



Country Homes Nurse Practitioners

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Country Homes Nurse Practitioners Office Policy

Country Homes Nurse Practitioners would like to thank you for choosing us to be a part of your healthcare team. We strive to provide patients with the highest quality care possible and believe that it is necessary to treat the whole patient, not just a condition.

The providers at Country Homes Nurse Practitioners are solo practitioners who function as independent businesses. For this reason, if you see a provider other than your Primary Care Provider, your out-of-pocket expenses may be higher, and claims may be processed differently by your insurance. Please check with your plan for details.

The treatment and prevention of illness, and the preservation of your health will be stressed through periodic checkups, immunizations, education as well as regular follow up appointments with your provider. The Medical Assistant for your provider will manage most phone calls and questions so that your provider can focus on patients who need immediate care. Our goal is to provide each patient with the absolute best care possible, and if we feel that this cannot be accomplished by a phone call, you may be asked to schedule an appointment to address your concerns in person.

For life threatening emergencies call 911 or proceed to the emergency room

If you have urgent non-life-threatening needs, that need to be dealt with during normal business hours, please contact our office before proceeding to the emergency room. We make every effort to see our patients who urgently need to be seen, and if your provider is not available, we would be happy to schedule you with another provider.

For after-hours medical needs, contact the office at (509)467-6060 and listen to the recorded message. You will be instructed how to reach the provider on call. Please note, after hours on-call providers will not refill your medications.

If you are seen at a hospital or urgent care facility, they will notify us of your visit and what services were provided to you. Emergency room providers will typically advise you to follow up with your primary care provider after being seen. If the emergency room doctor instructs you to do so, please contact our office as soon as possible to schedule an appointment.

What if I am late for my appointment? Time is valuable, so if you arrive late for an appointment, it affects not only you, but also your provider and other patients as well. For this reason, if you are significantly late, you may be asked to reschedule.

What if I am a same Day Cancellation or No Show for an Appointment? Sometimes, things happen that make it impossible to keep your appointment, but by not canceling in advance, someone that needs to be seen may not be able to, so we ask for at least 24 hours advance notice whenever possible. As a new patient, we allow you to reschedule once but no further appointments will be scheduled if you cancel for a second time. If you are a no show as a new patient, we will not be able to reschedule you for another appointment. Established patients with multiple cancellations or no shows may be dismissed from the practice.

Will my service animal be allowed to accompany me to my appointments? The office complies with state and federal laws, set forth by the Americans with Disabilities Act or ADA Act. The work or task a service animal has been trained to provide, must be related to the person's disability. Currently, animals whose sole function is to provide comfort or emotional support, do not qualify as a service animal under the Americans with disabilities act, and will not be allowed to accompany you to your appointments. (RCW 49-60-040) At this time Emotional support or therapy animals are not considered service animals by the ADA or Washington state law, and are not protected by the laws outlined for services animals. Emotional support animals are however protected as reasonable accommodation for housing and air travel, but most of the time additional documentation from a provider is required.

What if I need paperwork filled out by my provider, what do I do? Paperwork for disability review, FMLA, Department of labor and industries, or vaccine exemptions will require an appointment with your provider. Applicable fees including co-pay, co-share and deductible will apply.

What if I need a referral to a specialist? An appointment will be needed if you need a referral. Insurance plans will often require a “prior authorization” before seeing a specialist or before procedures or imaging studies. Supporting documentation is required before authorization will be granted by your insurance plan.

Lab services: Lab services are provided by a technician from Interpath Laboratories, which is an independent business from Country Homes Nurse Practitioners. Our providers and staff do not have access to Interpath records, so if you have questions regarding a bill you have received, you will need to contact Interpath Laboratories directly at (866)289-4093. We encourage patients to verify that Interpath Laboratories is an in-network lab for your insurance plan prior to services being rendered. If they are not, you may be responsible for a larger portion or all lab charges.

What do I do if I need a medication refill? If you need a refill of your medication, please contact your pharmacy, and request a refill. If there are no refills available, please ask your pharmacy to send a request to your provider. Refills may take up to 72 hours, so please plan accordingly. Controlled substances will require an appointment before refilling.

How do I obtain copies of my medical records? Upon request, we will provide you with access to your medical records. The following are options available to you as a patient with a written release. Patients may request an appointment to review their records in person. There is no fee for this option, but a staff member must be available and present during the review. For a printed copy of your medical records, there is a fee based on Washington State guidelines (WAC 246-08-400). If you choose this option, payment will be due at the time of pick up. If you require records to be mailed to you, payment is due prior to mailing your records. We would be happy to provide you with a flash drive of your medical records if you choose. You may supply your own device at no cost to you or you may purchase one from us for a \$10 fee. Please allow a minimum of fourteen business days to complete your medical records request. Records are sent free of charge from provider-to-provider office. If you are transferring care, a signed release will be needed before records can be sent. If you require records for a court case, please ask your attorney to request records along with a release of information specifying what records are needed. Please note pre-payment of fees based on Washington State guidelines will be required prior to releasing records.

What happens if I am dismissed from the practice? If it becomes necessary to dismiss you from our practice, you will be notified in writing. You will be provided with a 30-day supply of your maintenance medication, which does not include any controlled substances such as Adderall, anxiety or pain medication. If you receive a notification of dismissal, we urge you to promptly search for another provider to assume your medical care. We recommend contacting your insurance plan for assistance if needed. Dismissals are final, and you will not be scheduled with another provider in our clinic.

Does your office see patients for worker’s compensation injuries? Yes, our office does have providers who can see you for work related injury claims. Not all our providers are able to see patients for this type of appointment, so it is important that you inform the receptionist at the time of scheduling. If your claim was opened by another provider, urgent care, or emergency room, please bring all relevant information to your appointment. Please notify us in advance, if your claim is through the state, or a self-insured company. It will be necessary for you to provide your claim number, self-insured company information, employer, employer address, and contact phone number. Please note that if your claim is denied, you will be responsible for the cost of all treatment and services provided to you.

Are virtual appointments available? Yes, we offer virtual appointments when they are appropriate for the patient’s needs. There are times when a virtual appointment will not be adequate to treat your healthcare needs so, in this case you may be asked to schedule an in person appointment to address your medical needs.

On behalf of providers and staff we welcome you to the Country Homes Nurse Practitioner Family