at the time of service. This discount will not be valid after a statement has been sent.

Financial Assistance: If you are unable to pay your bill, you may contact our office manager, Linda Terrill and request financial aid application for you to complete.

After-Hours Calls

We have a nurse practitioner on call after hours to handle urgent situations. If there is an emergency, please call 911 or go to the emergency room. Because it is a cell phone, please be respectful of our nurse practitioner's time and limit after-hours call to urgent issues only. Calls for prescription refills, questions about minor illnesses, over-the-counter drug doses, etc., should be made during office hours. We cannot be available at all hours for non-urgent questions. We will help you learn to handle common illnesses yourself with handouts and guidance. If the provider feels that an after-hours call is inappropriate, she may remind you that such a call should be made during office hours. Repeat inappropriate after-hours calls may result in your being charged for the provider's time.

You can also text the after hours number for urgent issues. You can message through the patient portal or leave a message at the office for non-urgent matters. Please be aware that when you call the after hours line, you will likely leave a message, as our nurse practitioners may have their hands full, be in a meeting, or screening their calls. If your message has not been returned within 30 minutes, please call or text again. If your call is deemed non-urgent (such as prescription refill, etc. as listed above), you may not be called back until the next business day.

Refills

Please call your pharmacy for prescription refills. Please allow 2-3 business days for all medication refill requests to be completed. We often have them filled on the same day, but some days we are very busy or out of town.

Practice Dismissals

Occasionally, we may find it necessary to dismiss a patient or family from the practice. Reasons for this include, but are not limited to, the following:

- 1) Recurrent late or missed appointments
- 2) Noncompliance with recommended medical care, including preventative exams
- 3) Nonpayment of bills
- 4) Threatening, abusive, inappropriate, or rude behavior toward office staff, doctors, or other patients and families



Patient Rights and Responsibilities

It is the expectation that the Sunrise Family Clinic team and patients will partner together to allow the highest quality medical care to improve the health of individuals and families, in an open and respectful manner in a confidential environment. We expect you to take part in your treatment choices, and promote your own safety by being well informed and involved in your care. Because we work together as partners, we want you to know your responsibilities and your rights related to your care.

Your Responsibilities

- Actively work with your provider to solve problems and to develop goals.
- Actively participate in your treatment plan, ask questions when you don't understand, make changes when needed, and to keep your nurse practitioner informed of the effectiveness of your treatment.
- Take medications as prescribed by your provider, or discuss why you think you will not be able to take the medication.
- Notify your provider of any changes in your medications or if additional medications have been prescribed for you.
- Seek additional help for any mental health, alcohol or drug problems.
- Treat Sunrise Family Clinic staff and other patients with respect.

In addition, we expect you to:

- Provide complete and accurate information, about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks. We also expect this information to include your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer.
- Provide the clinic with a copy of your advance directive, if you have one, any old vaccination records, and sign a consent with the names and contact information of previous or current providers, allowing us to so we can access records if needed to best provide you care. If you do not know the names previous providers, it is your responsibility to find this information.
- You are expected to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your nurse practitioner. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- You are expected to treat all Sunrise Family clinic staff, other patients, and visitors with courtesy and respect; abide by all clinic rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors.
- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner. Because there are many insurance companies with multiple plans, it is your responsibility to verify what your insurance plan covers prior to scheduling an appointment. You are expected to pay in full at the time of service for any portion of the bill not covered by insurance (example; co-payment, deductible and non-covered services), or within 30 days of a bill being sent to your home.
- You have the responsibility to keep appointments, be on time, and call the clinic if something prevents you from completing this commitment.

Your Rights

- *You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, or disabilities. This includes the right to be called by your preferred name and to be in an environment that maintains dignity and adds to a positive self-image.*
- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- *You have the right to have someone remain with you for emotional support during your visit, unless your visitor's presence compromises your or others' rights, safety or health. You have the right to deny anyone from coming in the room with you, unless requested by your provider for her or your safety at any time. You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments. You may ask for an escort during any type of exam.*
- You have the right to be told about your possible diagnosis and prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- *You have the right to access protective and advocacy services in cases of abuse or neglect. We can provide you with a list of these resources.*
- You, as well as your family and friends with your permission, have the right to participate in decisions about your care, your treatment, and services provided, including the right to refuse treatment to the extent permitted by law. If you choose not to follow the advice of your nurse practitioner, your nurse practitioner and Sunrise Family Clinic will not be responsible for any medical consequences that may occur.
- *You have the right to communication that you can understand. Many of our staff are bilingual, your health plan may provide interpreters as needed, or you are welcome to bring your own interpreter. We will make every effort to be sure that information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you may request additional aids to ensure your care needs are met.*
- You have the right to make an advance directive and appoint someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help you complete one.
- *You have the right to be involved in your plan of care.*
- You have the right to receive detailed information about your charges.
- *You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical records, though it may take 3-30 days to provide a full copy of them to you. You may add information to your medical record by contacting Linda Terrill. You have the right to request a list of people to whom your personal health information was disclosed.*
- You have the right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.
- *You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your nurse practitioner, the office manager, or the business owner.*