



Waterfall Patient Policies

Opiate or Narcotics

Please note Opiate or Narcotic prescriptions will not be filled on your first visit with your provider. Please make sure your original provider will continue to fill your prescriptions until after you have established care with your Waterfall provider.

Please make sure to fill out and submit your records release form as this can help make the transition of moving from one provider to another easier.

No Show Policy

For New Patients:

Should you be unable to make your appointment please provide Waterfall with at least 24 hours' notice.

Failure to notify Waterfall of your inability to make your scheduled appointment will result in that appointment being documented as a "No Show"

Should you have two (2) No Shows in a one-year time frame, you will be asked and allowed to sit and wait for an opening. This will last for the remainder of the one year time.

For Established Patients:

The first No Show you will be called to determine the reason for the no show.

The second "No Show" occurrence, a letter will be sent to reinforce both policy and expectations.

Should you have three (3) No shows in a one year time frame, this may lead to termination of care at the Waterfall clinic.



OCHIN | my chart

Online access to your medical chart – anytime of the day or night

In partnership with OCHIN, who supports our clinic's electronic health record system, we are offering our patients secure, online access to their personal medical charts.

Using the OCHIN MyChart, patients can have online access to their medical information, any time of the day or night.

See what your provider sees:

- Medications, lab results, allergies, immunizations, etc.
- Access health education information
- Get your discharge instructions

Stay in touch with your provider:

- Send your provider a secure email message
- Request Refill prescriptions

Manage your appointments:

- Schedule an appointment
- See details of past or upcoming appointment

Security and Privacy:

- OCHIN MyChart is safe, secure and private
- OCHIN MyChart is password protected and sent to you using an encrypted connection that won't allow others to see your information

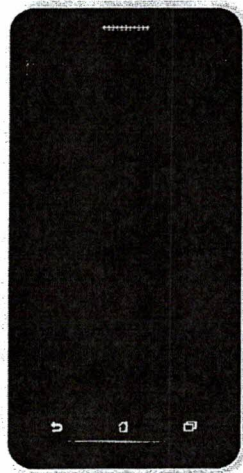
Getting access is easy:

- Ask your provider to turn on access for you today



FOR YOUR CONVENIENCE

You'll receive automated courtesy text messages to remind you of upcoming appointments



If you are interested, text the word **WFall** to **622622** and you will start receiving reminders