



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 30-60 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.
- Please try to 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 or through the Spruce Application (once a secure account is set up). She checks messages at about 9 AM Monday- Thursday. Extensive communication is for clinic visits. After 5 pm M-Th text and email/Text notifications/Patient Portal messages 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 Emergency Room. 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 at 988.
- **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 Patient Portal Message and/or letter. It will also be clear on her voicemail recording and Spruce Text autoresponse.
- **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](http://www.koruhealthpa.com).

- Termination Policy: Koru Health may discontinue care for direct patients if: a) The patient fails to pay the direct fee under the terms required by the direct agreement b) the patient has performed an act that constitutes as fraud; c) the patient repeatedly fails to comply with the recommended treatment plan; (d) the patient is abusive and presents an emotional or physical danger to the staff or other patients of the direct practice; or (e) the direct practice discontinues operation as a direct practice.
- 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.