

Clinic Principles

- **Partnership:** I partner with you and approach 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 minutes, giving us ample time. Longer appointments may be arranged in advance.
- 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 daily on weekdays. Extensive communication is for scheduled visits. Response times vary with community-wide challenges posed by the pandemic.
- **Emergencies:** Call 911 or go to the nearest ER. You may alert me so I can help the doctors with your care. If you ever want to hurt yourself or end your life, or feel strongly that you'd be better off dead, call Peninsula Behavioral Health at 360-457-0431 or Suicide Prevention Hotline at 1-800-273-8255.
- **Urgent Issues:** If you have a medical problem that cannot wait until the following weekday, please call and press 1 to leave an urgent voice mail. You will usually be contacted 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.
- **Medication Refills:** For your safety, ongoing medications are refilled at clinic visits only.
- **Controlled Substances:** I do not typically prescribe controlled substances for more than a few days. Buprenorphine-naloxone is an exception to this policy. Long-term use of controlled substances 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 faxed to me at 360-775-2125 from previous doctors and all specialists you see. Medical record request forms are available in my office, in your new patient paperwork, on my website, and at any facility where you've received care.
- **Paperwork:** Letters, forms and other paperwork required for work, school, disability purposes or legal purposes will be completed together at a scheduled visit.
- **Prior Authorizations:** This happens when insurance, in order to save money, does not pay for a test or medication. Prior authorizations can be done together at a scheduled visit. It is your responsibility to determine from your insurance company what information will be required from me as your physician and what way your insurance company needs that information communicated. *Even when a physician/clinic staff performs a prior authorization, your insurance may still deny payment.* At any time, we can discuss alternative ways of getting the test or medication you need in the most affordable way possible.