



USHA HONEYMAN, D.C., N.D., DABCI
Chiropractic Internist and Naturopathic Physician
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Phone Consult, Email, Fax, Rx refill Policies

We are a small office with only Dr Honeyman and myself. I manage the office and books. Dr Honeyman is responsible for all medical expertise and patient care.

If you have questions, call the office and I will give Dr. Honeyman your questions. We get many calls daily and rank call-backs in order of importance. If they are simple enough, one of us will call you back, otherwise you may need an appointment. We charge for phone consults in 5 minute increments for Dr Honeyman's time and necessary chart documentation. You will receive a faster response from us if you call the office and request an appointment, either phone or in office. If you call and ask to speak to Dr Honeyman or ask her to call you back without an appointment, there is no way to tell when she will call and you will be charged. If you have a new issue that was not discussed at a visit, you will need to make an appointment. We do not provide emergency care.

If you walk in with clinical questions and catch Dr Honeyman between patients you will be charged. If it is not a scheduled appointment and requires Dr Honeyman to write a prescription or advise you, and document in your chart, you will be charged. Please do not interrupt Dr Honeyman if she is working in the kitchen.

Dr Honeyman does not give medical advice by email; it is not legal. Email is a poor way to provide health care. She fills her day seeing patients; spends evenings filling Rx requests, completing chart notes, and responding to the day's messages.

We use our fax line for receiving lab results, medical records, prescription requests from pharmacies, and medical office communications. It is a land line dedicated for this purpose and we ask patients not to use it to communicate with the office or Dr Honeyman. If you send faxes to us without permission, we will charge you \$10 for the first page and 50 cents per page after that.

When requesting a prescription refill, you need to give Dr Honeyman 2 business days. Remember, our office is closed Fridays. The fastest way to get refills is to call your pharmacy, they will fax a refill request to us. If your treatment plan requires you to have an office visit before receiving another prescription, please make your appointment timely enough so as not to run out of your medication. If you are past due for followup, Dr Honeyman will deny the refill request. Any change in prescription requires medical management and consequently will require an appointment. If you choose to stop a medication, you may need an appointment to document issues and manage your health.

If you have a new issue that was not discussed at a visit, you will need to make an appointment.

Sincerely,

Kathie