

Welcome to Canby Healthcare Clinic

Below you will find some of our clinic policies and answers to frequently asked questions about how we operate. We are pleased to have you as a patient and look forward to taking care of your healthcare needs.

What is a Nurse Practitioner?

The providers in this practice are all Family Nurse Practitioners. They are experienced registered nurses who have had additional training to become certified Family Medicine Providers. They are well-prepared for Primary Care and are able to diagnose disease, order tests and prescribe medications. They are also responsible for prevention and screening for chronic diseases.

Communicating With Your Nurse Practitioner

Each of the providers in this office keeps a different schedule so as to provide comprehensive availability to our patients. Generally you should make appointments to only see your provider unless you have an urgent same-day need that happens when your provider is out of the office. Our office staff is happy to take phone messages but please be aware that if your concern is new and has not been discussed at a prior appointment it is usually best to schedule an office visit. Providers do their best to respond to calls within two business days.

Emergency and Urgent Care Visits

We understand that sometimes needs arise over the weekend or after hours that cannot wait until the next day; in the event that you are seen in an emergency department or urgent care we would like you to follow-up with your provider within a few days of that visit so they can remain up to date on your health status and monitor your progress. Unless your concern is life-threatening, please try to contact your provider prior to going to the hospital or urgent care.

Referrals

The referral process to have you see a specialist can be somewhat complex. When your provider places a referral it often must be approved by your insurance. After the referral is approved our office staff sends the referral note to the specialist office. Generally they should contact you to schedule an appointment, and unfortunately many offices do not confirm with us after this takes place. Please notify our office if more than 2-3 weeks has gone by and you have not heard from the referral clinic; this is the only way we have of knowing if the referral process has broken down.

Lab Results

Our providers generally prefer to go over lab results with you rather than send them in the mail and will have you schedule an appointment to discuss results a week or two after labs are sent. If you prefer to receive copies in the mail please let our office staff know as this is not our usual practice.

Refills

Our providers do their best to authorize refills promptly but it is best for you to allow at least 2 business days for refills to be sent back. Please do not wait until your medication has run out to request a refill.

Imaging

Most of our imaging is done at Providence in Canby given their proximity to us. If you have a preference or would like to go to Legacy Meridian Park instead, please let us know.

Vaccines

At this time we do not stock routine childhood vaccines; these can be obtained at Clackamas County as recommended by your provider. We can give tetanus boosters and flu vaccines as they are seasonally available.

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