

## Clinic Principles

- Partnership: I am here for you as your doctor and see you as a whole person. I expect you to be engaged in your health and open to considering all aspects that affect your wellbeing.
- People often ask what to call me or how my name is pronounced. Most people call me Dr. Lubinski, Dr. L, or Dr. Lissa. My first name sounds like “Melissa” without the “Me.” My last name sounds like “Loo-BIN-skee.”
- Appointments are 30-45 minutes, giving us ample time.
- Please cancel/reschedule visits 24 hours in advance to allow space for other patients to be seen.
- Communication: The safest, most effective way to communicate with me is through your confidential Patient Passport. I check messages at 9 AM on weekdays. Extensive communication is for clinic visits.
- Emergencies: Call 911 or go to the nearest ER. Alert me on your way so I 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, please leave an urgent voice mail by pressing option 1 on my voice mail recording. You will usually hear from me within 3 hours. Whenever you contact me for any reason, if you don't hear from me when you expect to, it is your responsibility to contact me again.
- For your safety, chronic medications are refilled at clinic visits only.
- Controlled Substances: I do 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 me from previous doctors and all specialists you see. Medical record request forms are available in my office, in your new patient paperwork, and on my website.
- Prior Authorizations: If your insurance does not cover a test or medication I order, we will discuss alternative ways of getting the test or medication you need in the most affordable way possible. This practice does not process insurance claims or prior authorizations.