We are changing our policy regarding visits with our Medical Assistants for things like blood draws, injections, INR testing, wound care and blood pressure checks. You will now be required to schedule an appointment for these types of services no exceptions. We will have a grace period for these services through the end of August so that we can let as many patients know about this change as possible.

The reason for this change is to improve the patient experience and to ensure that patients do not have to wait longer than 10 minutes if they just “drop in”. We feel that scheduling these services during specific times of the day will improve wait times for both these services and for our patients seeing providers since Medical Assistants will not be pulled away at random times while they are seeing patients.

In addition, our schedule for these services on Saturday will be limited to the morning hours when we have additional staff available.

This change will also apply to flu vaccination when the vaccine for the upcoming year becomes available. Watch for updates about specific “flu clinic” days when no appointment will be necessary on our website and on Facebook. We plan to offer this service at least 2 times during the fall. Remember that we do not offer flu vaccine to patients that have not been seen by one of our providers during the previous 18 months.

Thank you for your cooperation as we change how we offer these services to our patients and work on improving our wait time and the patient experience.

Janet Stephenson

Site Manager

RMPC-Partners in Health Location

7-28-20