

HeartSong Health In Community
36 Old Town Road Putney VT 05346 802-387-2345

POLICY STATEMENT: ADVANCED ACCESS

Our Advanced Access policy guarantees you timely access to face-to-face meetings with your personal physician.

OFFICE HOURS

Monday, Wednesday, Friday	11 a.m.- 7 p.m.
Tuesday	11 a.m. - 6 p.m.
Thursdays, Saturday, Sunday	Closed*

Details:

1. Urgent after-hours care is available at HeartSong, except when our in-house physician is out-of-town. Care by another naturopath is made available at these times.
2. If you cannot come during normal business hours, non-urgent appointments can be arranged after hours.

ACCESS DURING OFFICE HOURS

1. Same Day Appointments

The daily schedule at HeartSong has certain blocks of time reserved for same day appointments every day.

- To make a same day appointment, you must call the office: 802-387-2345.
- Written communications cannot be used to make same day appointments.
- Appointments may only be available at certain times.

2. Scheduling

You may request a future appointment 24 hours a day, seven days a week, using telephone, email, or through the website.

- If you contact HeartSong during office hours, your appointment request will be confirmed the same day.
- If you contact HeartSong after office hours, your appointment request will be confirmed on the next business day.

ACCESS AFTER HOURS

If you believe you are experiencing a life-threatening condition, please call 911.

1. **Appointments**

Weekend & evening appointments are available for urgent care.

- Use the telephone for all urgent communications & appointments.
- Your call will be returned within 3 hours.
- Weekend and late evening appointments for non-urgent care may be scheduled in advance.

2. **Telephone**

Phones are covered from 10 a.m. to 10 p.m. Monday-Friday.

- Urgent calls will be returned within three hours.
- Non-urgent messages will be answered on the next business day.

3. **Pager**

From 10 p.m. to 10 a.m., your doctor can be paged for urgent matters.

- Your physician's number is on your dashboard at www.heartsonghealth.org

4. **Website**

If you are receiving medical care at HeartSong, you may contact us securely via your personal dashboard. If you are not, you may contact us through various non-secure links throughout the site.

- Both secure and non-secure communications are answered within 24 hours.
- **Exception: Use the telephone for all urgent health care concerns.**

5. **Email**

Email can be used for messages that do not contain personal health information.

- Emails are answered within 24 hours.
- HeartSong has two email addresses:

info@heartsonghealth.org
community@heartsonghealth.org

AFTER HOURS TRIAGE & TREATMENT

Triage refers to the process of determining the priority for an individual's care based on the severity of his or her condition. Since HeartSong does not provide Emergency Room services, triage is an important tool for determining whether you should come to HeartSong for an after hours appointment or go directly to the nearest hospital that provides emergency services.

When you call HeartSong for an appointment, you will be asked a series of questions designed to help your physician determine the severity of your condition and the most desirable treatment under the circumstances described. It is important that you be as complete and honest in your description of what is happening, including discussing any events that led up to your current discomfort. The more thorough you can be, the sooner an appropriate course of treatment can be initiated for you.

1. In the case of what are called "self-limiting" problems, you will be given instructions for self-care, and be asked to call you physician back after a suitable interval and report on how the self-care program worked.
2. If it appears from your description of the problem that a surgical intervention may required, you will immediately instructed to go to an emergency room and your personal physician at HeartSong will notify the ER of your anticipated arrival and the suspected diagnosis.
3. If some sort of diagnostic procedure is required in order to determine accurately the severity of your condition, the appropriate testing will be ordered at a hospital of your choice. The hospital will call your physician with the results and a treatment plan will be made based on these results. You may be referred to the emergency room for immediate treatment, or be prescribed a medication by your physician and requested to come in for follow-up within a specific period of time.
4. In general, we prefer to err to the side of caution at HeartSong if your physician cannot successfully triage your condition over the phone. In these instances, you will be asked to see your physician for further evaluation or to report to a nearby emergency room.