



Welcome to Generations Family Medicine and Obstetrics!

We are pleased that you would choose us to provide for your healthcare needs. Our clinic is built on the idea that each individual has inherent value, and we aim to treat all patients and staff with dignity and respect. We welcome your feedback on how we can better encourage you to achieve healthy living.

There are some details about how this clinic runs that we would like you to know. Please keep this as a reference for the future.

- Hours: Our office is open to serve you, answer your questions, or schedule an appointment during the following hours: 8:00 am - 5:00 pm Monday through Thursday, and 8:00 am - 12:00 pm on Fridays.
- After hours: We understand that urgent needs sometimes arise after normal office hours. Our office number will provide you the option to leave us a message to be addressed the next day, or to be transferred to a nurse answering service that can help direct you to the appropriate level of care.
- Telephone calls regarding any medical questions will be taken during office hours. Calls after 4:00 pm (or after 12:00 on Friday) may not be returned until the next business day.
- Urgent visits: Our goal is to serve your urgent needs here in this office. Please call us when you have an urgent need that requires you be seen the same day.
- Time: We value your time. We will do our best to keep our appointment schedule. However, please understand that not all patients require the same amount of time with the doctor and that emergencies do occur. We will do our best to keep you informed of delays. Your patience in these situations is greatly appreciated. To help us stay on schedule, we may ask that you reschedule if you are more than 10 minutes late for your scheduled appointment.
- Appointments:
 - Arrival time: Please arrive 15 minutes prior to your scheduled appointment to make sure we have time to update any chart information we may need from you before your visit with the doctor.
 - Length of appointment: We aim to schedule the appropriate length of time for your expected needs. Please understand that if your needs exceed the length of the scheduled

appointment, you may be asked to come back to address some needs at another appointment. This is out of courtesy for any patient who is scheduled after you—to honor their time as well.

- Preventative visits: Insurance has become very clear about the separation between preventative services and other health needs. At times, we can address both kinds of needs in one visit. This depends on clear communication of needs at the time of scheduling. If wellness and problem issues are both addressed, please understand that both types of services will be billed to you and your insurance for that visit. Medicare wellness visits cannot be combined with review of other health care needs.
- Medication Refills: All medication systems are now electronic. To ensure the accuracy of your medications, you will need to first call your pharmacy for any refill requests. They will communicate with us. Please allow a minimum of 48 hours for us to respond to medication refill requests.
- Main clinic number: 541-9222
- Billing office, Monida Billing Solutions: (406)829-2383
- Community Nurse answering line: 327-4770 (24/7 Nurse on Call Free service at Community Medical Center)
- Test Results: Our goal is to get you test results within one week of test completion. It is very important that we have a good way to contact you. The best ways for results/communication from us to you is:
 - 1) Patient portal. Within our electronic health record system, there is a way for us to communicate. We would very much like for you to participate with the “patient portal” if you are able. It does require internet and email access. We have found that the first few use times seem a little tricky, and then we have had patients really like it. It allows us to send you test results, copies of notes, vaccine records, and secure email reminders of appointment times. It allows you to send messages to us when health concerns arise. Email is not a safe option for your health information. Community Medical Center offers a separate patient portal for their Cerner Medical system. That patient portal is separate, and will not connect you with our clinic services.
 - 2) Letters. We can send you letters with test results if this is your preferred way for communication.
 - 3) Phone calls. We can call with test results. Please ensure at each visit that we have your proper phone number and that you give us instructions about leaving you messages. Also, if you desire a phone call, please make sure your voicemailbox is set up

Thank you for coming to us for your healthcare needs!

From our team: Dr, Sarah Borge, Dr. Sandy Shepherd, Ceressa, Joely, Mikael and Lori