

Welcome to Blue Mountain Clinic!

Our focus is to render the highest-quality healthcare for individuals and families. Our staff is an interdisciplinary team of professionals constantly striving to learn and to improve. We work diligently to ensure all your healthcare needs are met. Your care will be a collaborative effort, always flexible and focused on patient priorities.

We are committed to removing the causes of oppression. We respect and care for all individuals accessing services. We welcome people of all races, genders, ages, creeds, ethnicities, cultures, national origins, citizenship, languages, immigration statuses, economic statuses, religions, and ancestries. We do not discriminate based on health insurance coverage, or lack thereof. We honor and respect all marital, domestic partnership, or civil unions, appearances and body sizes, sexes, sexual orientations and gender identities or expressions. We welcome and provide equitable care for all physical and psychiatric or intellectual disabilities, handicaps or abilities, medical conditions (including HIV/AIDS status, cancer, genetic, substance use and eating disorders), family medical histories, veteran or military statuses, and any characteristic protected by federal, state, or local law.

We are a Patient-Centered Medical Home

Blue Mountain Clinic is a patient-centered medical home. As such, you will set the tone. We provide a holistic context to your individual and family healthcare needs.

You are the most important person in managing your health.

Benefits of a Medical Home

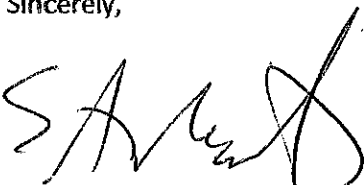
- With a medical home the logistics of access, scheduling, and referrals should become seamless as familiarity clarifies over time.
- Your medical home team will have an ongoing relationship with you and your family to provide preventive consultation and education, and to manage your overall healthcare needs.
- Your medical home team will assist you in coordinating care with other providers, specialists, and community resources, as needed.
- Your medical home team will have access to all your health information through secure electronic records to effectively manage your care.
- You will have easy access to care through flexible appointment scheduling and various methods of communication with your team, such as our patient portal.

How You Can Help

- Continuity is the key to success! As problems and issues arise, let us know in a timely manner.
- Schedule appointments for lab work, testing, and specialists as needed.
- Prevention is key, which is why we encourage yearly checkups at every age!

Thank you again for choosing Blue Mountain Clinic. We cannot wait to see you!

Sincerely,



Eric A. Ravitz, DO, Medical Director



Nicole K. Smith, PhD, MPH, Executive Director

OFFICE POLICIES & PROCEDURES

OFFICE HOURS

Our office is available for appointments:

Monday-Thursday 8:30 am-5:30 pm; Phone lines are closed for lunch 12:45-1:45 pm
Friday 8:00 am- 1:00 pm

We can be reached at 406-721-1646. If you need to schedule an appointment or obtain test results, please call during regular business hours. Please do not leave multiple voicemail messages as this increases the amount of time it takes to promptly return our calls.

Blue Mountain Clinic acknowledges that we are in the aboriginal territories of the Salish, Kootenai, and Kalispel people. Today, we honor the path they have always shown us in caring for this place for the generations to come.

SAME-DAY SERVICES

- **SICK VISITS:** Same-day and next-day sick visits are available to our patients by appointment—please call us to schedule! Due to ongoing public health concerns, we may not be able to see all patients with COVID-19 or flu symptoms in clinic, however we may have telehealth appointments available.
 - The Emergency Room is for life-threatening emergencies. Examples of an emergency are severe chest pain, unconsciousness, severe shortness of breath, and swelling and pain in one or both legs.
- **COME ON DOWN:** Our “come on down” schedule is a flexible way to come into the clinic for labs your clinician has requested, vaccines or injections, and various other quick checks our medical assistant team can do. The hours for this schedule are Monday-Friday 8:30-12, and Monday-Thursday 2-4. Please call ahead to ensure we have available staffing.
 - We do not accept walk-ins for blood draws that have not been ordered by your Blue Mountain Clinic clinician. We do not accept orders from other clinics for blood draws—we are not a full lab, and your specialists should be ordering labs at one of the hospitals.
- **STI SCREENING:** We are pleased to offer STI screening to anyone in the community, regardless of patient status. We encourage people to call ahead to schedule, and we are often able to see you on the same day.
- **BIRTH CONTROL:** We are pleased to offer same-day birth control appointments and IUD and Nexplanon insertions to anyone in the community, regardless of patient status. Please call to secure an appointment!
 - We also offer Emergency Contraception (Plan B) and condoms in our clinic free of charge. Call or stop by to pick them up!

ABORTION

Abortion services are available at Blue Mountain Clinic. If you would like to discuss your options or schedule, please call 406.721.1646 and we will be happy to help.

APPOINTMENTS

SCHEDULING APPOINTMENTS

Blue Mountain Clinic is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow-up due dates. When calling for an appointment, please provide your name, telephone number, chief complaint/reason for visit, as well as **any updated contact or insurance information**.

To schedule appropriately, please provide honest and accurate information to our scheduling team. When scheduling, please let us know if we can do anything to make your appointment more accessible to you. This includes wheelchair access, an interpreter, or a support person, among other things.

While we aim to schedule appointments appropriately, emergencies can and do occur in Primary Care. We strive to give our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date.

To ensure quality care, Blue Mountain Clinic does not treat patients we have not seen (i.e., we will not send prescriptions or offer medical advice for patients prior to their initial visit). Follow-up may be required to be scheduled after testing has been completed, so that results may be reviewed together and an effective and appropriate plan for your healthcare can be determined.

ARRIVING FOR APPOINTMENTS

To ensure that we provide efficient and effective care for our patients, we appreciate it when patients arrive on time for their scheduled appointments and check in with our front desk staff. You may also check in online using the link you receive via email.

Please bring the following with you to each appointment: your photo ID, insurance card, updated list of medications, test results, and your co-pay. If you owe a co-pay, the Front Desk will collect it at check-in.

If you arrive late more than 10 mins late for your appointment, we will do our best to accommodate you, but we cannot make any guarantee that we can fit you into the schedule. On certain days, it may be necessary to reschedule your appointment.

MEETING WITH YOUR HEALTHCARE TEAM DURING YOUR APPOINTMENT

During your appointment, you will be initially welcomed by a member of our clinical team (nurse or Medical Assistant) who will take your vital signs and who will review other medical history questions. Following your discussion with the clinical staff, your provider will meet with you to have a more in-depth discussion with you about your health. The average appointment length is 20-30 minutes of face time with your clinician (which is very generous compared to larger hospital systems—the average face time is 10-15 minutes!). You may be asked to schedule a follow-up appointment if you have multiple concerns to discuss.

Please note that we do not require recording your body weight at most visits. Our clinical team will always ask permission to weigh you. **You may decline at any time.** There are cards in our lobby you may hand to staff indicating you would not like to be weighed as well as cards for communicating that you do not want your child's weight to be discussed.

CONCLUSION OF YOUR APPOINTMENT

As you leave your appointment, you will be handed a billing sheet to check out with the Front Desk. If the cost of your visit is going toward your health insurance deductible, the Front Desk staff will add up your total for you—please be prepared to pay this amount at the time of service. If you cannot pay the full amount, we will request 20% of the full amount, and we will come up with a payment plan for you to pay the balance. If you are not using health insurance, we call this “self-pay”. Self-pay patients are required to provide their full payment at time of service. Ask about a discount if you are uninsured. If self-pay patients cannot pay their full amount at the time of service, we will work with you to set-up a payment plan.

After your appointment, you will receive a visit summary via email or through our patient portal, which will include a summary of your visit along with any recommendations regarding medications, referrals to specialists and follow up appointments scheduled. It is important to follow through with the plan you’ve developed with your healthcare team prior to your next appointment.

CANCELLATION OF AN APPOINTMENT

To be respectful of the medical needs of all our patients, please be courteous and call Blue Mountain Clinic promptly if you are unable to attend your appointment. This time will be reallocated to another patient who needs medical care. This is how we can best serve the needs of all our many patients.

If it is necessary to cancel your scheduled appointment, we request that you contact us 24 hours in advance. Appointments are in high demand, and your early cancellation will give another patient the ability to access timely medical care.

Exceptions can certainly be made for certain circumstances. Please call us as soon as you can, and we will do our best to accommodate you.

NO SHOW POLICY

A no-show is the term we use when a patient misses an appointment without cancelling it 24 hours in advance. Unfortunately, no-shows inconvenience those patients who need access to medical care in a timely manner and it creates a loss in revenue for the clinic. To cover the administrative/clinical costs associated with preparation for patient appointments (e.g., review of medical history, labs, and other pertinent health information) in conjunction with our inability to fill your appointment slot with another patient, an administrative fee of up to \$25.00 may be billed to your account.

A failure to attend your scheduled appointment will be recorded in your medical chart as a no-show. A pattern of no-shows may result in us sending you a letter informing you of your missed appointment with a bill for the administrative fee enclosed, if indicated. A copy of the letter will be placed in your medical record. An extensive pattern of no-shows may also result in a decision in which we determine we can no longer provide your medical care.

Please note: no-show charges are the patient’s responsibility; these fees will not be billed to your insurance company.

OFFICE CLOSINGS DUE TO WEATHER OR OTHER CIRCUMSTANCES

We will make every effort to afford you the same courtesy and provide ample notice for rescheduling appointments when necessary. Unfortunately, when a clinician or provider is ill, often there is little notice. If our office is closed due to weather conditions or other circumstances beyond our control, the following procedures are used to inform our patients:

- If you are scheduled for an appointment, you will receive an automated message or personal phone call from our office.
- Closings will be displayed on our website, and additional messages may be posted on our social media accounts, through the patient portal, and/or in signs posted around the clinic.

FINANCIAL POLICY

Blue Mountain Clinic accepts most insurance plans. If you have specific questions regarding your insurance or payments, please contact our billing department at 406-721-1646 Option 3.

It is your responsibility to inform our office of any changes in your insurance coverage. Also, ensure that your insurance company is aware of the doctor you have designated as your Primary Care Provider (PCP). Failure to do so could cause delay or denial of insurance payment. **All patients will be asked to present their current insurance card at each appointment.** Failure to have your card could delay your appointment, and it will be the responsibility of the patient to provide proof of coverage.

We require all co-payments to be made at the time of service, and payment in full for any deductibles and services not covered by your policy. It is your responsibility to ensure that the Clinic has your correct insurance information and to make sure that the services provided are a covered benefit of your insurance plan. If your insurance has a Preferred Provider Network, you will be responsible for verifying participation of any physician or provider involved in your care. If you have a secondary insurance, we will submit the claims for you. For your convenience we accept cash, checks, and credit cards.

It is important that you understand that your contract with an insurance company is between you and them; therefore, the ultimate responsibility for payment belongs to you. Each plan is different and filing with insurance is no guarantee that services will be paid for.

PRIVATE PAY - Payment in full is due at the time of service.

If your medical care is due to an injury and/or an accident (i.e., Workers Compensation or Motor Vehicle Accident), please have ready the claim number, name of claim adjuster, phone number, correct billing address and date of injury. We reserve the right to charge interest on any account over 60 days.

LAB POLICY - Blue Mountain Clinic can offer many lab tests in-house. There is no assurance that lab work will be covered by your insurance. Certain tests (such as pap tests, pathology, and some blood work) must be sent to labs outside of Blue Mountain Clinic. We will forward your insurance information, although we cannot guarantee what will be covered, nor what the exact charge will be. Please be aware you will receive a separate bill from these other facilities. You must contact the outside lab directly if you have any billing questions.

COLLECTION POLICY - Our collection policy consists of an initial statement being billed following payment by insurance. If no payment is received, a second statement will be sent, and considered past due. Should no payment be made during that time, a third statement will be sent with a final notice letter. You will have 10 days to make payment arrangements. If no payment or contact is made you will be turned over to collections. **ALL THIRD-PARTY COLLECTION FEES WILL BE YOUR RESPONSIBILITY.** These fees may include agency fees, attorney fees, and a collection fee of up to 50% of the account total added to the balance.

DISCHARGE POLICY- It is our policy to discharge patients from our practice who have been turned over to collections.

*Please note: Although your routine visit may be covered by your insurance plan, **any additional medical problems discussed and address during your appointment may require an additional fee which is determined by your insurance company.***

SERVICES

PRESCRIPTION REFILLS & PHARMACY INFORMATION

Please inform Blue Mountain Clinic of your preferred pharmacy and update us with any changes. Patients have the right to use the pharmacy of their choice.

If you are an established patient, we ask that you submit prescription refill requests through your pharmacy (they will contact us) or through the patient portal rather than calling our office.

Please allow 1-2 business days for the completion of refills. We cannot guarantee that any prescription refill requests received on Fridays, or on the eve of holidays will be completed the same day.

We also encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed.

For most prescriptions, we generally need a formal visit with you at least once every 12 months for basic monitoring, which can entail reviewing symptoms, examining you, and sometimes these visits require blood work.

CONTROLLED SUBSTANCES

Blue Mountain Clinic will not prescribe controlled medication at your first visit. Your clinician needs time to review prior records, medical history, and potentially urine drug test to determine the appropriate plan for your care.

Controlled substances include, but are not limited to:

- Opioids and other pain medications such as morphine, MS Contin, hydromorphone, Dilaudid, oxycodone, Oxycontin, hydrocodone-acetaminophen, Norco, Lortab, Suboxone, Subutex, buprenorphine, Soma, carisoprodol, and tramadol.
- Stimulants such as Ritalin, methylphenidate, Adderall, Vyvanse, and Concerta
- Benzodiazepines such as Valium, diazepam, Ativan, lorazepam, clonazepam, Klonopin, Xanax, and alprazolam.
- Certain sleep aids like zolpidem, Ambien, and Lunesta

If you have been taking any of these medications for a significant period of time (i.e., more than a few weeks), it is essential that you make arrangements with your prior primary care office or another office to manage these medications at least until we have seen you twice in the office, have received and been able to review your prior records, and we have been able to formally assess the risks of continuing the medication in question. **Again, we make no guarantee that we will assume responsibility for prescribing these medications.** If you are prescribed controlled medications, you may be asked to sign a controlled substances contract.

COMPLETION OF FORMS/LETTERS

We understand that various forms or letters may be required to assist you with your healthcare needs. Forms and letters will be completed as necessary upon your request. However, because this can be time consuming, please allow 7-10 business days for completion of requested forms.

Please note: Some forms and letters require an appointment. If this is the case, the Front Desk will be directed to schedule you.

MEDICAL RECORDS

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for the release of medical information must be completed prior to receipt of these materials. The law allows medical offices 15 days to complete requests for records. However, our medical records department puts forth every effort to respond to these requests in a timely manner.

We only provide records of services rendered at Blue Mountain Clinic with the exceptions of labs and imaging test results. Medical records from other offices need to be requested from the facility in which you received the service.

- You have access to your personal medical records via the patient portal. Requests of printed or emailed records with a signed release will be honored and will be offered for free the first time. Any subsequent requests for printed or emailed records will be subject to a fee, which is not billable to insurance. These fees subsidize the cost of paper, ink, printer maintenance, and the time of our staff for completing these requests.
 - Emailed records will be subject to a \$10 fee.
 - Printed records will be subject to a \$25 fee for the first fifty pages, and \$0.20 per page thereafter.
The transfer of records to another medical office is not subject to these charges.

To file a grievance regarding a privacy violation, or for questions regarding privacy, please contact Cat Hepburn, Operations Coordinator & Privacy Officer, at 406-721-1646 ext. 230 or cat@bluemountainclinic.org

PATIENT PORTAL

The Patient Portal is BMC's primary method of communication outside of your visits, so please be sure to activate your account as soon as possible. The Portal is an electronic extension of your medical chart, and its purpose is to help you engage in your care.

Keep in mind that the portal never replaces the need for regular appointments with your clinical team and we reserve the right to deactivate your account if it is used in inappropriate ways.

On the Patient Portal, you can:

- Request (non-urgent) appointments
- Check in for your appointments and review your appointment times and dates.
- Request refills of your medications
- Communicate electronically with our office.
- View your test results with feedback from clinical staff.
- Update your past medical history.
- Update your family medical history.
- View and print information from your medical chart.

BMC staff work hard to check portal messages as often as possible. Portal response times average between 2-3 business days but can vary depending on holidays, staffing, and clinic closure for meetings and trainings. For this reason, please never send urgent questions or requests through our portal. Please keep in mind that while our patient portal is HIPAA compliant and secure, we would prefer that patients not upload sensitive photos or images. If you have questions about appropriate portal use, please ask a staff member.

Examples of inappropriate portal use include:

- Frequent/persistent requests of staff
- Abusive or offensive language
- Requests for medical advice/treatment without an appointment
- Urgent requests for controlled substance medications
- Requests for referrals without an appointment

As a new patient, you will receive instructions on how to activate your Patient Portal account. If you have questions or need assistance, please feel free to speak with a member of our front desk team.

HAVE ADDITIONAL QUESTIONS? If you have further questions or need additional information about our services, please send a message through your Patient Portal. You may also call our office at 406-721-1646 and/or visit our website at www.bluemountainclinic.org.

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

1. Access to care

Individuals shall be given unbiased access to medical treatment and related services that are available and that are medically indicated regardless of race, creed, sex, gender, national origin, cultural or spiritual beliefs, disability, or source of payment.

2. Providers of care

You have the right to know the identity and professional status of individuals providing your healthcare. Your healthcare team may include other clinicians such as physicians, resident physicians, physician assistants, nurses, nurse practitioners, medical assistants, students, and other healthcare providers. You have the right to use the pharmacy of your choice.

3. Respect and Dignity

You have the right to receive considerate, compassionate, confidential, and respectful care at all times and under all circumstances, with recognition of personal dignity, diversity, and religious or other spiritual preferences. You will be treated with dignity, and therefore your care will be free from neglect, exploitation, harassment, racism, coercion, or discrimination. All patients have the right to be free from physical, mental, and emotional abuse.

4. Privacy and confidentiality

You have the right, within the law, to personal and informational privacy, as demonstrated by the following:

- To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to request to have another person present during certain parts of a physical examination, treatment or procedure performed by a health professional of a different sex.
- To expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in your care will not be present without your permission.
- To have the medical record accessed only by individuals for legitimate business purposes and as permitted under law.
- To expect all communications and other records pertaining to care, including the source of payment, be treated as confidential.

5. Safety

You have the right to have healthcare provided in a safe setting. Everyone has a role in making your care safe, including you! You play a vital role in making your care safe by being an active, involved, and informed participant in your care. Please make your clinician aware of any concerns you have.

6. Communication

You have the right to know what patient support services are offered, and to have a prompt and reasonable response to questions and requests. Portal messages and voicemails will be answered within 24-48 hours, barring extenuating circumstances.

7. Charges

You have the right to receive a copy of a clear and understandable itemized bill, and have charges explained upon request.

8. Consent

You have the right to reasonable, informed participation in decisions involving your healthcare. To the degree possible, this should be based on a clear and concise explanation of your condition and planned procedures, including potential benefits, risks and side effects, and probability of success. You have the right to request the appropriate, current literature on these recommendations.

PATIENT RESPONSIBILITIES

1. Good citizenship

You are responsible for being considerate of the rights of other patients and the clinic staff. This includes being respectful of the property of others and of the clinic. Our staff members are chosen for their skill and for their expertise; all of our safety is paramount. Harassment or mistreatment of our staff by you or your family/loved ones will not be tolerated. **You understand that any abusive or disrespectful behavior will result in dismissal from Blue Mountain Clinic.** This behavior includes, but is not limited to:

- Violence, intimidation, attempts at or threats of bodily harm.
- Harsh, insulting, abusive, racist, or demeaning language.
- Sexual or other harassment.
- Abuse through our communication systems (telephone, patient portal, email).
- Repeatedly missing appointments without advance notice.

In the event of a dismissal, we will provide formal, written notification, and we will send your records to a new primary care office of your choosing. You will have access to your patient portal for 30 days after dismissal to allow time to retrieve your records for personal use.

2. Respect and consideration

Just as you have the right to receive considerate, respectful care at all times and under all circumstances, you have the responsibility to treat other patients and all staff members with this same consideration and respect.

- Be considerate and respectful of those around you, including to those providing care or receiving it.
- Understand that caregivers will not be reassigned for reasons unrelated to their professional role.
- 24-hour cancellation/no show policy:
 - We schedule our appointments so that each patient receives the right amount of time to be seen by our physicians and staff. That is why it is especially important that you keep your scheduled appointment with us and arrive on time.
 - As a courtesy, and to help patients remember their scheduled appointments, Blue Mountain Clinic will make a reminder call one (1) business day before your appointment. If your appointment falls on a day following a holiday, your reminder call will be made on the preceding business day that we are open.
 - If your schedule changes and you cannot keep your appointment, please contact us so we may reschedule you **AT LEAST 24 HOURS IN ADVANCE**, so we may accommodate those patients who are waiting for an appointment.
 - If you do not cancel or reschedule your appointment with at least 24 hours' notice, we may assess a \$25 "no-show" service charge to your account. This "no-show charge" is not reimbursable by your insurance company. You will be billed directly for it. You will not be able to reschedule until you have paid for these charges. After three consecutive no-shows, we reserve the right to terminate our relationship with you.

3. Pain Management

You are responsible for working with your clinician to develop a pain management plan, if applicable. You are responsible for complying with clinician orders and instructions regarding the medication and following Blue Mountain Clinic procedures and Montana State and Federal Law regarding the use of medications. **You may be asked to sign a pain contract, and you are responsible for doing so in accordance with Blue Mountain Clinic policy.**

4. Safety and participation in care

You play a vital role in making your care safe by being an active, involved, and informed participant in your care. You are responsible to:

- Work with your clinical team to make decisions about your care.
- Notify healthcare providers you see outside of Blue Mountain Clinic of your healthcare plan.
- Ask questions until you understand the answers.
- Learn about the possible risks of refusing a test or procedure.
- Ask your clinician to explain the recommended treatment plan.
- Ask for information about your medicines in terms you can understand. You should know:
 - What it is for
 - How to take it
 - How long to take it
 - What to do if there are side effects
 - Is it safe to take with other medicines, foods, and supplements?
 - What food, drinks, and activities to avoid
 - Where to store it
 - How to safely discard any remaining medications

5. Providing information

As a patient, you are responsible for:

- Providing accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, allergies, and other matters related to your health.
- Reporting changes in your condition.
- Informing your clinician about your health priorities, so you can create a plan together.
- Communicating whether you clearly understand your plan of care and what is expected of you.

6. Charges

You are responsible for following the financial policy of Blue Mountain Clinic.

ACKNOWLEDGEMENT AND AUTHORIZATION

Please initial next to each item, then print and sign on the indicated lines.

- I have read and understand the HIPAA/Privacy Policy for BLUE MOUNTAIN CLINIC INC.
- I have read and understand the Patient Rights and Responsibilities Policy for BLUE MOUNTAIN CLINIC INC.
- I have read and understand the Cancellation/No-Show Policy for BLUE MOUNTAIN CLINIC INC.
- I have read and understand the Financial Policy for BLUE MOUNTAIN CLINIC INC.
- I hereby assign my insurance benefits to be paid directly to the healthcare provider.
- I authorize BLUE MOUNTAIN CLINIC INC to release medical information required to process my claim.
- I authorize BLUE MOUNTAIN CLINIC INC to obtain/have access to my medication history.
- I authorize my provider's office to contact me by mobile phone.

Patient's Name (Print)

Parent or Guardian's Name (if applicable)

Signature

Date

On completion, we are happy to provide you with a copy of this packet for your records.