

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. Most people call me Dr. Lubinski, Dr. L, or Dr. Lissa. My last name sounds like “Loo-BIN-skee.” My first name sounds like “*Melissa*” without the “*Me.*”
- 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 best way to communicate with me is through your confidential patient portal, called Elation Passport. I check messages weekdays at 8:30 AM and midday with response time 1-2 days. Extensive communication is for scheduled visits. Non-urgent phone calls will be returned Thursdays, during my administrative time. Response times vary with pandemic challenges, inclement weather, and school closures.
- **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 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 at any medical facility and on my website (<https://www.lissalubinskimd.com/current-patients.html>).
- **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 will be attempted by myself or a staff member. *Even when a physician/clinic staff performs a prior authorization, your insurance may still deny payment.* If that happens, we can discuss alternative ways of getting the test or medication you need in the most affordable way possible.