



1095 N. 1st Avenue, Stayton, OR 97383

503-767-3226

503-769-2175 (after hours)

Thank you for choosing Canyon Family Health for your primary care!

We are happy to help you meet your health care goals.

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

- Clinic hours are Monday—Thursday from 7 AM – 4:30 PM and Friday from 7 AM – 12 PM.
- After hours triaging is shared with Santiam Hospital. If you have an urgent after-hours medical concern, please call (503)769-2175 and a medical provider will be paged to assist you. Do not leave a voicemail at the clinic or send a private email to Maria for urgent needs. 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.
- The patient portal is a GREAT way to communicate with us. You can register at <https://19037.portal.athenahealth.com/> or speak with staff about this feature. While we can normally respond on the same day, 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.

- It has become necessary to implement 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. Three no-show appointments will result in being dismissed from the clinic. Appointments will be rescheduled or canceled if the patient arrives over 10 minutes late and considered a “no-show”.
- 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.
- To provide patients and families an opportunity to express concerns about their care, we ask that these are expressed to Maria Fife, FNP. Our goal is to provide high-quality, compassionate care. Often, problems are a result of misunderstanding that can be addressed with good communication. It is never our intent to upset our patients and we will work very hard to make sure you receive the care you need.
- At your first visit, please remember:
 - Arrive 20 minutes early
 - Bring a completed new patient packet
 - Bring a form of photo ID and your insurance card
 - Bring a copy of your medical records, if available

We value our patient’s time and try our best to respect appointment times. If the paperwork is not completed before your visit or you do not arrive on time, we might need to reschedule your visit.

We look forward to working with you!

Sincerely,

Maria, Crystal and Hope