



1095 N. 1st Avenue, Stayton, OR 97383
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Thank you for choosing Canyon Family Health for your primary care!

There are a few things we would like you to know about the clinic:

- Clinic hours are Monday—Friday from 7 AM – 5:00 PM. After hours triaging is shared with Santiam Hospital. If you have an urgent after-hours medical concern, please call the clinic to be transferred to a triage nurse. Please note, on-call providers will not be able to prescribe medication refills.
- All true emergencies should be transported via ambulance (911) to the nearest hospital. Contact the paging service after-hours for any other urgent concerns rather than having an expensive and unnecessary emergency room visit.
- We reserve time daily for acute visits such as coughs and sports injuries. Our staff is skilled at assessing the need to use these appointments. Please call us first before seeking the emergency room or urgent care.
- It is your responsibility to verify with your insurance regarding coverage of today's appointment and any services provided. If your insurance does not cover a service, the cost will be your responsibility to pay.
- Many insurances require you to be assigned to your primary care provider. Please call your insurance and verify that you are assigned to a Canyon Family Health Provider before your first appointment.
- Verbal and physical aggression displayed towards any staff member will result in immediate termination of the relationship with Canyon Family Health. Yelling, cursing, name-calling, insulting, and pretending to hit or kick a staff member will not be tolerated. Any unwanted physical contact will result in immediate termination with possible charges filed.
- The patient portal is a GREAT way to communicate with us. You can download the app, called "athenaPatient" or log-in through our website. Please allow up to 48 business hours for a response. If it is more urgent, please call the clinic directly. All non-emergent medical triage calls will be returned within 48-business hours.

The patient portal is also a great way to view your medical history. You can log-on and download any part of your medical record to share with other providers or keep for your own records.

- Refill requests should be made seven days prior to needing the medication so we can guarantee it is completed on time.
- We are currently not providing opioid medication for chronic conditions. If you need chronic opioid medications, we will refer you to pain management to have these prescriptions filled. We are able to treat your pain concerns with other proven methods of pain management.
- Most lab results will be provided to you by phone within 48 business hours, specialty labs may take longer. Imaging results can be expected within 72 business hours. If you were referred to a specialist, you should expect to hear from them within 2 weeks from your appointment. If you have not heard from us within these time frames, please call or message through the portal.
- To continue to receive refills, office visits need to be completed at least annually. If you do not have any new concerns, the annual preventive/wellness exam is a great way to touch base and ensure your health is in order. If we have not seen you in at least 2 years, we will consider you to be inactive and you will need to reestablish care.
- We have a “no-show” policy. No-show means that the patient either did not cancel the appointment at least two hours before the scheduled time or that the patient was over 10 minutes late to an appointment without calling ahead. Two no-show appointments will result in being dismissed as a patient from the clinic. Appointments will be rescheduled or canceled if the patient arrives over 10 minutes late and will be considered a “no-show”.
- To provide patients and families an opportunity to express concerns about their care, we ask that these are expressed to management either verbally or written. Our goal is to provide high-quality, compassionate care. Often, problems are a result of a misunderstanding that can be addressed with good communication.
- To register as a new patient, please complete and return our New Patient Packet found on our website or call to request a packet to be mailed. We cannot schedule the first appointment without having this paperwork first. At your first visit, please remember: Arrive 15 minutes early, Bring a form of photo ID and your insurance card, Bring a copy of your medical records, if available.

We look forward to working with you!

Sincerely,
Your Friends at Canyon Family Health