



Dr. Jessica (Nikki) Myhre
320 E. 5th Street
Port Angeles, WA 98362
ph: 360-322-1281

Clinic Policies

- **Partnership:** A doctor/patient relationship is sacred and it is important that both the patient and Dr. Myhre enter into this relationship/partnership with the understanding that honesty and compassion are important. Dr. Myhre will treat you with kindness, honesty, and compassion just as she hopes you will treat her. Otherwise the relationship will not be as therapeutic, and it will be harder for her to help you reach your health goals.
- Appointments are approximately 30-45 minutes.
- OMT (Osteopathic Manipulation) appointments will be up to 45 minutes. For patients who are seen regularly for maintenance therapy, shorter appointments are often adequate to treat all areas. These appointments will be reserved for OMT only. If you need to discuss other concerns, discuss medication refills, etc we will need to schedule another appointment, or schedule an appointment after your OMT appointment. This gives Dr. Myhre adequate time to focus on your OMT treatment.
- Please cancel/reschedule visits 24 hours in advance to allow space for other patients to be seen.
- **Hours:** Monday - Thursday 8-5 pm. The clinic will be closed on government holidays. If Dr. Myhre will be taking other days off, she will notify her patients through their patient portal or for those who don't use their patient portal, by letter. If she plans on being out of cell phone range on the weekend, she will also let her patient's know through Patient Portal/Letter and her voicemail recording.

- **Communication:** The safest, most effective way to communicate with Dr. Myhre is through your confidential Patient Passport. She checks messages at 9 AM Monday- Thursday. Extensive communication is for clinic visits. After 5 pm M-Th text and email/Text notifications will be turned off and viewed at the next business day. Friday- Sunday text and email notifications will also be turned off and viewed on Monday. See below for urgent issues.
- **Emergencies:** Call 911 or go to the nearest ER. You may alert Dr. Myhre on your way or after you arrive, so she can help the hospital doctors with your care. If you ever feel you would want to hurt yourself or end your life, or feel strongly that you'd be better off dead, please call Peninsula Behavioral Health at 360-457-0431 or Suicide Prevention Hotline 1-800-273-8255.
- **Urgent Issues:** If you are experiencing something that cannot wait until 9 AM the following weekday (Monday- Thursday), please leave an urgent voice mail by pressing Option 1 on Dr. Myhre's voice mail recording. You will usually hear from her within 3 hours. If you do not hear from her when you expect to, it is your responsibility to contact her again. If you still do not hear from her and you feel you need urgent care then please go to Clinic Care, OMC Walk in Clinic or the Emergency Room. She does not guarantee to be available 24/7, but will do her best to be available as much as possible. If she will be out of cell range or going on a vacation, she will let you know by email and/or letter. It will also be clear on her voicemail recording.
- For your safety, chronic medications are refilled at clinic visits only.
- **Controlled Substances:** Dr. Myhre does not typically prescribe controlled substances for more than a few days. Chronic use requires a signed Patient Agreement and periodic urine drug testing unless the situation involves end of life care.

- **Medical Records:** Please request your records to be sent to Dr. Myhre from previous doctors and all specialists you see. Medical record request forms are available at your office visit, in your new patient paperwork and at www.koruhealthpa.com.
- **Prior Authorizations:** If your insurance does not cover a test or medication Dr. Myhre orders, we will discuss alternative ways of getting the test or medication you need in the most affordable way possible. Koru Health and Dr. Myhre do not process insurance claims or prior authorizations.
- **Termination Policy:** For the patient/doctor relationship to work well, it is important that the patient is kind, compassionate, and honest to their doctor, just as it is important that the doctor treats the patients in the same fashion. If this does not occur, and a therapeutic relationship can not be maintained, then Dr. Myhre will need to terminate the patient/doctor relationship. Failure to pay one's bill in a reasonable time is also grounds for termination. Dr. Myhre will work with a patient if extenuating circumstances arise, but this must be communicated to her. Likewise, if a patient does not feel Dr. Myhre is a good fit for them, they need to notify her by letter (email or mail).
- She will continue to provide care for up to 30 days after she gives written notice to the Patient and will provide the patient with a list of the other Practices in the community.