



How and When to Contact Dr. Rietze

Emergencies

CALL 911

Emergencies are Time Sensitive!

If there is a true emergency, please call 911.

Calling me first just delays that process and treatment. However, you or a family member are welcome to notify me by text that you are on your way to the ER, so that I am aware of the situation. Appropriate reasons for calling 911 include:

- **Chest pain or pressure** especially when associated with radiation to the left arm, left neck or jaw.
- **Stroke like symptoms** including sudden weakness of one side of the body, slurred speech, and/or facial droop. This is very much a time sensitive medical issue that requires immediate treatment in the emergency department.
- **An unexplained fainting episode or a trauma** that leads to loss of consciousness.
- **Rapid and/or irregular heart rate** such as a heart rate in the 140s or above, especially in the setting of lightheadedness or fainting.
- **A fall** after which you are unable to get up.
- **Difficulty breathing** such as an asthma or COPD exacerbation and/or an oximetry reading below 90%.
- Trauma that leads to an **open fracture** (a bone fragment that has pierced the skin).

Please download the Spruce Health App:

<https://spruce.care/lilacdirectprimarycare>

This platform allows for secure text messaging with me. You may send files and/or images on that platform, just as you would with routine text messaging.

Spruce is for Members Only. There is a separate phone number attached to Spruce for members: 509-740-3572. You do not necessarily need to remember that phone number if you have the Spruce app, but you can always call that number if you need to.

Urgent (non-emergency) Matters

Text OR Call: 509-740-3572

Examples of urgent issues **DURING BUSINESS HOURS**: Symptoms requiring same day or next day appointment, lacerations (cuts that may require stitches), and if you are out of medication needing refill.

Examples of urgent issues **AFTER HOURS**: Unsure if you should go to the ER, anything that cannot wait until the morning.

Urgent matters should be communicated to me by a **text OR phone call**. For urgent matters during business hours, you can expect a same day response.

Non-urgent matters

Text: 509-740-3572

OR

Email: drjulie@lilacdpc.com

Examples: medication refills, non-urgent need for appointment, or questions about referrals, etc.

I prefer routine, non-urgent communication to be done by text or email, both of which can automatically be included as part of your patient record. Please expect **1-2 business days for a response** to non-urgent communication, but I will make every attempt to respond on same business day. Images and videos may be sent by text on the Spruce app through secure messaging. **Complex issues involving explanation are more likely to be helpful if sent by email.**

I discourage phone calls for routine, non-urgent questions, and communication.

I will batch all my responses to patients **3-4 times throughout the business day**, so please be aware that you may not hear back from me immediately.

After Hours

If communication is sent on the weekend or holiday, I will hold off on my reply for routine matters such as medication refills until the **next business day**.

I will assume that any communication sent After Hours is a true emergency.

Please refrain from sending communication during those hours unless you have a true emergency. **After Hours is defined as any hour outside of regular business hours (8am-5pm), weekends, and major holidays.**

Other Important Information

Vacation/Time Away

You can expect that I will be away from the practice on **vacation up to 4 weeks a year**. In that situation, **you will be given plenty of advance notice** on the dates that you can expect me to be absent. I am working with other DPC doctors in the area to cover for each other while we are on vacation. If I have an unexpected absence (such as due to illness), then I will send out a message to all my members alerting them of my absence.

No Show/Late Cancellation Policy

If possible, please notify me 24 hours in advance that you need to cancel your appointment. **No Show or Late Cancellation (less than 24 hours prior to cancellation) will incur a fee of \$25.00.** This is meant to underscore the importance and value of my time as well as other patients' time who could be seen for urgent needs.