

**Siskiyou Family Health  
1025 Siskiyou Blvd  
Ashland, Oregon 97520  
Phone: 541-488-0873 Fax: 482-6037**

Welcome to our office. We thank you for choosing us. As a valued patient it is important for you to become familiar with our office and some of our office policies.

**CHECK IN:** We ask that you check in with the receptionist upon arrival at each appointment.

**ON TIME POLICY:** Patients must be on time for all appointments. You may be asked to reschedule if you are more than 10 minutes late.

**CANCELLATIONS:** We require 24 hours notice for all cancelled appointments. When a cancellation occurs without 24 hours notice, you may be responsible for the appointment charges. We do not bill insurance on those occasions.

**INSURANCE BILLING:** We will bill your insurance as a courtesy to you, as long as you present a current insurance card. If payment is not received from your insurance, any balance will be your responsibility. If we are unable to verify your insurance or you do not have your insurance card, full payment is due at the time of service. It is your responsibility to verify insurance coverage for specific procedures and preventative exams. If you encounter any problems, we are happy to assist you. Please make sure your phone number, address and insurance information is up to date.

**CO-PAYMENTS:** If your insurance requires you to settle with a co-pay, it is due at the time of service. We do not bill for co-pays.

**SELF-PAY PATIENTS:** Patients without insurance are asked to pay at the time of service.

**PRESCRIPTIONS:** If you need a prescription, please call our office and make an appointment to see your doctor. If you need a refill, please contact your pharmacy and they will either electronically send or fax us the request (even if your prescription says "no refills"). This is the fastest and easiest way to get our prescriptions refilled. Please plan ahead and request a refill prior to running out of your prescription. Allow a minimum of 48 HOURS for refills to be approved. Narcotic prescriptions will not be prescribed or refilled after office hours or on weekends.

**OFFICE HOURS:** Monday thru Friday 8:30am to 4:30pm with a lunch break from 12 to 1:00. We are closed on Saturday and Sunday as well as most major holidays.

**AFTER HOURS:** A physician is available to you by phone after hours, weekends and holidays for urgent problems. If you are having a life-threatening emergency call 911 or go directly to the nearest Emergency Room. If you have an urgent problem that is not life-threatening but cannot wait until normal business hours, call the office at 541-488-0873 and the answering service will page the on-call physician for you.

Your cooperation and understanding of the office policies will help us to provide you with a high quality of care. If you have any questions please ask the office staff.