



HERE'S WHAT YOU NEED TO KNOW

CHECKING IN FOR YOUR APPOINTMENTS



- We ask that you check in at least 10 minutes before your scheduled appointment time. (Arriving late for check in may require us to reschedule the visit, which we definitely don't want to do!)
- If you are scheduling your first visit with a provider you have not seen before, you may be asked to check in 30 minutes early, in order to complete any necessary paperwork.
- At check in you will be asked to confirm that the information in our system is up to date. Including:
 - o ID on File
 - o Mailing Address
 - o Contact Phone Number
 - o Insurance Information (if applicable)
- At each check in our reception team will let you know of any copays, current balances, or past due balances owed on your account.

CHECKING OUT OF YOUR APPOINTMENTS

- At check out the receptionist will briefly review your provider's supplement and service recommendations and you will be scheduled for your next visits.

APPOINTMENT REMINDERS & CANCELING APPOINTMENTS



- You will receive a reminder call 1 business day prior to your scheduled appointment.
- If you choose to opt in to text reminders, you will receive a text reminder 2 business days prior to your scheduled appointment. PLEASE NOTE: Text reminders do NOT currently list your check in time. You are still required to check in 10 minutes prior to the appointment time listed in the text reminder.
- Canceling Appointments: If you need to cancel or reschedule your appointment, please notify us at least 1 business day before your scheduled appointment. If we are not notified at least 1 business day before your appointment, it will be recorded as a "same day" cancellation. If I have more than 3 same-day cancellations in a 12-month period, you may be dismissed from care.

APPOINTMENTS OVERVIEW



- Our providers are known for the time they take to really listen and understand what is going on for our patients. We can schedule as many appointments as you need to make sure you are getting the very best care possible. At each visit we make the most of the scheduled time that we have set aside just for you. To maximize your time with the provider, we ask that you choose no more than 3 things to discuss during each visit.
- Office Visits: These appointments are typically scheduled so a patient can discuss a new condition and address a specific health concern or condition with their provider and begin treatment.
 - Follow Ups: These appointments are scheduled to review an existing condition, review lab work, continue treatment or discuss next steps in treatment.
 - Annual Wellness: Is a routine preventative exam to review your overall health, identify risks and find out how to stay healthy. It may include an gynecological exam, depending on the needs of the patient. It is performed only once in a 12 month period and IS NOT for the purpose of discussing a new condition or specific health concerns.
 - Medicare Wellness Visit: Is a routine assessment that includes vitals, family medical history, and risk assessments, but is typically less extensive than an annual wellness visit. It IS NOT for the purpose of discussing a new condition or specific health concerns.
 - Urgent Visits: Are visits that handle a variety of medical problems that need to be treated right away, but are not considered true emergencies. Urgent care is not emergency care. Immediately call 9-1-1 if you are having an emergency.
 - VSP Provider Check-Ins: These visits are brief check-ins with a provider after your 1 on 1 visit with one of our health coaches. A VSP check-in could last anywhere from 2-10 minutes to briefly review your recent visit with the health coach. It IS NOT for the purpose of discussing a new condition or specific health concerns.
 - Physical Therapy, Chiropractic & Massage Visits: Please wear comfortable clothes in which you can move around. Try to avoid jeans, tight pants, or skirts to allow necessary movements during evaluation and treatment.



HERE'S WHAT YOU NEED TO KNOW



LAB DRAW APPOINTMENTS

- Hydrate! Water hydrates your veins and hydrated veins are easier to find and, therefore, easier to draw from. Drink plenty of water before having any blood test!
- Fasting Instructions: Always follow your provider's instructions for fasting. Typically, fasting labs require that you do not eat or drink anything other than water for at least 8 hours prior to the lab draw. Some labs may also require you to stop taking certain medications prior to labs. Check with your provider for specific instructions.
- Our lab services are In Network with most major insurance carriers, and offers you the ability to meet nearly all of your lab needs in one place. Labs drawn at Complete Care may be processed in-house or they may be sent to a partner lab to be processed, depending on the type of labs being drawn.



PRESCRIPTION REFILLS

- If you need a refill on a medication that was prescribed by one of our providers, please contact your pharmacy first. We ask that you give our providers at least 72 hours to process any prescription refills requests.



CONTACTING YOUR PROVIDER DURING CLINIC HOURS

- During clinic hours you can easily reach our office via patient portal. This secure messaging system allows you to send a message directly to your provider's team and receive timely responses without having to wait for a call back.
- If you have a time sensitive question or concern, you can also call our office and leave a message directly with your provider's medical team.

AFTER CLINIC HOURS

- If you have an urgent need after clinic hours you can contact our on call provider, by calling the main clinic line, at any time. 541-773-9772 Please note: Our providers do not prescribe medications after clinic hours. If you are having a medical emergency, please call 9-1-1.



Improving Quality of Life Beyond Any Reasonable Expectation